Inspiron 7400

Service Manual

Regulatory Model: P130G
Regulatory Type: P130G003
August 2021
Rev. A02

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.

Contents

1

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.

Working inside your computer

Before working inside your computer

About this task

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

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.

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

5. Remove any media card and optical disc from your computer, if applicable.

Electrostatic discharge—ESD protection

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

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 For this reason, some previously approved methods of handling parts are no longer applicable.

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

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

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

Perform the following steps to prevent ESD damage:

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

ESD field service kit

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

Components of an ESD field service kit

The components of an ESD field service kit are:

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

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

ESD protection summary

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

Transporting sensitive components

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

After working inside your computer

About this task

CAUTION: 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.

2

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

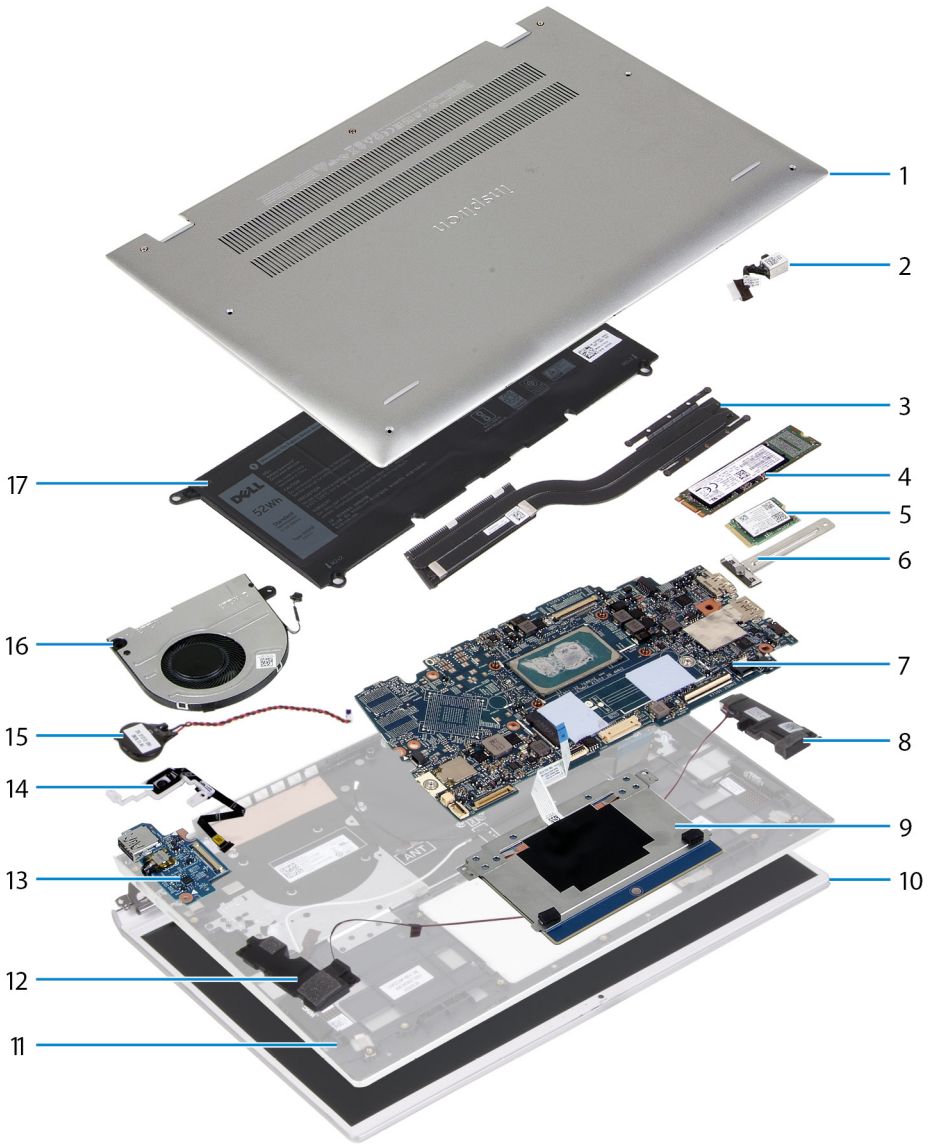
Component	Secured to	Screw type	Quantity	Screw image
Base cover	Palm-rest and keyboard assembly	M2x5	4	
Base cover	Palm-rest and keyboard assembly	M2x3.5+2.5 (captive)	3	
4-cell battery	Palm-rest and keyboard assembly	M2x2	4	
4-cell battery	Palm-rest and keyboard assembly	M1.6x4	1	
6-cell battery	Palm-rest and keyboard assembly	M2x3	4	
6-cell battery	Palm-rest and keyboard assembly	M1.6x4.5	1	
M.2 2230 solid-state drive bracket	System board	M2x2.5	1	
M.2 2280 solid-state drive/Intel Optane	System board	M2x2.5	1	

Table 1. Screw list (continued)

Component	Secured to	Screw type	Quantity	Screw image
Heat sink	System board	Captive	• For computers without discrete graphics: 4 • For computers with discrete graphics: 7	
Fan	Palm-rest and keyboard assembly	M2x3	2	
Display assembly	Palm-rest and keyboard assembly	M2x4	4	
Power-adapter port	Palm-rest and keyboard assembly	M2x3	1	
Touchpad bracket	Palm-rest and keyboard assembly	M2x2	3	
Touchpad	Palm-rest and keyboard assembly	M2x2	2	
I/O board	Palm-rest and keyboard assembly	M1.6x2.5	1	
I/O board	Palm-rest and keyboard assembly	M2x2	1	
Power-button bracket	Palm-rest and keyboard assembly	M2x3	3	
Power-button board	Palm-rest and keyboard assembly	M2x3	2	
Wireless-card bracket	System board	M2x2.5	1	
Touchpad	Palm-rest and keyboard assembly	M2x2	2	
Touchpad bracket	Palm-rest and keyboard assembly	M2x2	3	
Wireless-card bracket	System board	M2x3	1	
System board	Palm-rest and keyboard assembly	M2x2	1 **NOTE:** Only on computers with a 6-cell battery	

Major components of Inspiron 7400

The following image shows the major components of Inspiron 7400.



1. base cover
2. power-adapter port
3. heat sink
4. M.2 2280 solid-state drive
5. M.2 2230 solid-state drive
6. M.2 2230 solid-state drive bracket
7. system board
8. right speaker
9. touchpad
10. display assembly
11. palm-rest and keyboard assembly
12. left speaker
13. I/O board
14. power-button board
15. coin-cell battery
16. fan
17. battery

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.

Base cover

Removing the base cover

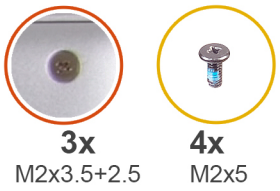
Prerequisites

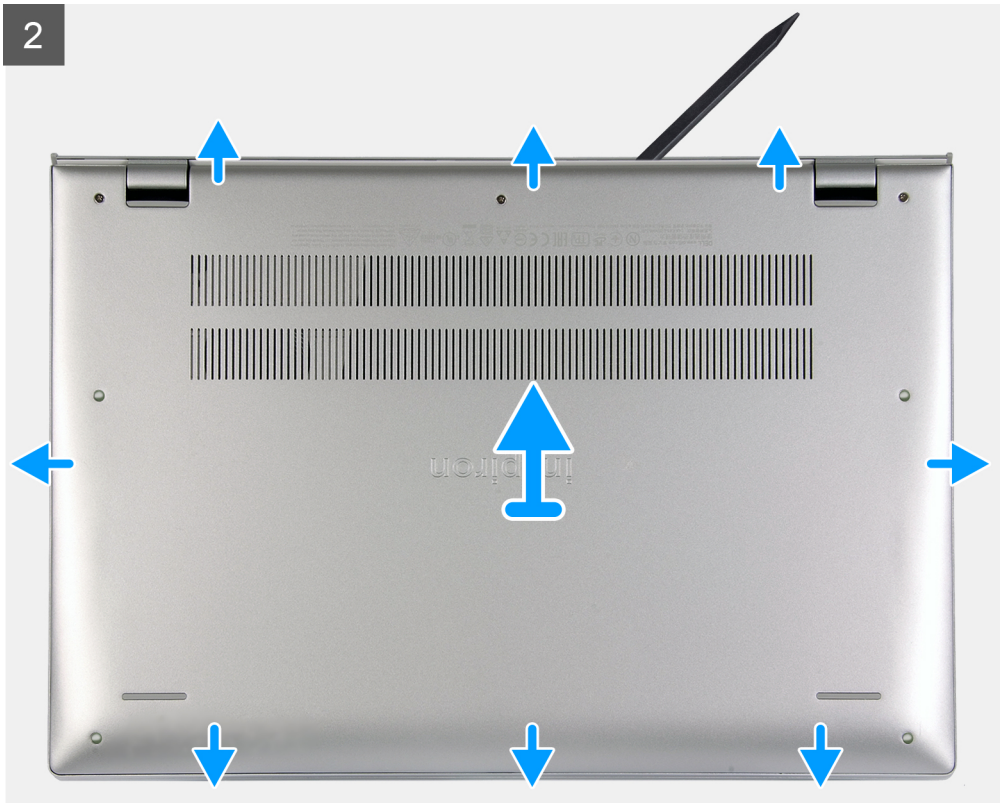
1. Follow the procedure in Before working inside your computer.

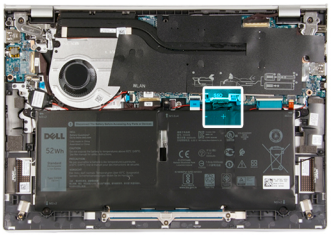
About this task

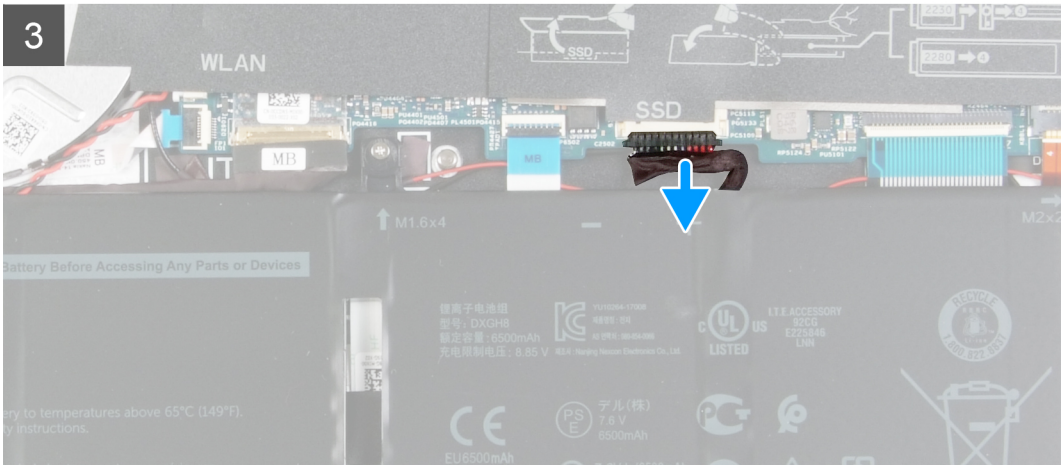
NOTE: Before removing the base cover, ensure that there is no micro-SD card installed in the micro-SD card slot on your computer.

The following images indicate the location of the base cover and provides a visual representation of the removal procedure.




2




3
WLAN
SSD
M1.6x4
Battery Before Accessing Any Parts or Devices

Steps

1. Remove the four screws (M2x5) that secure the base cover to the palm-rest and keyboard assembly.
2. Loosen the three captive screws (M2x3.5+2.5) that secure the base cover to the palm-rest and keyboard assembly.
3. Using a plastic scribe, pry the base cover from the middle and continue to work on the sides to open the base cover.
4. Lift and slide the base cover off the palm-rest and keyboard assembly.
5. Disconnect the battery cable from the system board.
6. Press and hold the power button for five seconds to ground the computer and drain the flea power.

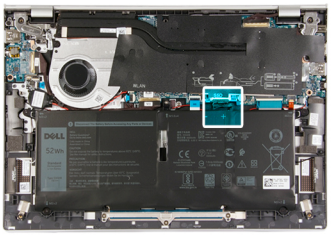
Installing the base cover

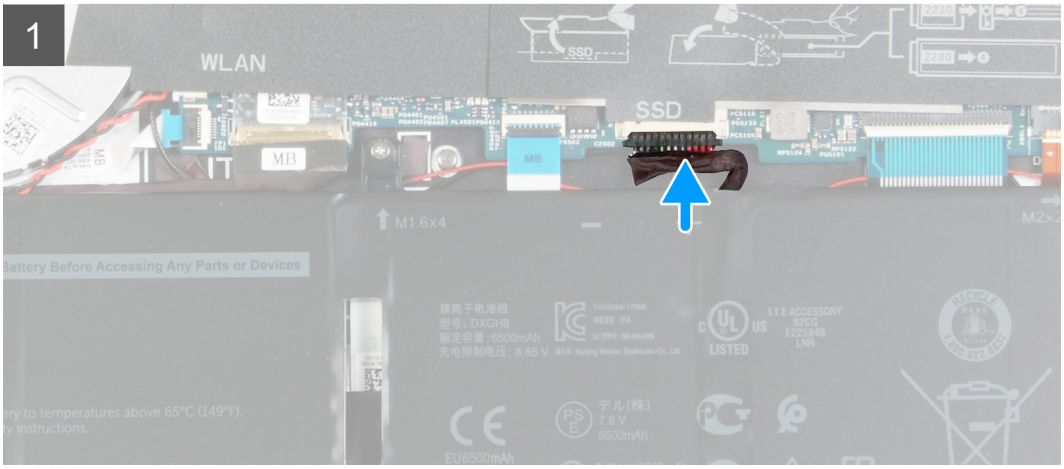
Prerequisites

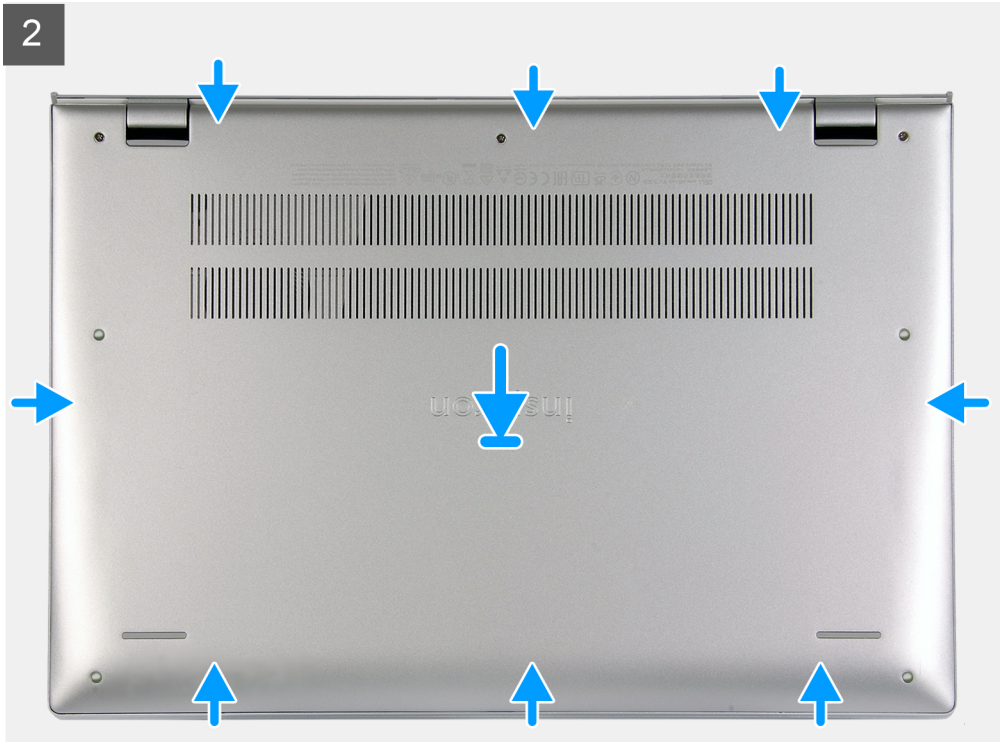
If you are replacing a component, remove the existing component before performing the installation process.

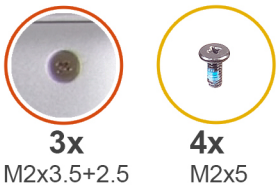
About this task

The following images indicate the location of the base cover and provides a visual representation of the installation procedure.




1
WLAN
SSD
M1.6x4


2



Steps

1. Connect the battery cable to the connector on the system board if disconnected.
2. Place and snap the base cover into place on the palm-rest and keyboard assembly.
3. Tighten the three captive screws (M2x3.5+2.5) that secure the base cover to the palm-rest and keyboard assembly.
4. Replace the four screws (M2x5) that secure the base cover to the palm-rest and keyboard assembly.

Next steps

1. Follow the procedure in After working inside your computer.

Battery

Lithium-ion battery precautions

CAUTION:

- **Exercise caution when handling Lithium-ion batteries.**
- **Discharge the battery completely before removing it. Disconnect the AC power adapter from the system and operate the computer solely on battery power—the battery is fully discharged when the computer no longer turns on when the power button is pressed.**
- **Do not crush, drop, mutilate, or penetrate the battery with foreign objects.**
- **Do not expose the battery to high temperatures, or disassemble battery packs and cells.**
- **Do not apply pressure to the surface of the battery.**
- **Do not bend the battery.**

- **Do not use tools of any kind to pry on or against the battery.**
- **Ensure any screws during the servicing of this product are not lost or misplaced, to prevent accidental puncture or damage to the battery and other system components.**
- **If the battery gets stuck inside your computer as a result of swelling, do not try to release it as puncturing, bending, or crushing a lithium-ion battery can be dangerous. In such an instance, contact Dell technical support for assistance. See www.dell.com/contactdell.**
- **Always purchase genuine batteries from www.dell.com or authorized Dell partners and resellers.**
- **Swollen batteries should not be used and should be replaced and disposed properly. For guidelines on how to handle and replace swollen Lithium-ion batteries, see Handling swollen Lithium-ion batteries.**

Removing the 4-cell battery

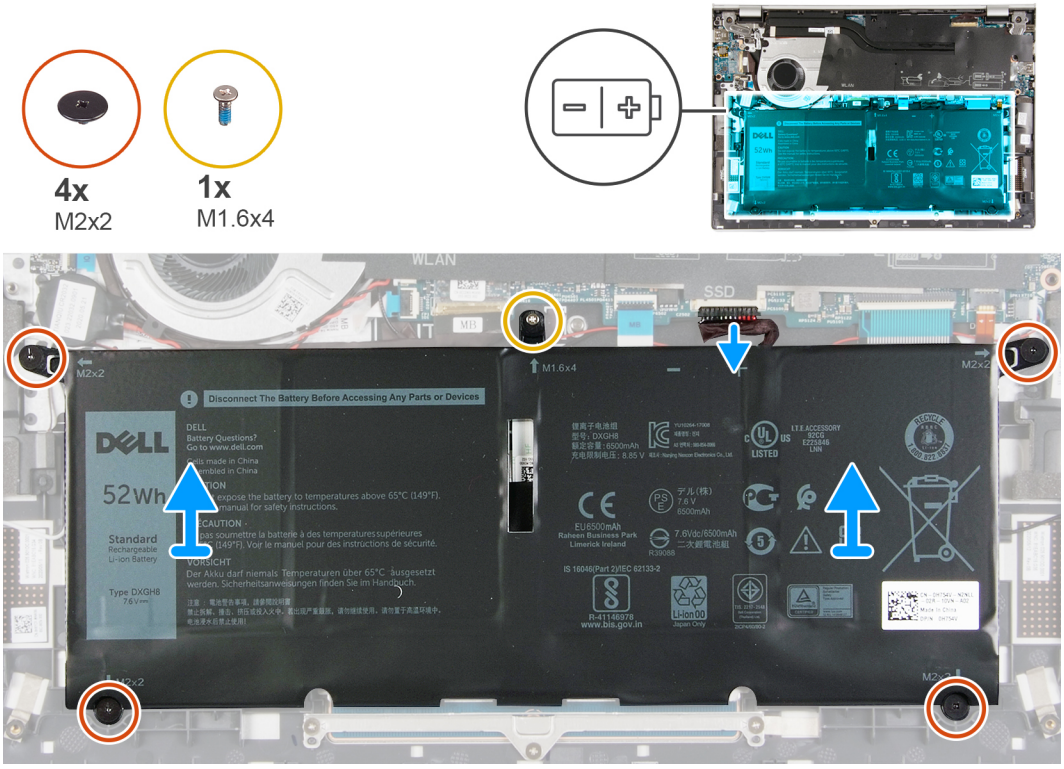
Prerequisites

1. Follow the procedure in Before working inside your computer.
2. Remove the base cover.

About this task

NOTE: The 4-cell battery can be identified by the 52 Wh printout on the left side of the battery.

The following images indicate the location of the 4-cell battery and provides a visual representation of the removal procedure.



Steps

1. Disconnect the battery cable from the system board, if applicable.
2. Remove the four screws (M2x2) that secure the battery to the palm-rest and keyboard assembly.
3. Remove the screw (M1.6x4) that secures the battery to the palm-rest and keyboard assembly.
4. Lift the battery off the palm-rest and keyboard assembly.

Installing the 4-cell battery

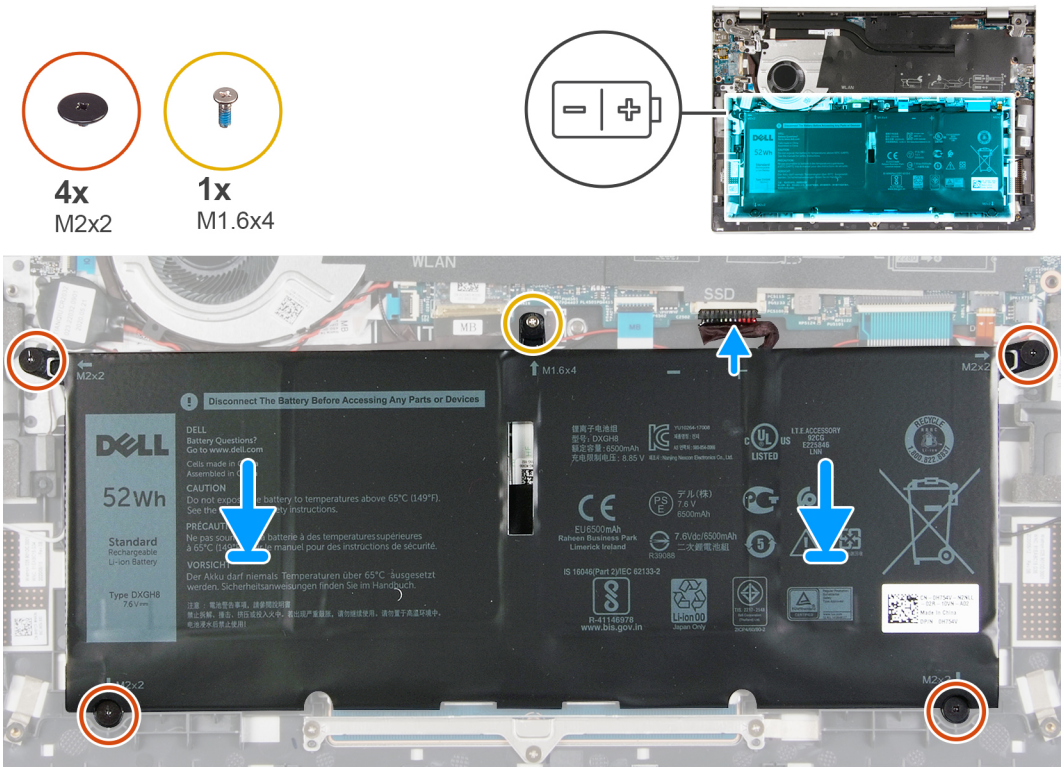
Prerequisites

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

About this task

NOTE: The 4-cell battery can be identified by the 52 Wh printout on the left side of the battery.

The following images indicate the location of the 4-cell battery and provides a visual representation of the installation procedure.



Steps

1. Place the battery on the palm-rest and keyboard assembly.
2. Align the screw holes on the battery to the screw holes on the palm-rest and keyboard assembly.
3. Replace the four screws (M2x2) that secure the battery to the palm-rest and keyboard assembly.
4. Replace the screw (M1.6x4) that secures the battery to the palm-rest and keyboard assembly.
5. Connect the battery cable to the connector on the system board.

Next steps

1. Install the base cover.
2. Follow the procedure in After working inside your computer.

Removing the 6-cell battery

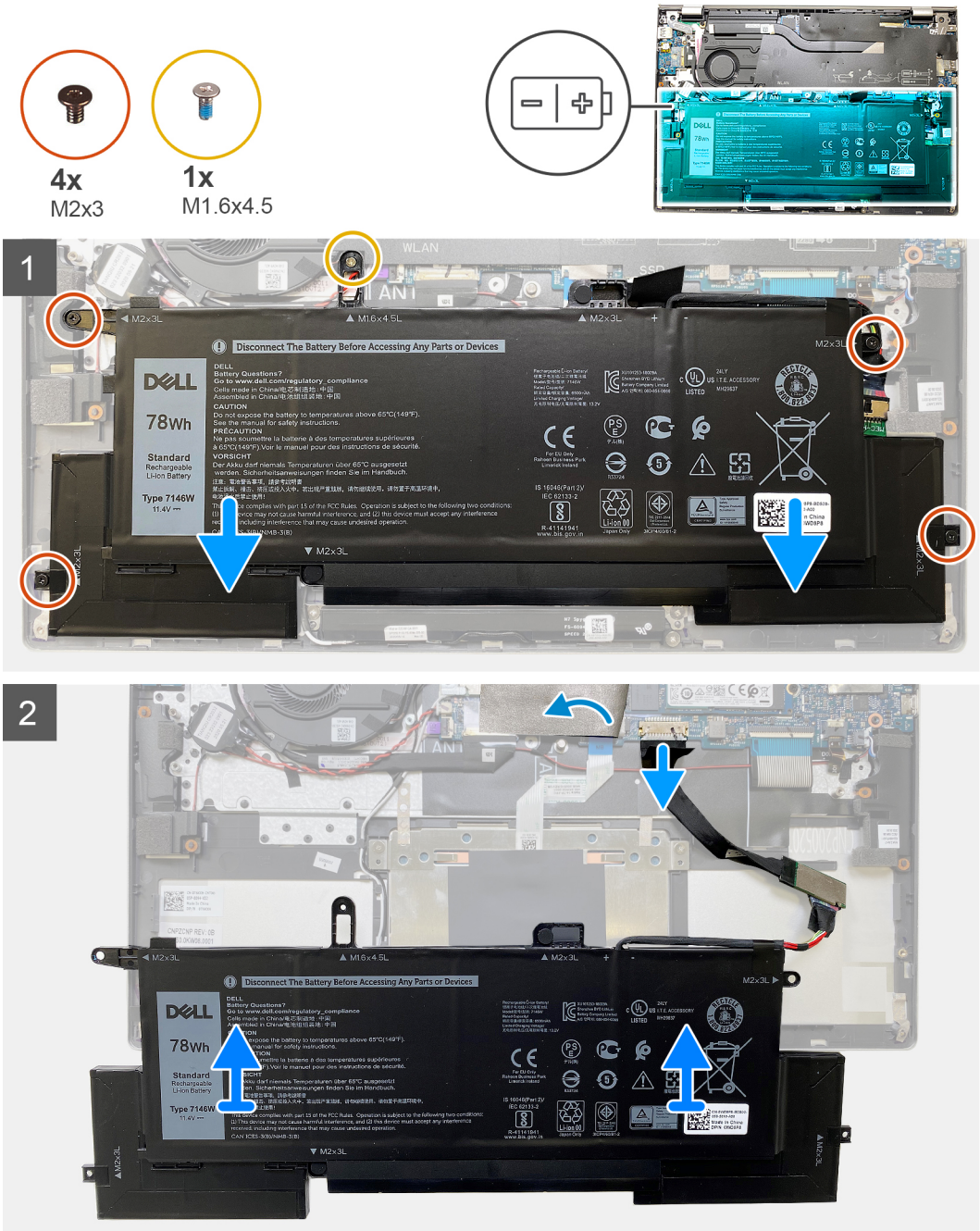
Prerequisites

1. Follow the procedure in Before working inside your computer.
2. Remove the base cover.

About this task

NOTE: The 6-cell battery can be identified by the 78 Wh printout on the left side of the battery.

The following images indicate the location of the 6-cell battery and provides a visual representation of the removal procedure.



Steps

1. Remove the four screws (M2x3) that secure the battery to the palm-rest and keyboard assembly.
2. Remove the screw (M1.6x4.5) that secures the battery to the palm-rest and keyboard assembly.
3. Lift the battery off the palm-rest and keyboard assembly.
4. Lift the thermal tape that covers the battery-cable connector on the system board.
5. Disconnect the battery cable from the system board.
6. Remove the battery from the palm-rest and keyboard assembly.

Installing the 6-cell battery

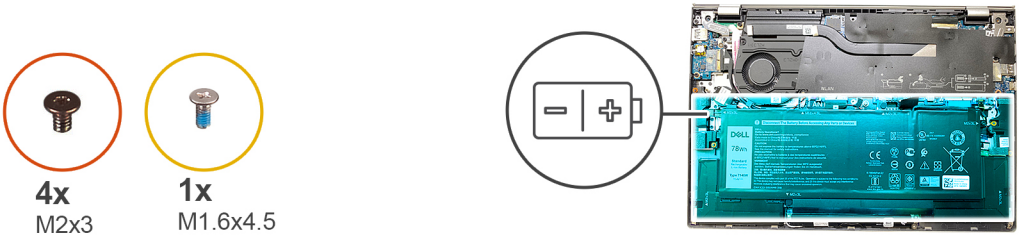
Prerequisites

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

About this task

NOTE: The 6-cell battery can be identified by the 78 Wh printout on the left side of the battery.

The following images indicate the location of the 6-cell battery and provides a visual representation of the installation procedure.



Steps

1. Connect the battery cable to the system board.
2. Adhere the thermal tape that covers the battery-cable connector on the system board.

CAUTION: Ensure that the battery cable is tucked between the battery and the system board when placing the battery on the palm-rest and keyboard assembly to avoiding pinching the cable and damaging your computer.

3. Place the battery on palm-rest and keyboard assembly.
4. Replace the four screws (M2x3) that secure the battery to the palm-rest and keyboard assembly.
5. Replace the screw (M1.6x4.5) that secures the battery to the palm-rest and keyboard assembly.

Next steps

1. Install the base cover.
2. Follow the procedure in After working inside your computer.

Solid-state drive

Removing the M.2 2230 solid-state drive

Prerequisites

1. Follow the procedure in Before working inside your computer.
2. Remove the base cover.

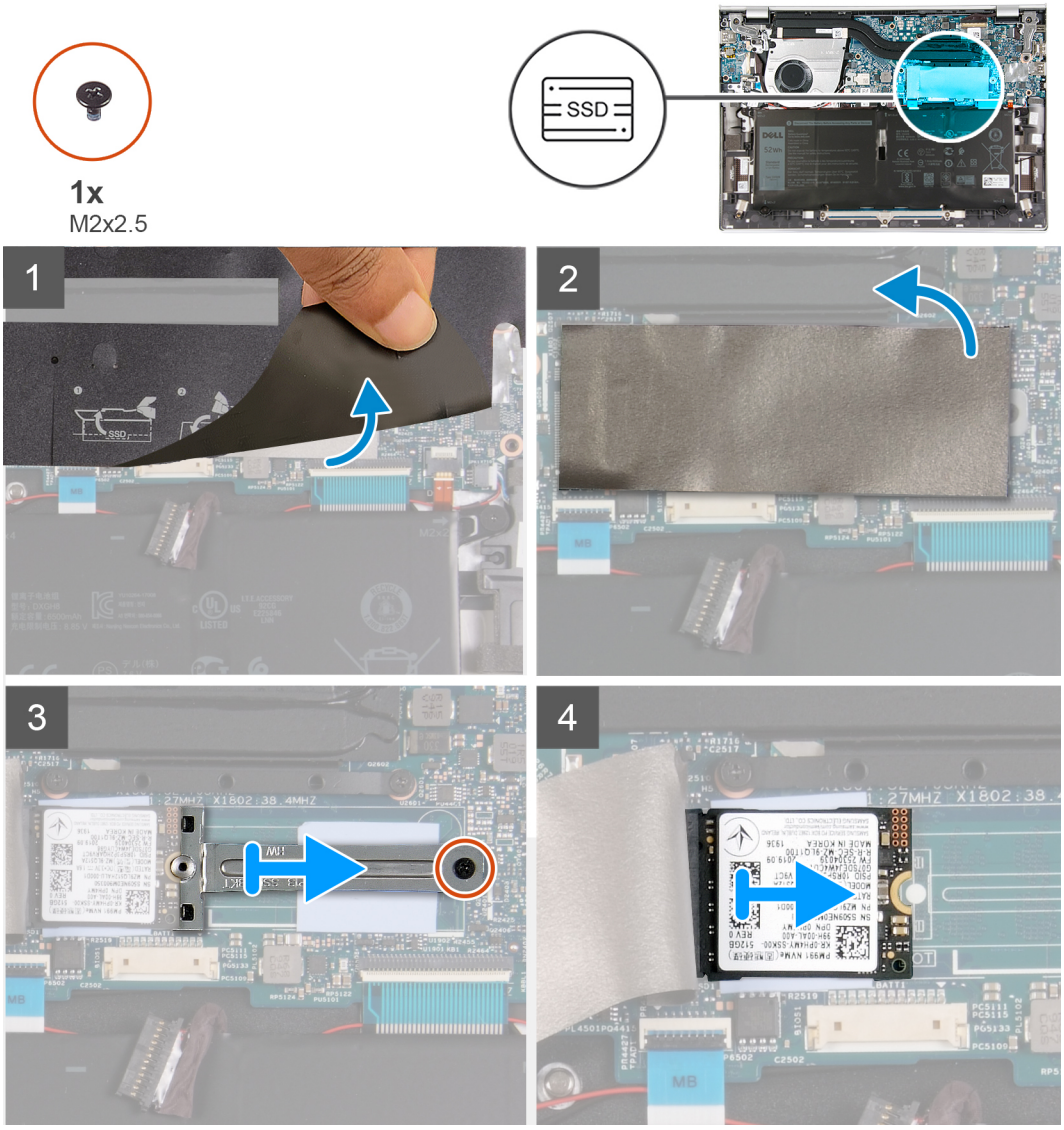
About this task

NOTE: This procedure applies only to computers shipped with an M.2 2230 solid-state drive installed.

NOTE: The M.2 card installed on your computer will depend on the configuration ordered. Supported card configurations on the M.2 card slot:

- M.2 2230 solid-state drive + 2230 mounting bracket
- M.2 2280 solid-state drive
- M.2 2280 Intel Optane H10

The following images indicate the location of the M.2 2230 solid-state drive and provides a visual representation of the removal procedure.



Steps

1. Lift the Mylar that covers the system board.
2. Peel the thermal tape that covers the M.2230 solid-state drive and bracket.
3. Remove the screw (M2x2.5) that secures the M.2 2230 bracket to the system board.
4. Slide and lift the M.2 2230 bracket off the system board.
5. Slide and lift the M.2 2230 solid-state drive off the system board.

Installing the M.2 2230 solid-state drive

Prerequisites

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

About this task

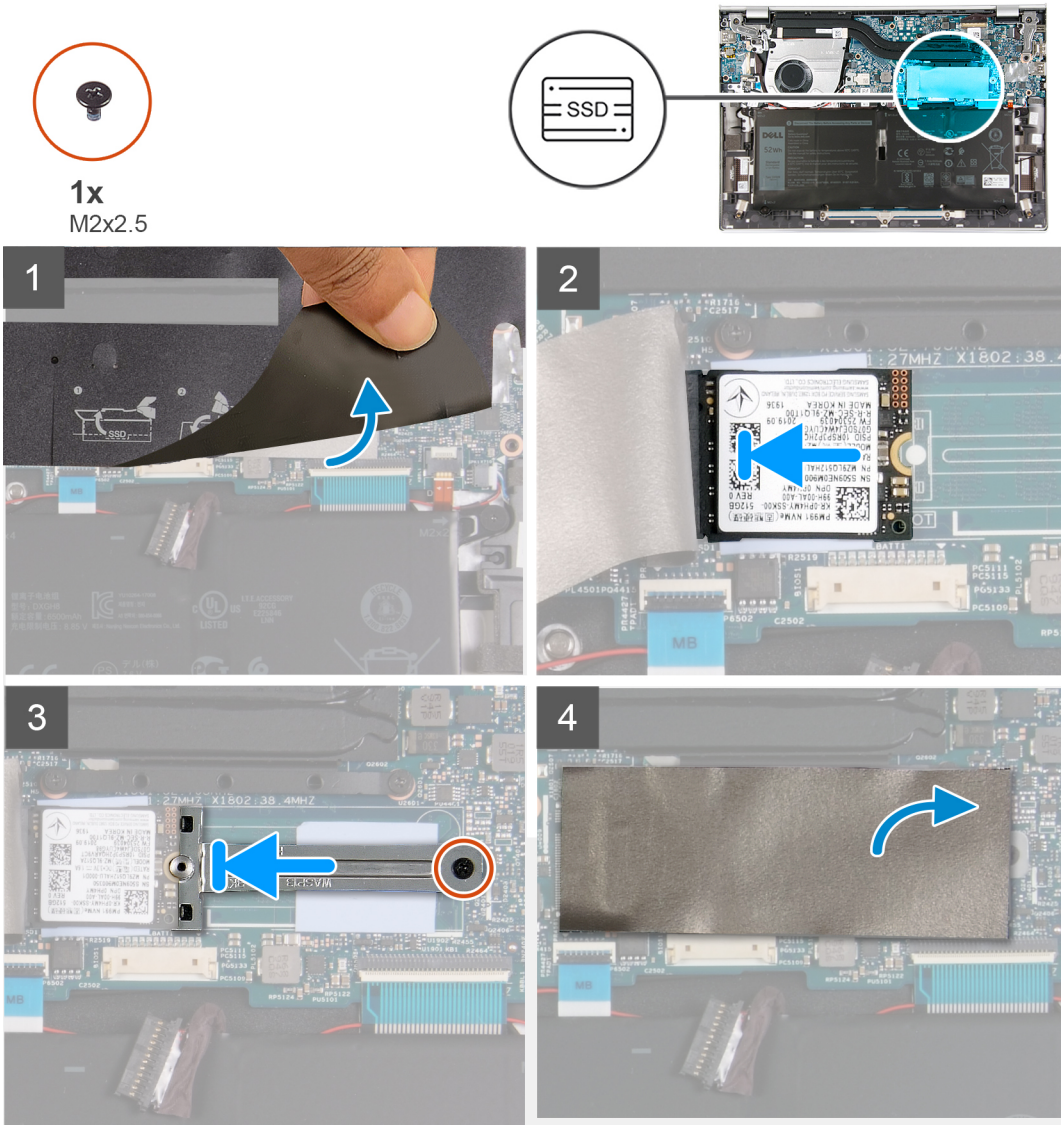
NOTE: This procedure applies if you are installing a M.2 2230 solid-state drive.

NOTE: Depending on the configuration ordered your computer may support the following M.2 cards in the M.2 card slot:

- M.2 2230 solid-state drive + 2230 mounting bracket

- M.2 2280 solid-state drive
- M.2 2280 Intel Optane H10

The following images indicate the location of the M.2 2230 solid-state drive and provides a visual representation of the installation procedure.



Steps

1. Lift the Mylar off the system board.
2. Align the notch on the M.2 2230 solid-state drive with the tab on the M.2 card slot on the system board.
3. Slide the M.2 2230 solid-state drive into the M.2 card slot on the system board.
4. Place and slide the M.2 2230 bracket on the system board, aligning the notch on the M.2 2230 bracket to the groove on the M.2 2230 solid-state drive.
5. Replace the screw (M2x2.5) that secures the M.2 2230 bracket to the system board.
6. Adhere the thermal tape over the M.2 2230 solid-state drive and bracket.
7. Place the Mylar over the M.2 2230 solid-state drive.

Next steps

1. Install the base cover.
2. Follow the procedure in After working inside your computer.

Removing the M.2 2280 solid-state drive/Intel Optane H10

Prerequisites

1. Follow the procedure in Before working inside your computer.
2. Remove the base cover.

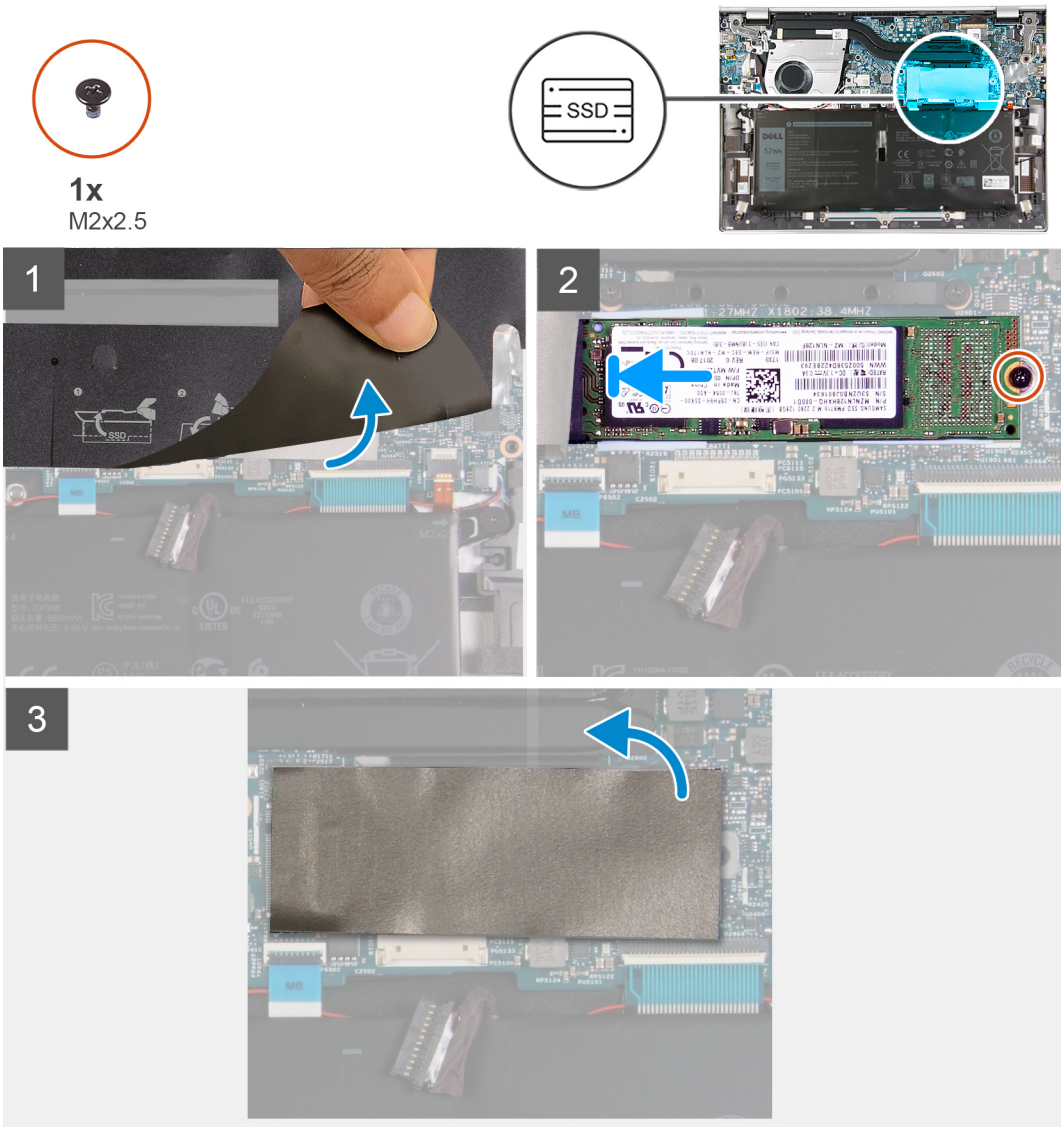
About this task

NOTE: This procedure applies only to computers shipped with a M.2 2280 solid-state drive/Intel Optane H10 installed.

NOTE: The M.2 card installed on your computer will depend on the configuration ordered. Supported card configurations on the M.2 card slot:

- M.2 2230 solid-state drive + 2230 mounting bracket
- M.2 2280 solid-state drive
- M.2 2280 Intel Optane H10

The following images indicate the location of the M.2 2280 solid-state drive/Intel Optane H10 and provides a visual representation of the removal procedure.



Steps

1. Lift the Mylar that covers the system board.
2. Peel the thermal tape that covers the M.2 2280 solid-state drive.
3. Remove the screw (M2x2.5) that secures the M.2 2280 solid-state drive/Intel Optane H10 to the palm-rest and keyboard assembly.
4. Slide and remove the M.2 2280 solid-state drive/Intel Optane H10 from the M.2 card slot on the system board.

Installing the M.2 2280 solid-state drive/Intel Optane H10

Prerequisites

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

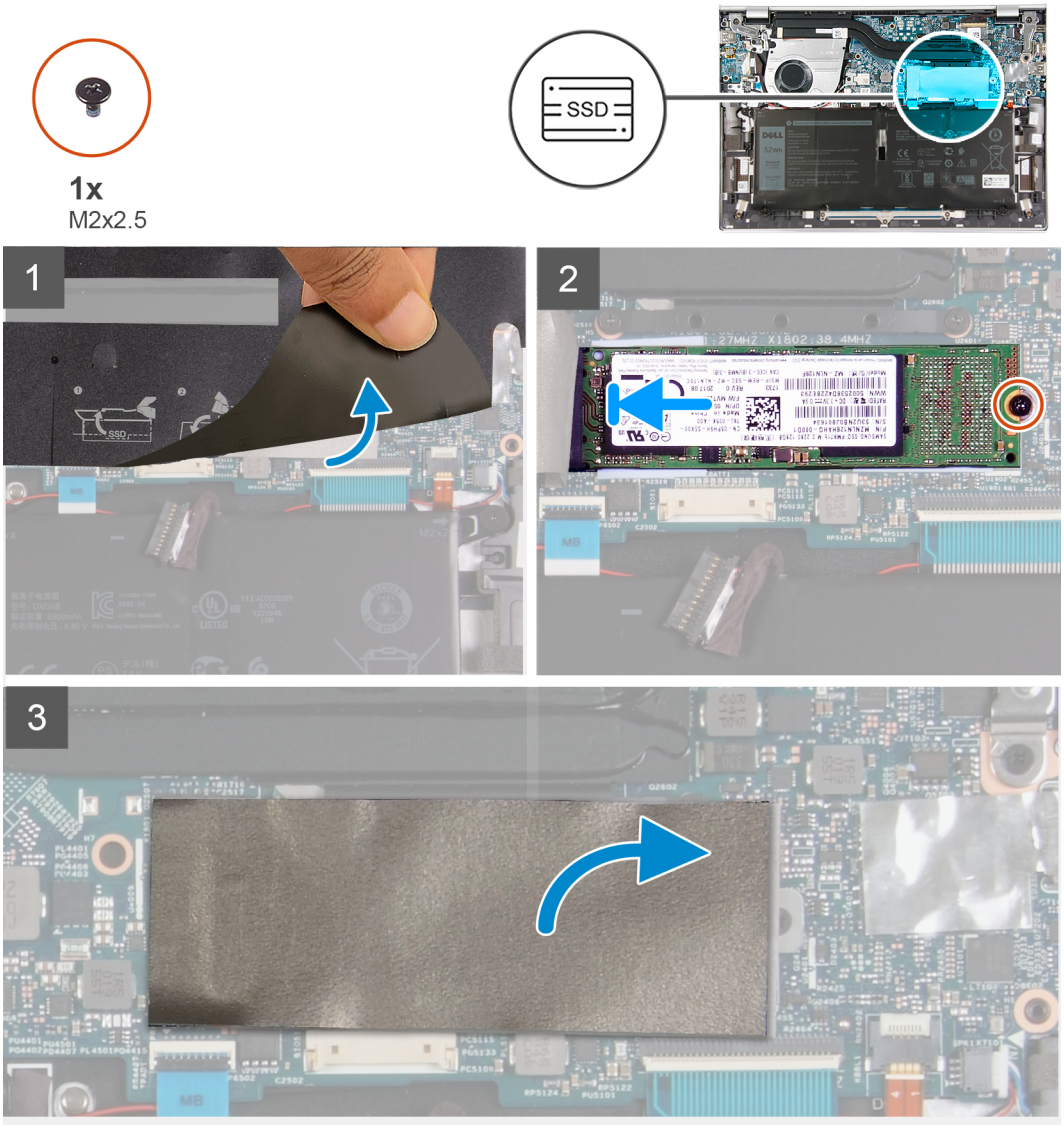
About this task

NOTE: This procedure applies if you are installing a M.2 2280 solid-state drive/Intel Optane H10.

NOTE: Depending on the configuration ordered your computer may support the following M.2 cards in the M.2 card slot:

- M.2 2230 solid-state drive + 2230 mounting bracket
- M.2 2280 solid-state drive
- M.2 2280 Intel Optane H10

The following images indicate the location of the M.2 2280 solid-state drive/Intel Optane H10 and provides a visual representation of the installation procedure.



Steps

1. Lift the Mylar that covers the system board.
2. Align the notch on the M.2 2280 solid-state drive/Intel Optane H10 with the tab on the M.2 card slot on the system board.
3. Slide the M.2 2280 solid-state drive/Intel Optane H10 into the M.2 card slot on the system board.
4. Replace the screw (M2x2.5) that secures the M.2 2280 solid-state drive/Intel Optane H10 to the palm-rest and keyboard assembly.
5. Adhere the thermal tape that covers the M.2 2280 solid-state drive/Intel Optane H10.
6. Place the Mylar over the M.2 2280 solid-state drive/Intel Optane H10.

Next steps

1. Install the base cover.
2. Follow the procedure in After working inside your computer.

Heat sink

Removing the heat sink— for computers with integrated graphics card

Prerequisites

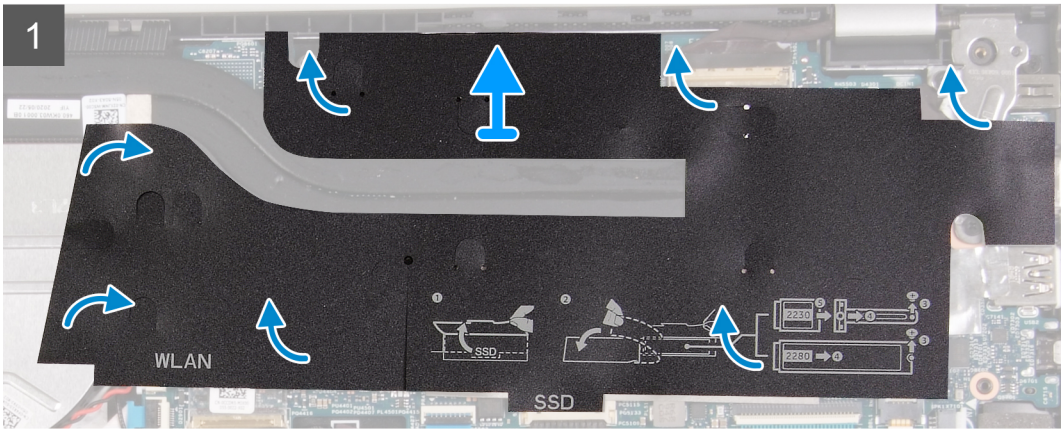
1. Follow the procedure in Before working inside your computer.
2. Remove the base cover.

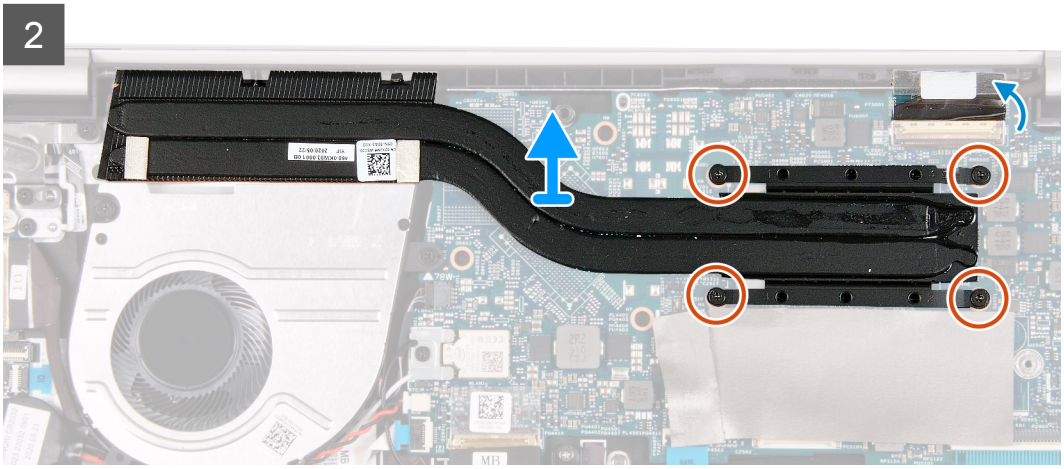
About this task

CAUTION: The heat sink may become hot during normal operation. Allow sufficient time for the heat sink to cool before you touch it.

CAUTION: For maximum cooling of the processor, do not touch the heat transfer areas on the heat sink. The oils in your skin can reduce the heat transfer capability of the thermal grease.

The following images indicate the location of the heat sink and provides a visual representation of the removal procedure.





Steps

1. Lift the Mylar that covers the system board.

   NOTE: The number of screws varies depending on the configuration ordered.

2. In reverse sequential order (4 > 3 > 2 > 1) loosen the four captive screws that secure the heat sink to the system board.
3. Lift the heat sink from the system board.

Installing the heat sink— for computers with integrated graphics card

Prerequisites

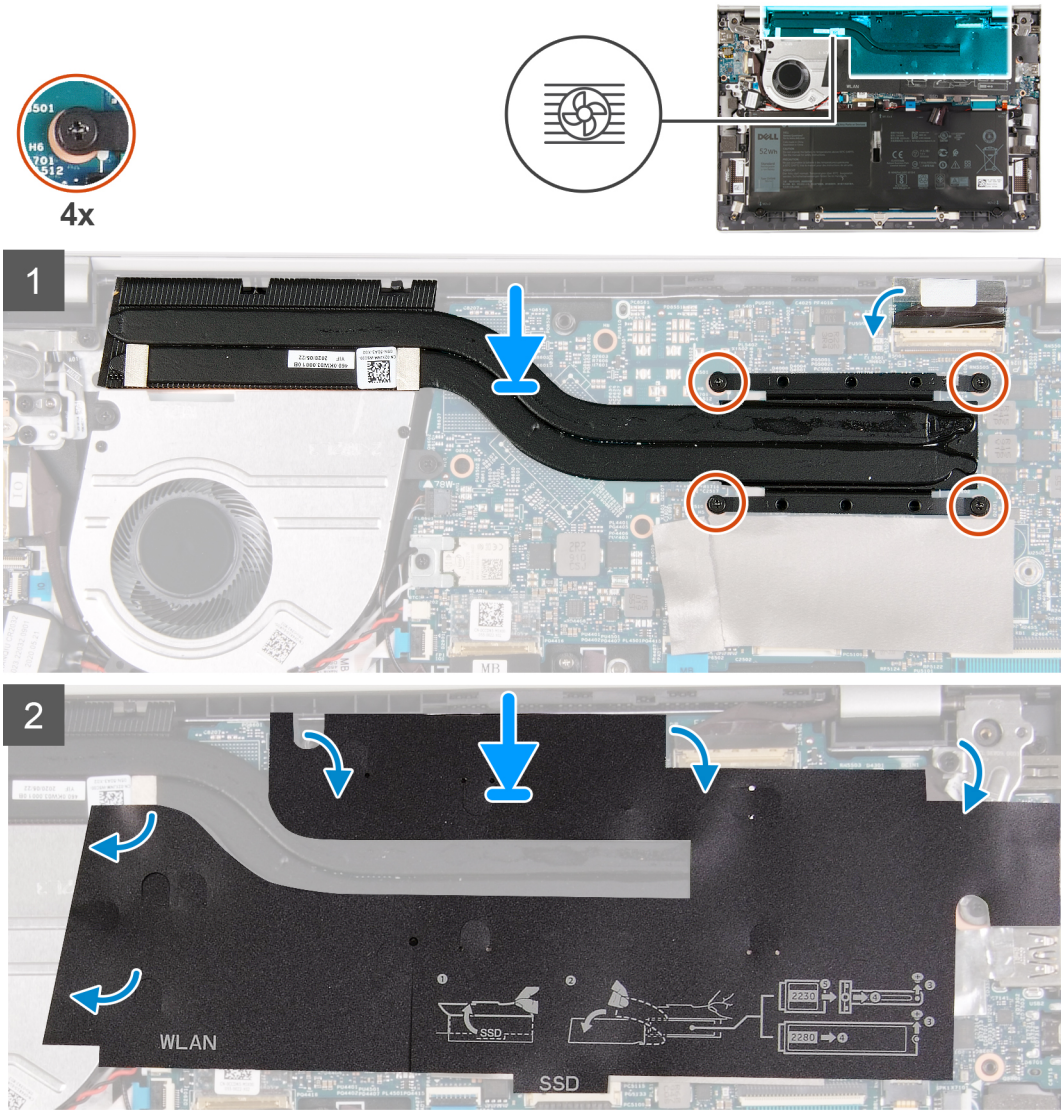
If you are replacing a component, remove the existing component before performing the installation process.

About this task

NOTE: If either the system board or the heat sink is replaced, use the thermal grease provided in the kit to ensure that thermal conductivity is achieved.

CAUTION: For maximum cooling of the processor, do not touch the heat transfer areas on the heat sink. The oils in your skin can reduce the heat transfer capability of the thermal grease.

The following images indicate the location of the heat sink and provides a visual representation of the installation procedure.



Steps

1. Place the heat sink on the system board.
2. In sequential order (1 > 2 > 3 > 4) tighten the four captive screws that secure the heat sink to the system board.

   NOTE: The number of screws varies depending on the configuration ordered.

3. Place the Mylar over the system board.

Next steps

1. Install the base cover.
2. Follow the procedure in After working inside your computer.

Removing the heat sink— for computers with discrete graphics card

Prerequisites

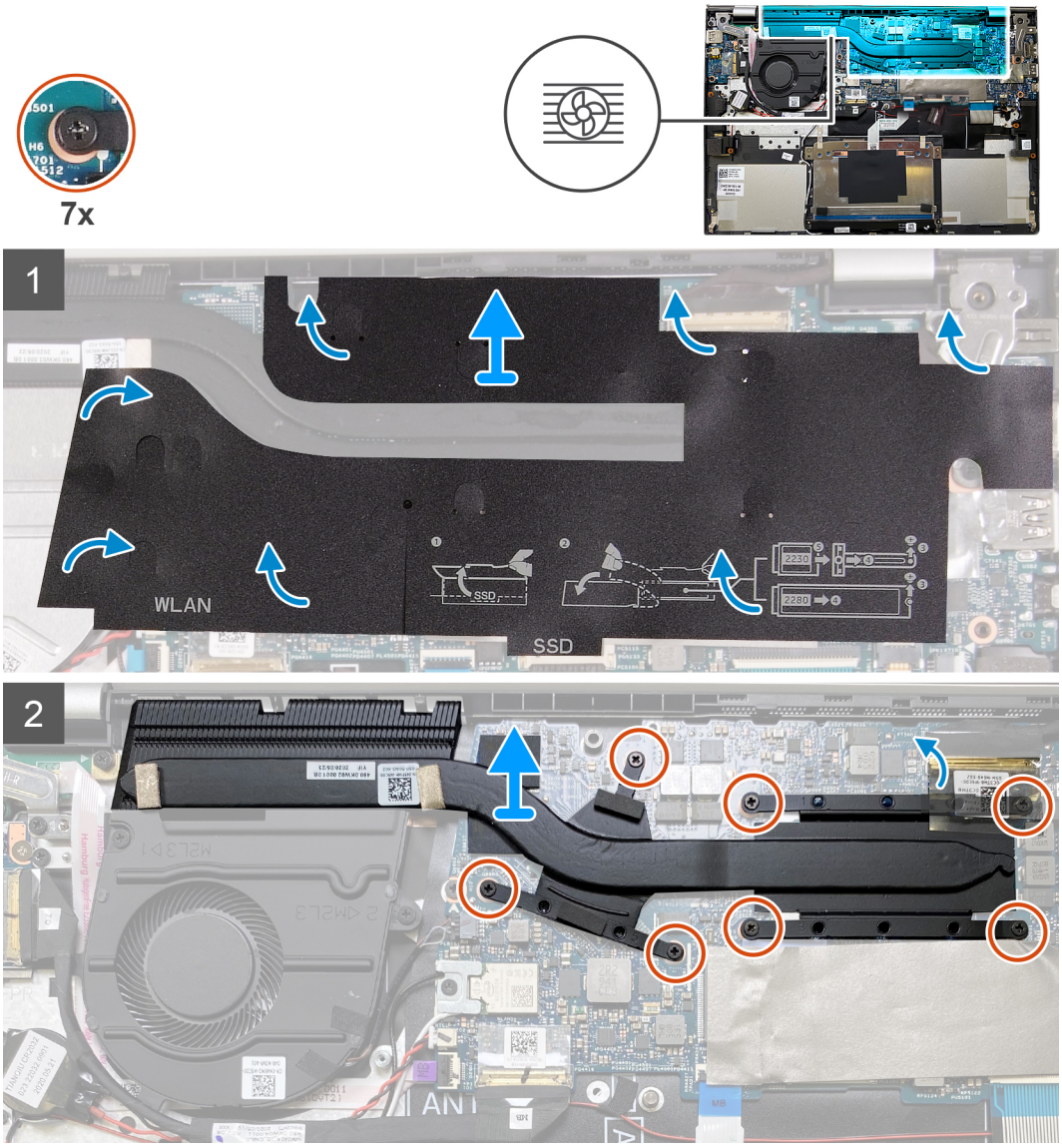
1. Follow the procedure in Before working inside your computer.
2. Remove the base cover.

About this task

CAUTION: The heat sink may become hot during normal operation. Allow sufficient time for the heat sink to cool before you touch it.

CAUTION: For maximum cooling of the processor, do not touch the heat transfer areas on the heat sink. The oils in your skin can reduce the heat transfer capability of the thermal grease.

The following images indicate the location of the heat sink and provides a visual representation of the removal procedure.



Steps

1. Lift the Mylar that covers the system board.

   NOTE: The number of screws varies depending on the configuration ordered.

2. In reverse sequential order (7 > 6 > 5 > 4 > 3 > 2 > 1) loosen the seven captive screws that secure the heat sink to the system board.
3. Lift the heat sink from the system board.

Installing the heat sink— for computers with discrete graphics card

Prerequisites

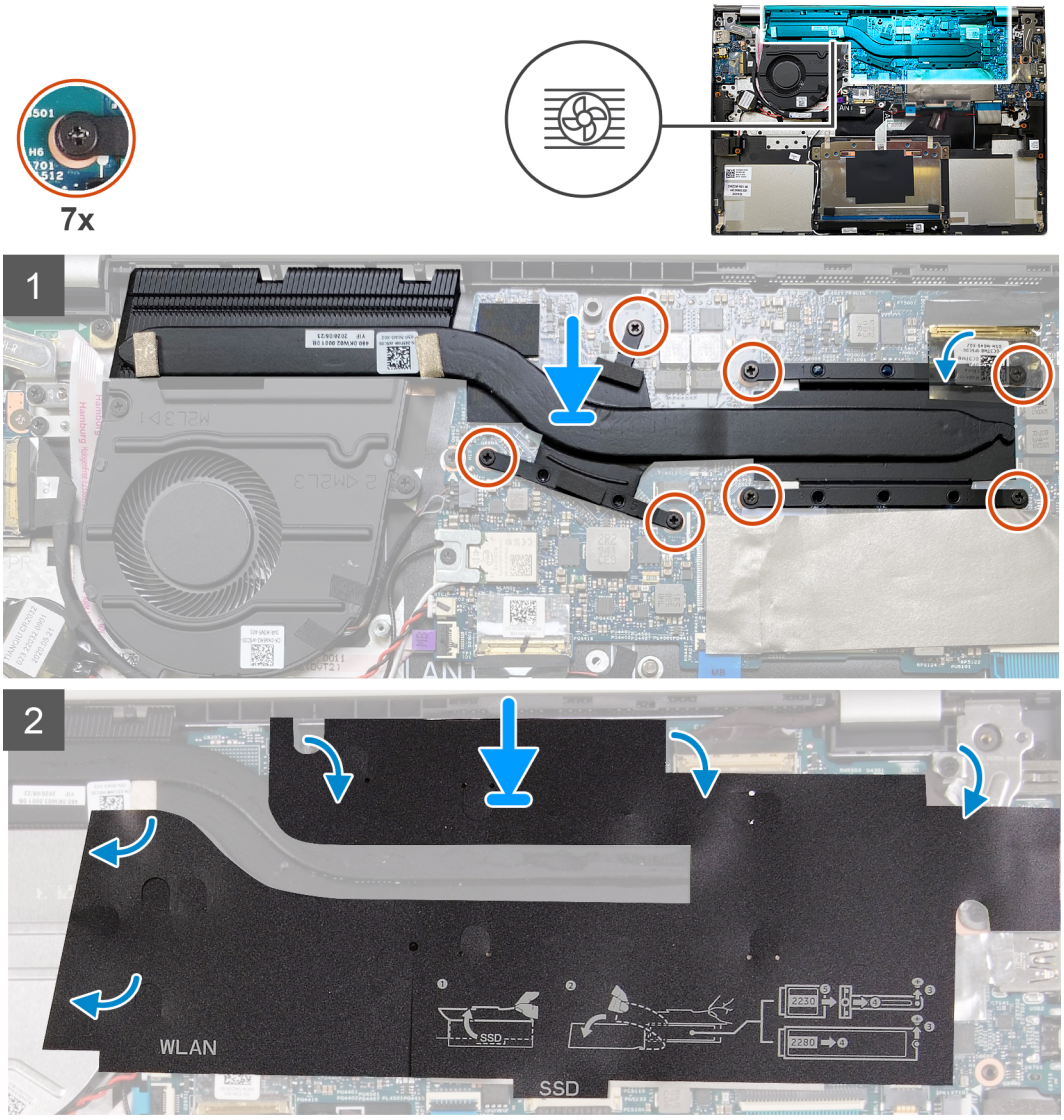
If you are replacing a component, remove the existing component before performing the installation process.

About this task

NOTE: If either the system board or the heat sink is replaced, use the thermal grease provided in the kit to ensure that thermal conductivity is achieved.

CAUTION: For maximum cooling of the processor, do not touch the heat transfer areas on the heat sink. The oils in your skin can reduce the heat transfer capability of the thermal grease.

The following images indicate the location of the heat sink and provides a visual representation of the installation procedure.



Steps

1. Place the heat sink on the system board.
2. In sequential order (1 > 2 > 3 > 4 > 5 > 6 > 7) tighten the seven captive screws that secure the heat sink to the system board.

NOTE: The number of screws varies depending on the configuration ordered.

3. Place the Mylar over the system board.

Next steps

1. Install the base cover.
2. Follow the procedure in After working inside your computer.

Fan

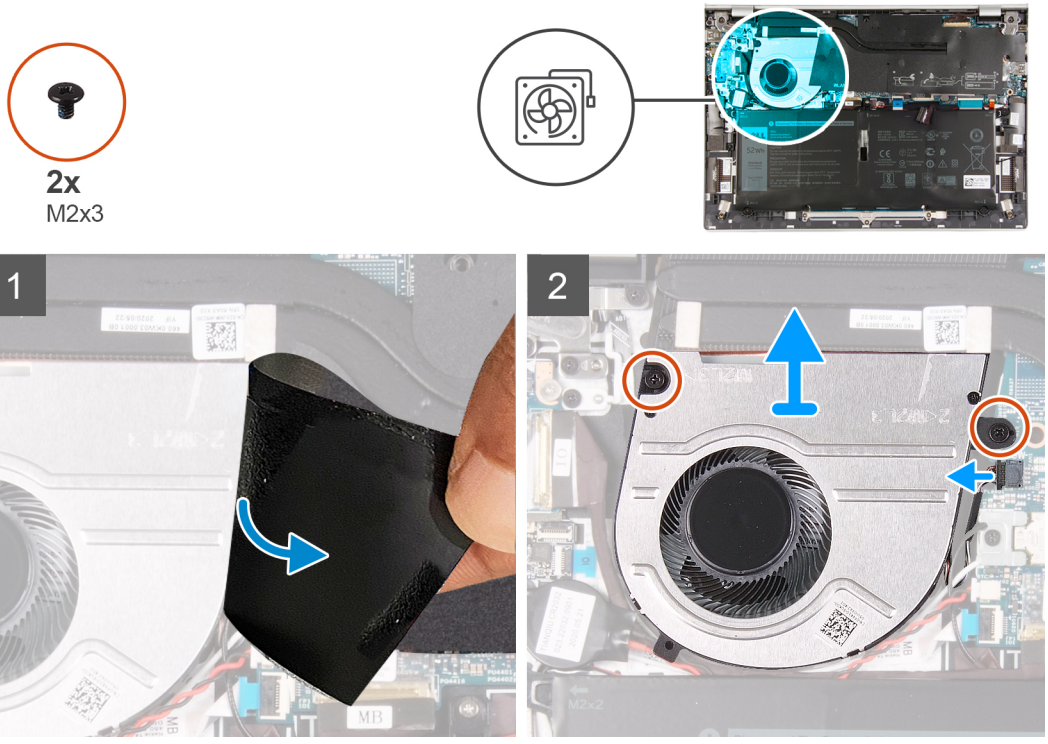
Removing the fan (4-cell battery)

Prerequisites

1. Follow the procedure in Before working inside your computer.
2. Remove the base cover.

About this task

The following images indicate the location of the fan (4-cell battery) and provides a visual representation of the removal procedure.



Steps

1. Lift the Mylar that covers the system board.
2. Remove the two screws (M2x3) that secure the fan to the palm-rest and keyboard assembly.
3. Disconnect the fan cable from the system board.
4. Lift the fan from the palm-rest and keyboard assembly.

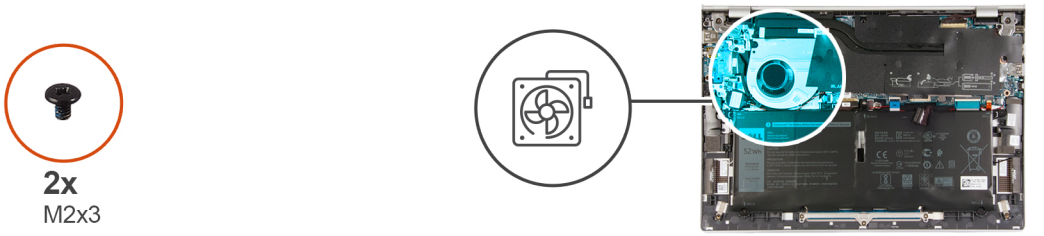
Installing the fan (4-cell battery)

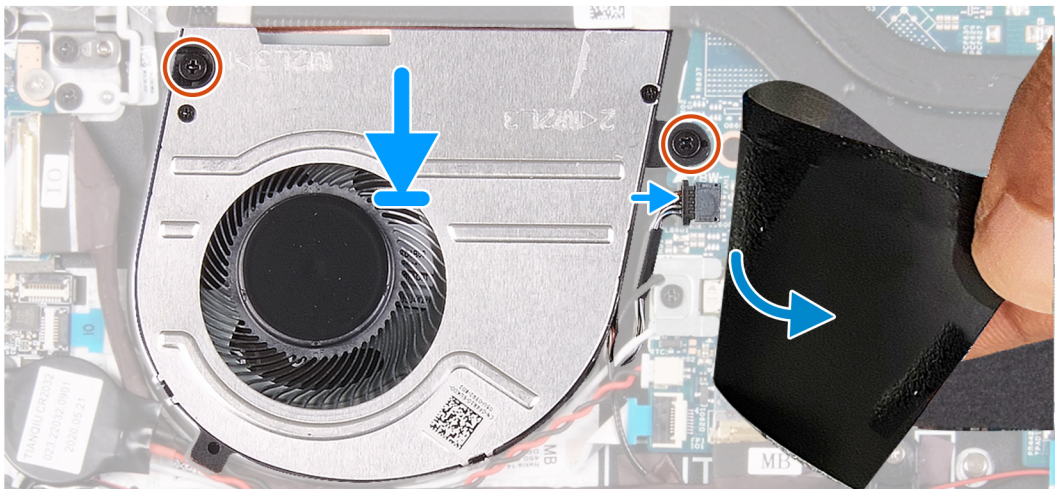
Prerequisites

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

About this task

The following images indicate the location of the fan (4-cell battery) and provides a visual representation of the installation procedure.





Steps

1. Lift the Mylar that covers the system board.
2. Place the fan on the palm-rest and keyboard assembly.
3. Align the screw holes on the fan to the screw holes on the palm-rest and keyboard assembly.
4. Replace the two screws (M2x3) that secure the fan to the palm-rest and keyboard assembly.
5. Connect the fan cable to the connector on the system board.
6. Place the Mylar over the system board.

Next steps

1. Install the base cover.
2. Follow the procedure in After working inside your computer.

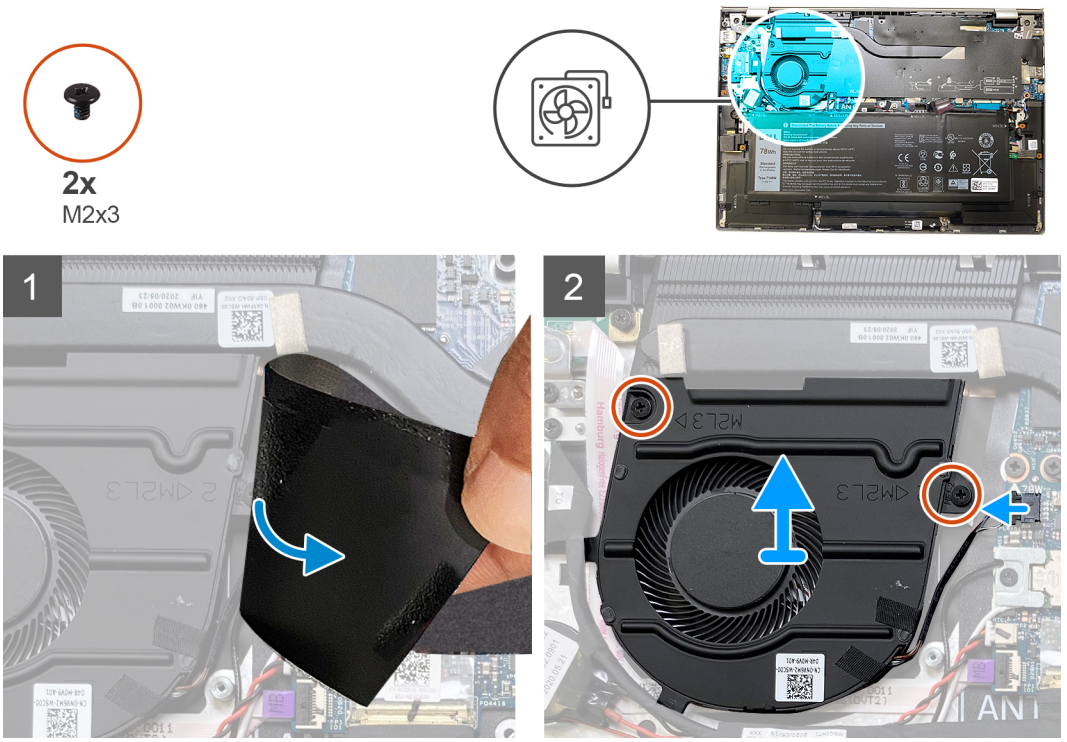
Removing the fan (6-cell battery)

Prerequisites

1. Follow the procedure in Before working inside your computer.
2. Remove the base cover.

About this task

The following images indicate the location of the fan (6-cell battery) and provides a visual representation of the removal procedure.



Steps

1. Lift the Mylar that covers the system board.
2. Remove the two screws (M2x3) that secure the fan to the palm-rest and keyboard assembly.
3. Disconnect the fan cable from the system board.
4. Lift the fan from the palm-rest and keyboard assembly.

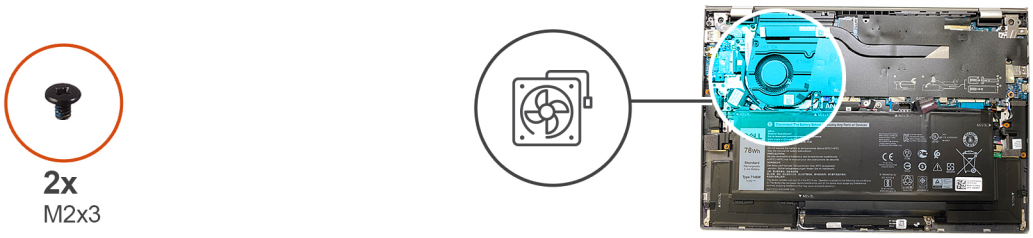
Installing the fan (6-cell battery)

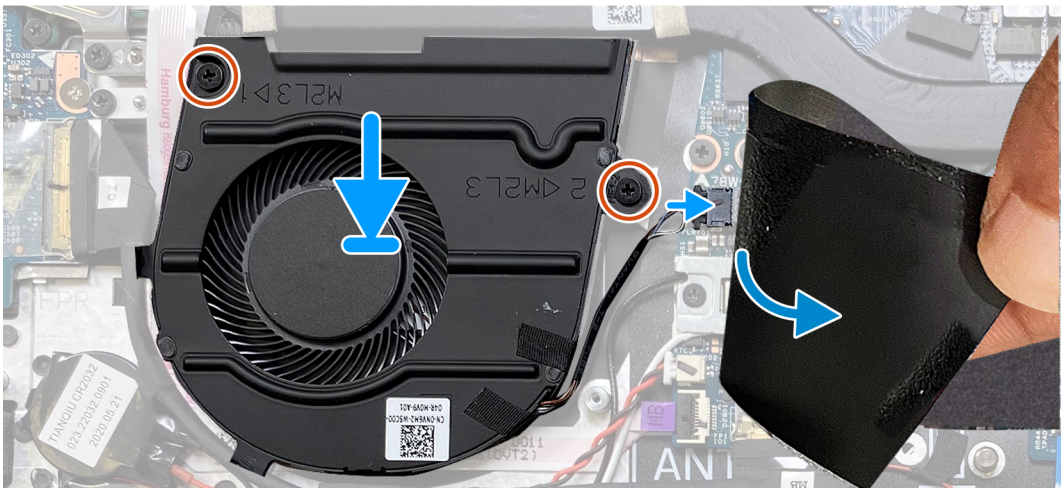
Prerequisites

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

About this task

The following images indicate the location of the fan (6-cell battery) and provides a visual representation of the installation procedure.





Steps

1. Lift the Mylar that covers the system board.
2. Place the fan on the palm-rest and keyboard assembly.
3. Align the screw holes on the fan to the screw holes on the palm-rest and keyboard assembly.
4. Replace the two screws (M2x3) that secure the fan to the palm-rest and keyboard assembly.
5. Connect the fan cable to the connector on the system board.
6. Place the Mylar over the system board.

Next steps

1. Install the base cover.
2. Follow the procedure in After working inside your computer.

Speakers

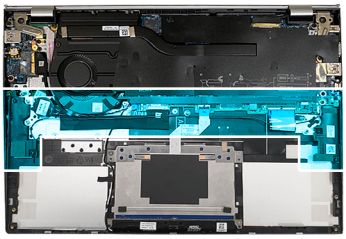
Removing the speakers

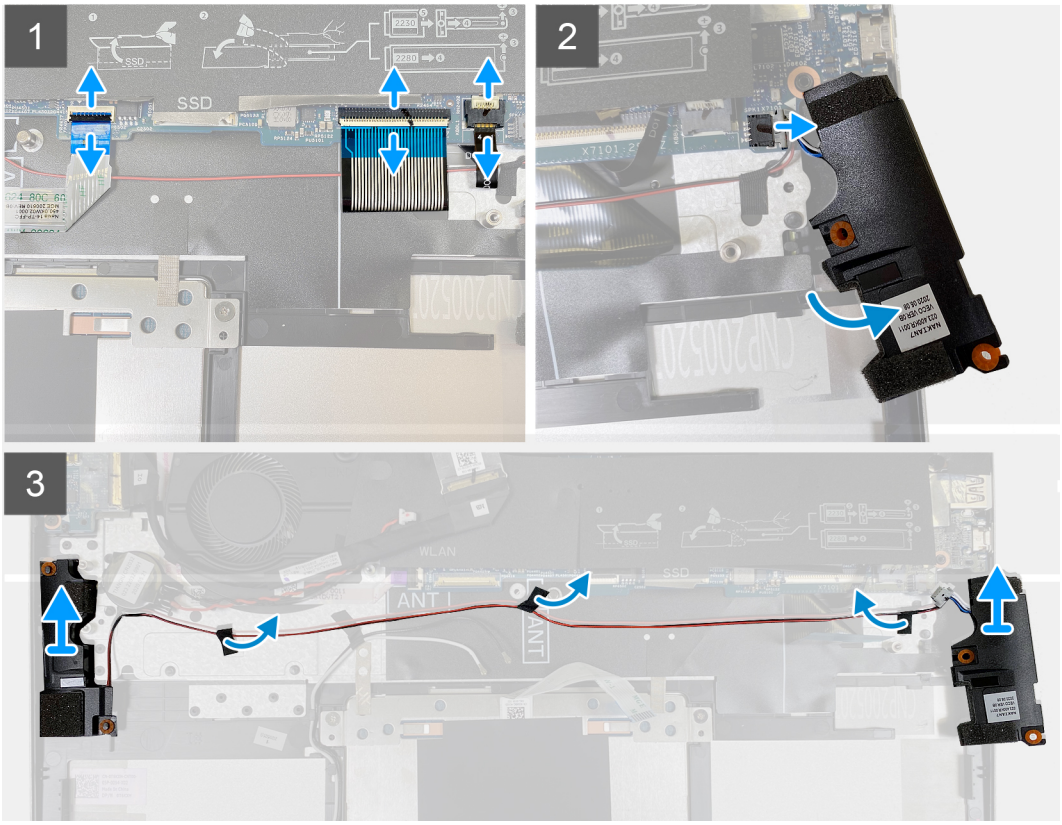
Prerequisites

1. Follow the procedure in Before working inside your computer.
2. Remove the base cover.
3. Remove the 4-cell battery or the 6-cell battery, whichever applicable.

About this task

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





Steps

1. Open the latch and disconnect the touchpad cable from the system board.
2. Open the latch and disconnect the keyboard cable from the system board.
3. Open the latch and disconnect the keyboard-backlight cable from the system board.
4. Disconnect the speaker cable from the system board.
5. Lift the right speaker off the palm-rest and keyboard asssembly.
6. Peel the tapes that secure the speaker cable to the palm-rest and keyboard assembly.

   NOTE: Note the routing of the speaker cables before peeling the tapes that secure the speaker cable to the palm-rest and keyboard assembly.

7. Lift the speakers along with its cable off the palm-rest and keyboard assembly.

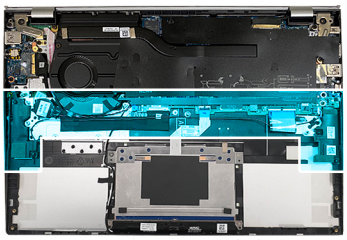
Installing the speakers

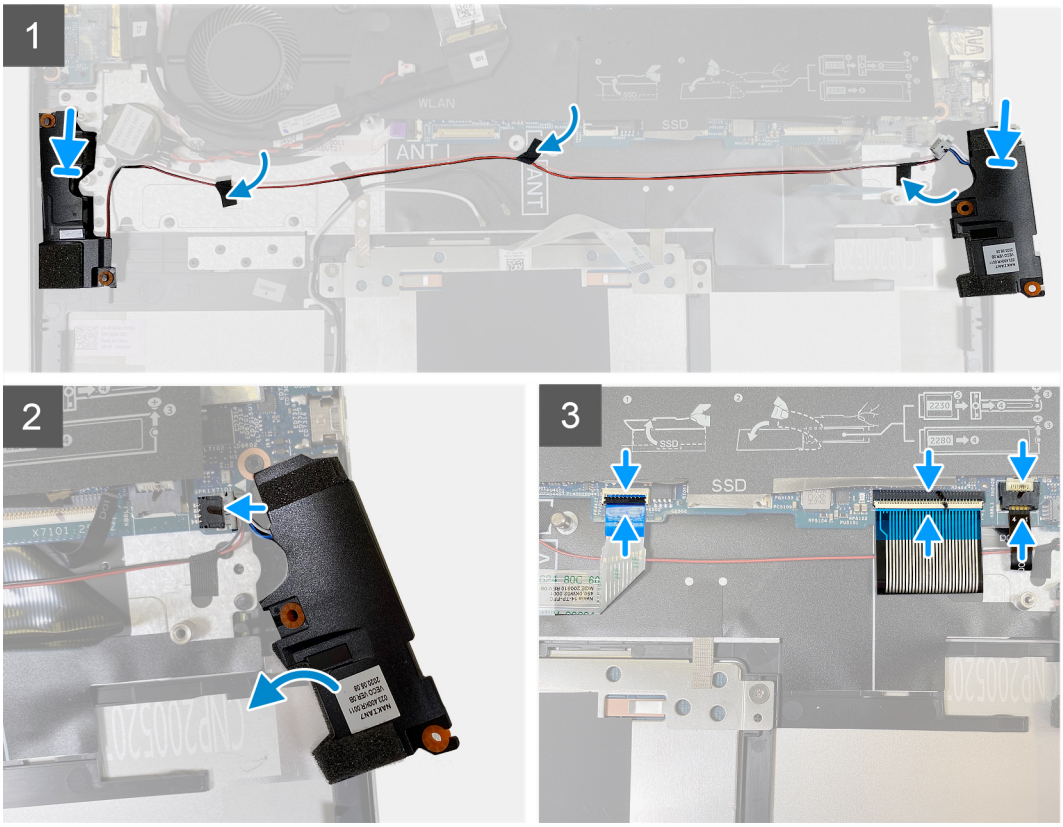
Prerequisites

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

About this task

The following images indicate the location of the speakers and provides a visual representation of the installation procedure.





Steps

1. Using the alignment posts, place the speakers on the palm-rest and keyboard assembly.

   NOTE: Ensure that the alignment posts are threaded through the rubber grommets on the speaker.

2. Adhere the tapes that secure the cable to the palm-rest and keyboard assembly.
3. Connect the speaker cable to the connector on the system board.
4. Connect the keyboard cable to the connector on the system board and close the latch.
5. Connect the keyboard-backlight cable to the connector on the system board and close the latch.
6. Connect the touchpad cable to the connector on the system board and close the latch.
7. Place the Mylar that covers the system board.

Next steps

1. Install the 4-cell battery or the 6-cell battery, whichever applicable.
2. Install the base cover.
3. Follow the procedure in After working inside your computer.

Display assembly

Removing the display assembly

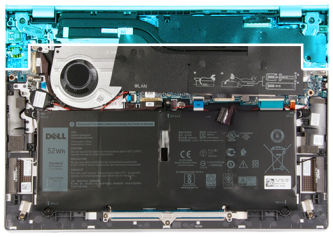
Prerequisites

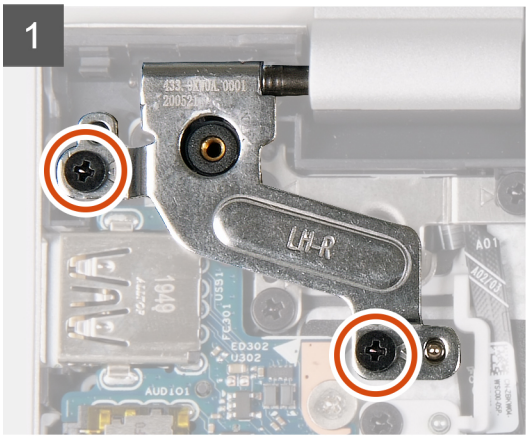
1. Follow the procedure in Before working inside your computer.
2. Remove the base cover.

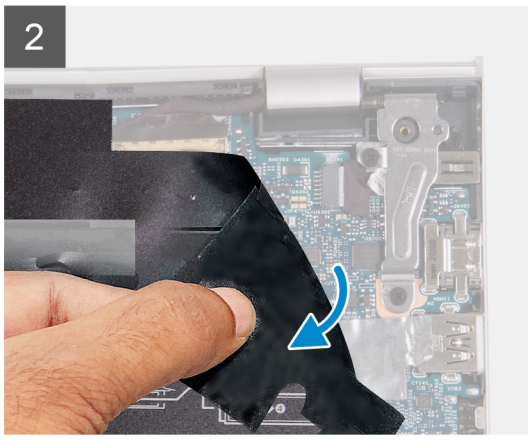
About this task

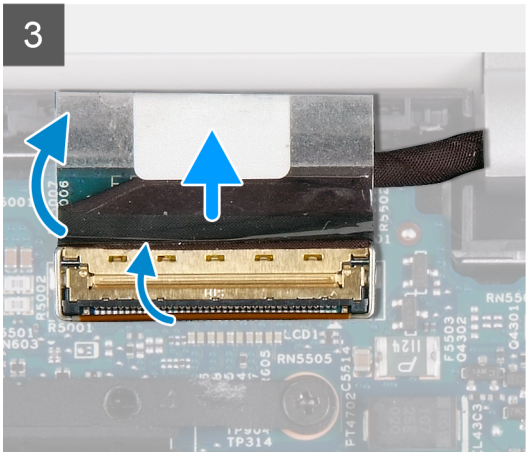
The following images indicate the location of the display assembly and provides a visual representation of the removal procedure.

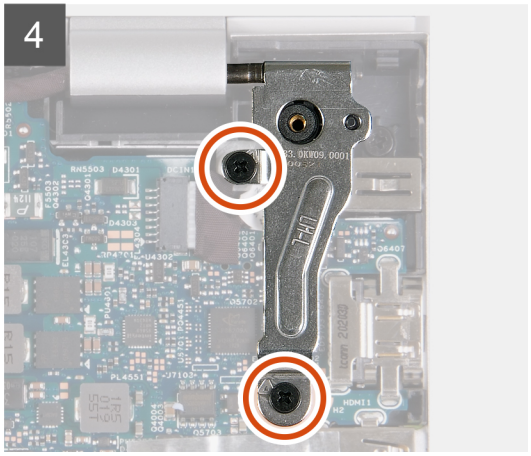
4x
M2x4

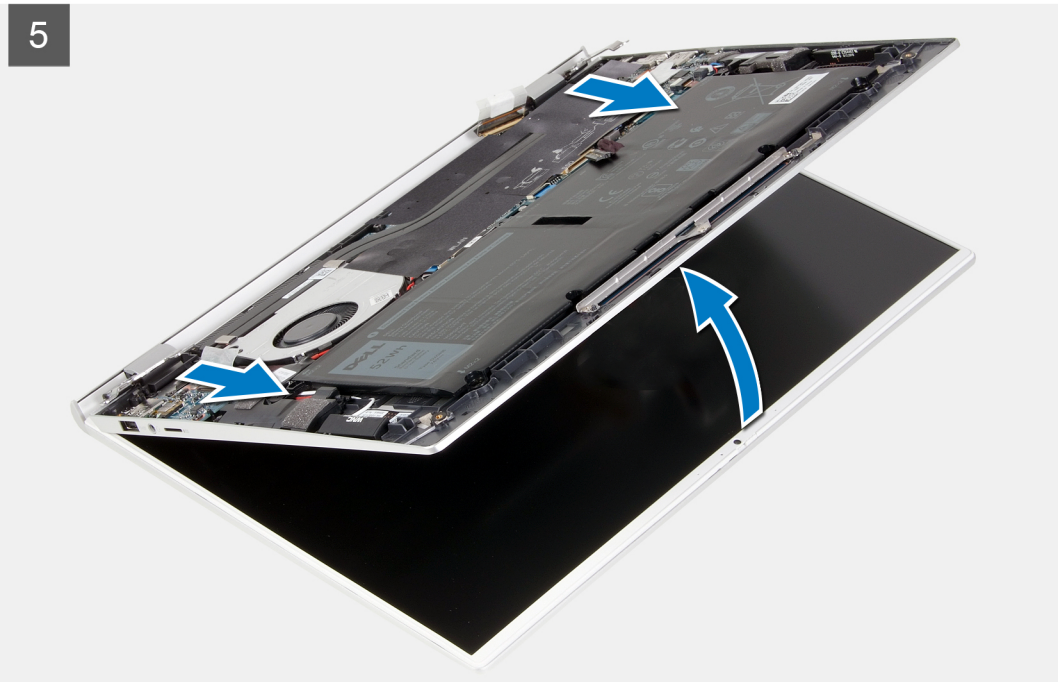












Steps

1. Remove the two screws (M2x4) that secure the left-display hinge to the palm-rest and keyboard assembly.
2. Pry open the left-display hinge.
3. Lift the Mylar off the system board.
4. Peel the tape that secures the display-cable latch to the system board.
5. Lift the latch and disconnect the display cable from the system board.
6. Remove the two screws (M2x4) that secure the right-display hinge to the palm-rest and keyboard assembly.
7. Pry open the right-display hinge.
8. Lift the display assembly from the palm-rest and keyboard assembly.

   CAUTION: To avoid damaging the display, do not slide the palm-rest and keyboard assembly over the display assembly.

9. After performing the above steps, you are left with the display assembly.

Installing the display assembly

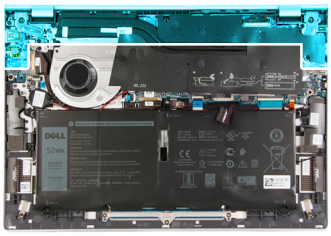
Prerequisites

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

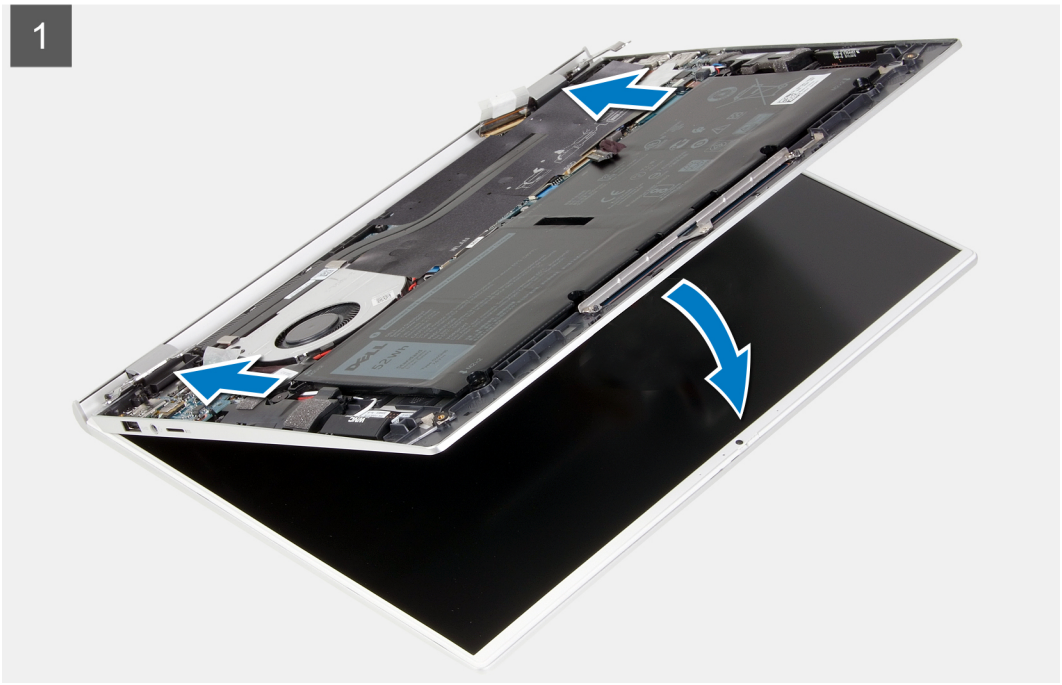
About this task

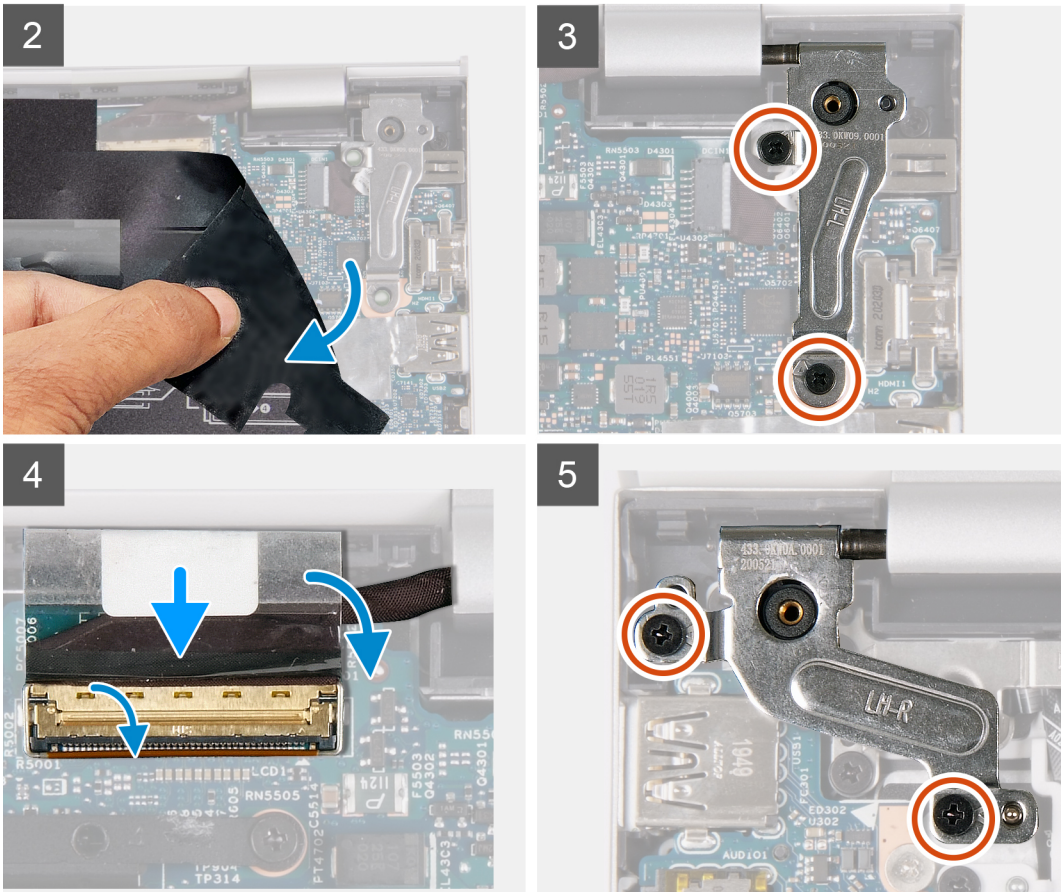
The following images indicate the location of the display assembly and provides a visual representation of the installation procedure.

4x
M2x4



1





Steps

1. Place the display assembly on a clean and flat surface with the display panel facing up.
2. Place the palm-rest and keyboard assembly under the display hinges.

   CAUTION: To avoid damaging the display, do not slide the palm-rest and keyboard assembly over the display assembly.

3. Lift the Mylar from the system board.
4. Close the right-display hinge and align the screw holes on the right-display hinge with the screw holes on the palm-rest and keyboard assembly
5. Replace the two screws (M2x4) that secure the right-display hinge to the palm-rest and keyboard assembly.
6. Connect the display cable to the connector on the system board and close the latch.
7. Adhere the tape that secures the display-cable latch to the system board.
8. Close the left-display hinge and align the screw holes on the left-display hinge with the screw holes on the palm-rest and keyboard assembly.
9. Replace the two screws (M2x4) that secure the left-display hinge to the palm-rest and keyboard assembly.
10. Place the Mylar over the system board.

Next steps

1. Install the base cover.
2. Follow the procedure in After working inside your computer.

Power-adapter port

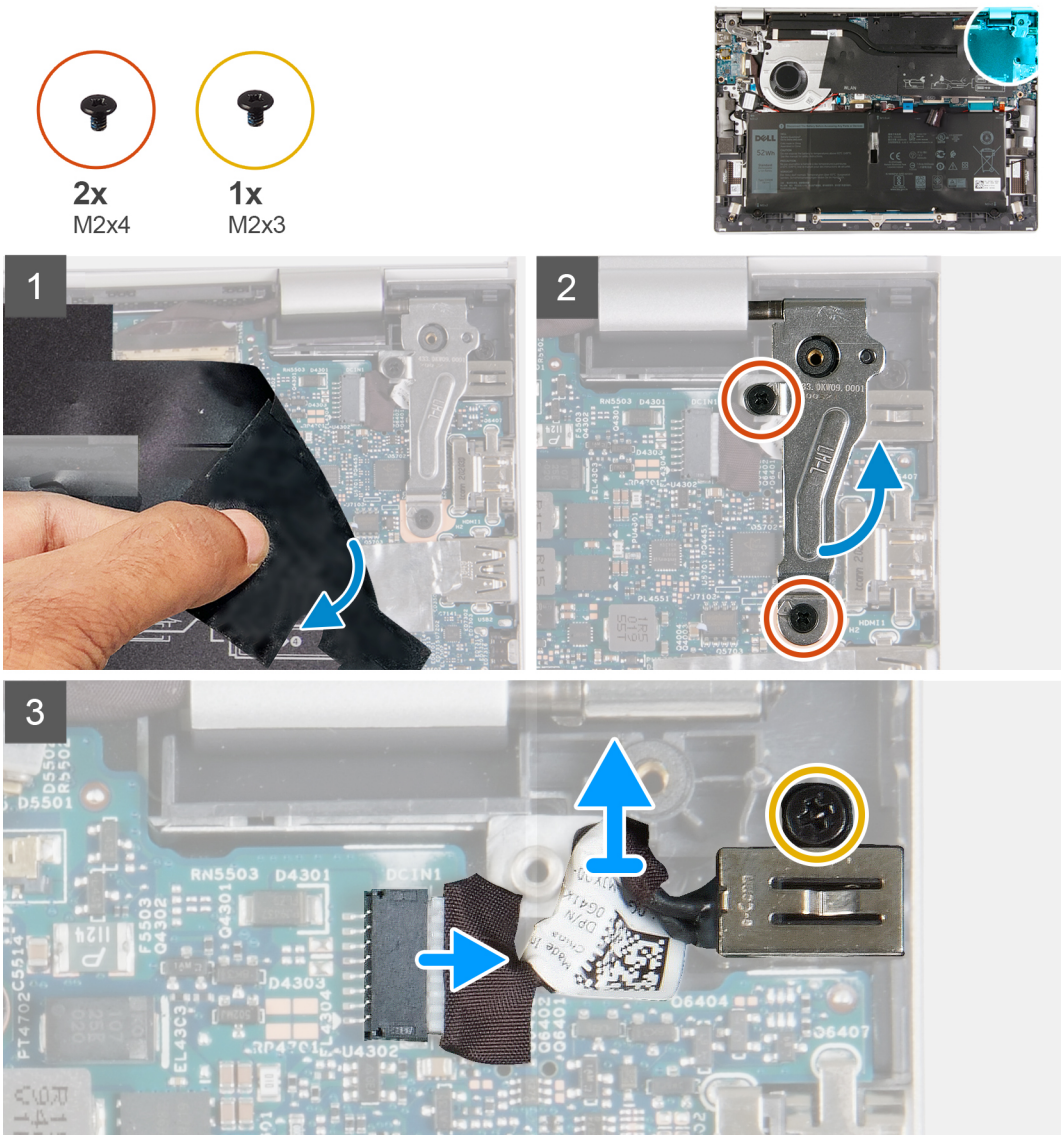
Removing the power-adapter port

Prerequisites

1. Follow the procedure in Before working inside your computer.
2. Remove the base cover.

About this task

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



Steps

1. Lift the Mylar that covers the system board.
2. Remove the two screws (M2x4) that secure the right-display hinge to the palm-rest and keyboard assembly.
3. Pry open the right-display hinge.
4. Disconnect the power-adapter port from the system board.

5. Remove the screw (M2x3) that secures the power-adapter to the palm-rest and keyboard assembly.
6. Lift the power-adapter port from its slot on the palm-rest and keyboard assembly.

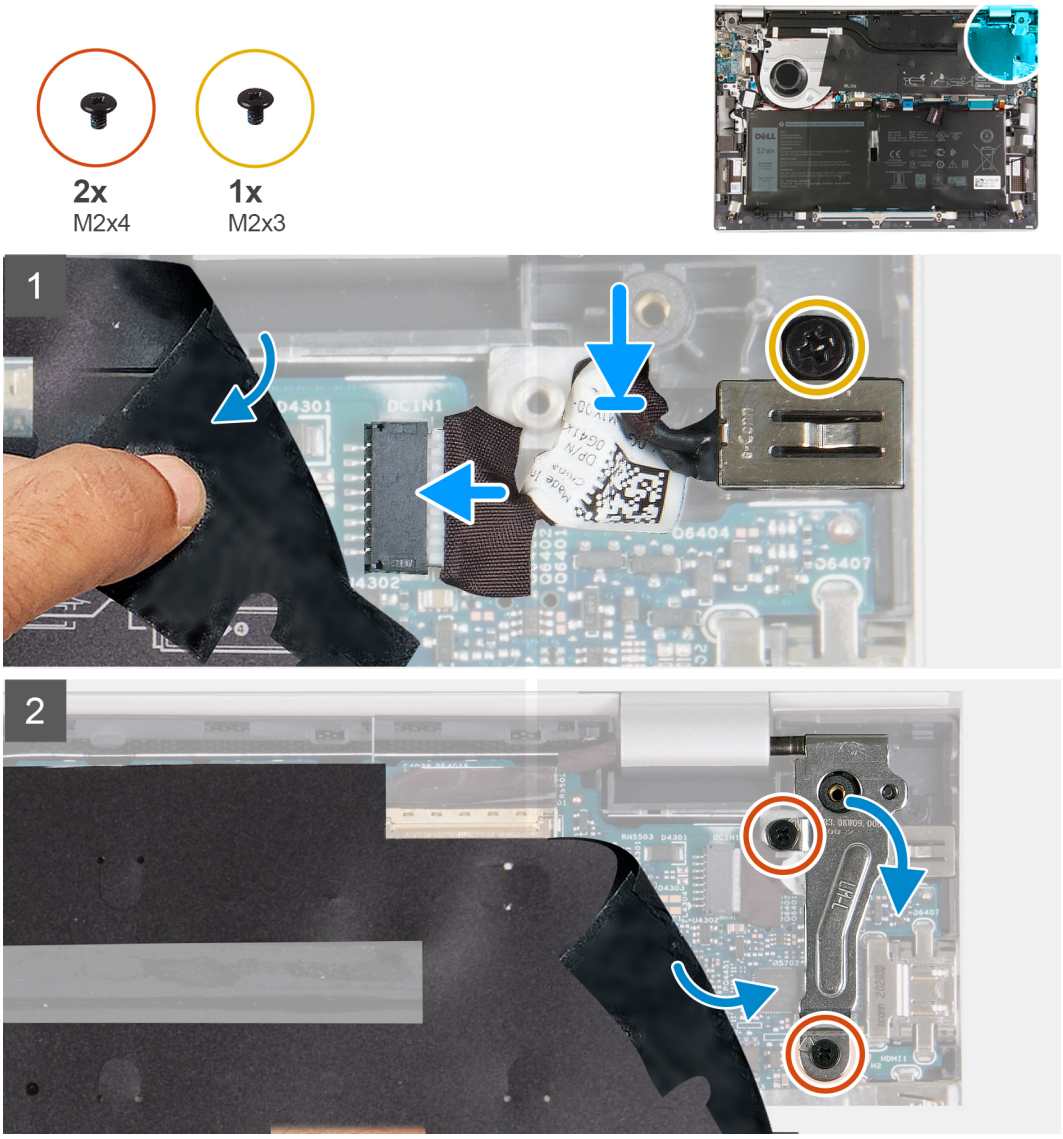
Installing the power-adapter port

Prerequisites

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

About this task

The following images indicate the location of the power-adapter port and provides a visual representation of the installation procedure.



Steps

1. Lift the Mylar that covers the system board.
2. Place the power-adapter port into its slot on the palm-rest and keyboard assembly.
3. Align the screw hole on the power-adapter port to the screw hole on the palm-rest and keyboard assembly.
4. Replace the screw (M2x3) that secures the power-adapter port to the palm-rest and keyboard assembly.
5. Connect the power-adapter port to the connector on the system board.

6. Close the right-display hinge and align the screw holes on the right-display hinge with the screw holes on the palm-rest and keyboard assembly.
7. Replace the two screws (M2x4) that secure the right-display hinge to the palm-rest and keyboard assembly.
8. Place the Mylar that covers the system board.

Next steps

1. Install the base cover.
2. Follow the procedure in After working inside your computer.

Coin-cell battery

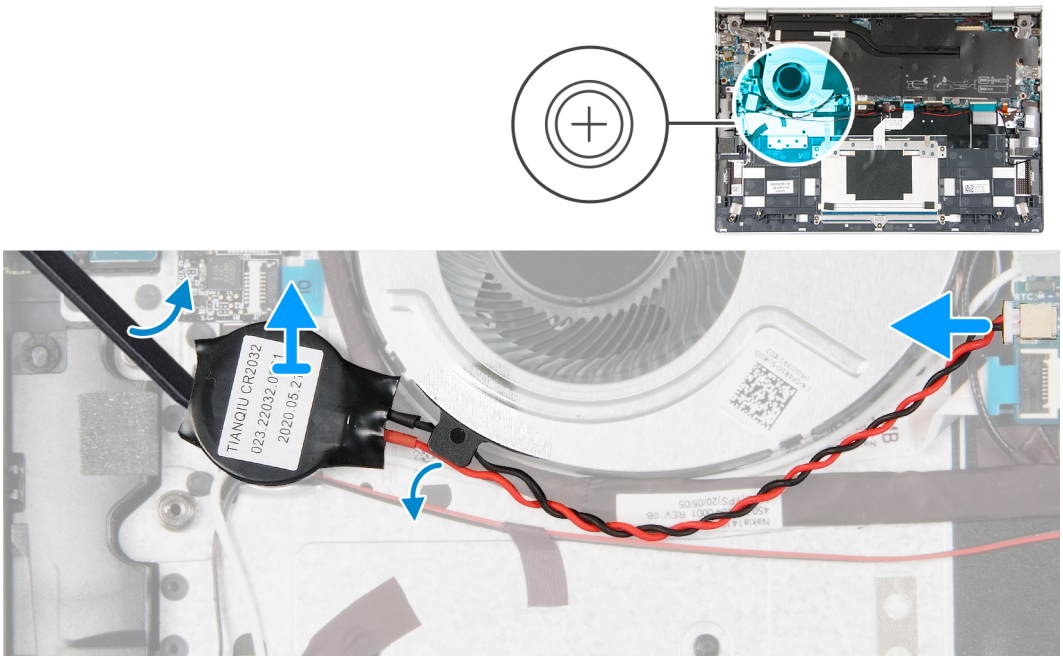
Removing the coin-cell battery

Prerequisites

1. Follow the procedure in Before working inside your computer.
2. Remove the base cover.
3. Remove the 4-cell battery or the 6-cell battery, whichever applicable.

About this task

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



Steps

1. Disconnec the coin-cell battery cable from the system board.
2. Remove the coin-cell battery cable from the routing guide on the fan.
3. Using a plastic scribe, pry the coin-cell battery from the the palm-rest and keyboard assembly.
4. Lift the coin-cellbattery and its cable from the palm-rest and keyboard assembly

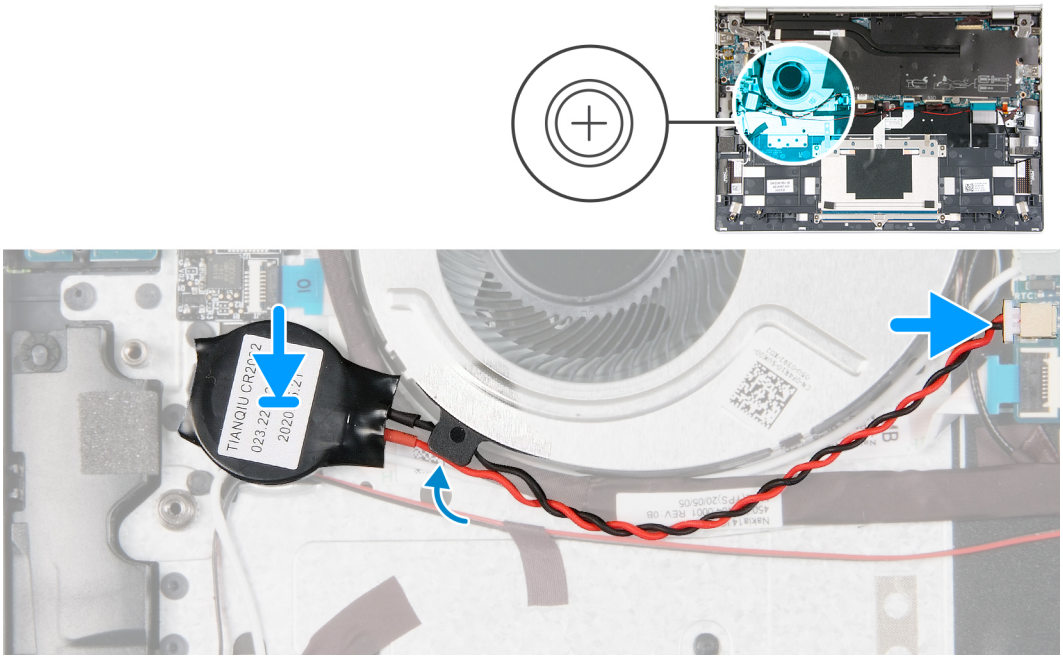
Installing the coin-cell battery

Prerequisites

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

About this task

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



Steps

1. Adhere the coin-cell battery to the palm-rest and keyboard assembly.
2. Route the coin-cell battery cable through the routing guide on the fan.
3. Connect the coin-cell battery cable to the connector on the system board.

Next steps

1. Install the 4-cell battery or the 6-cell battery, whichever applicable.
2. Install the base cover.
3. Follow the procedure in After working inside your computer.

Antenna module

Removing the antenna module

Prerequisites

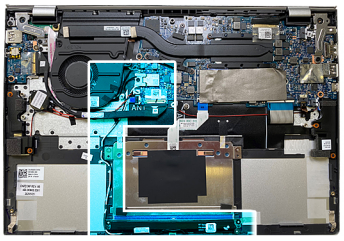
1. Follow the procedure in Before working inside your computer.
2. Remove the base cover.
3. Remove the 4-cell battery or the 6-cell battery, whichever applicable.

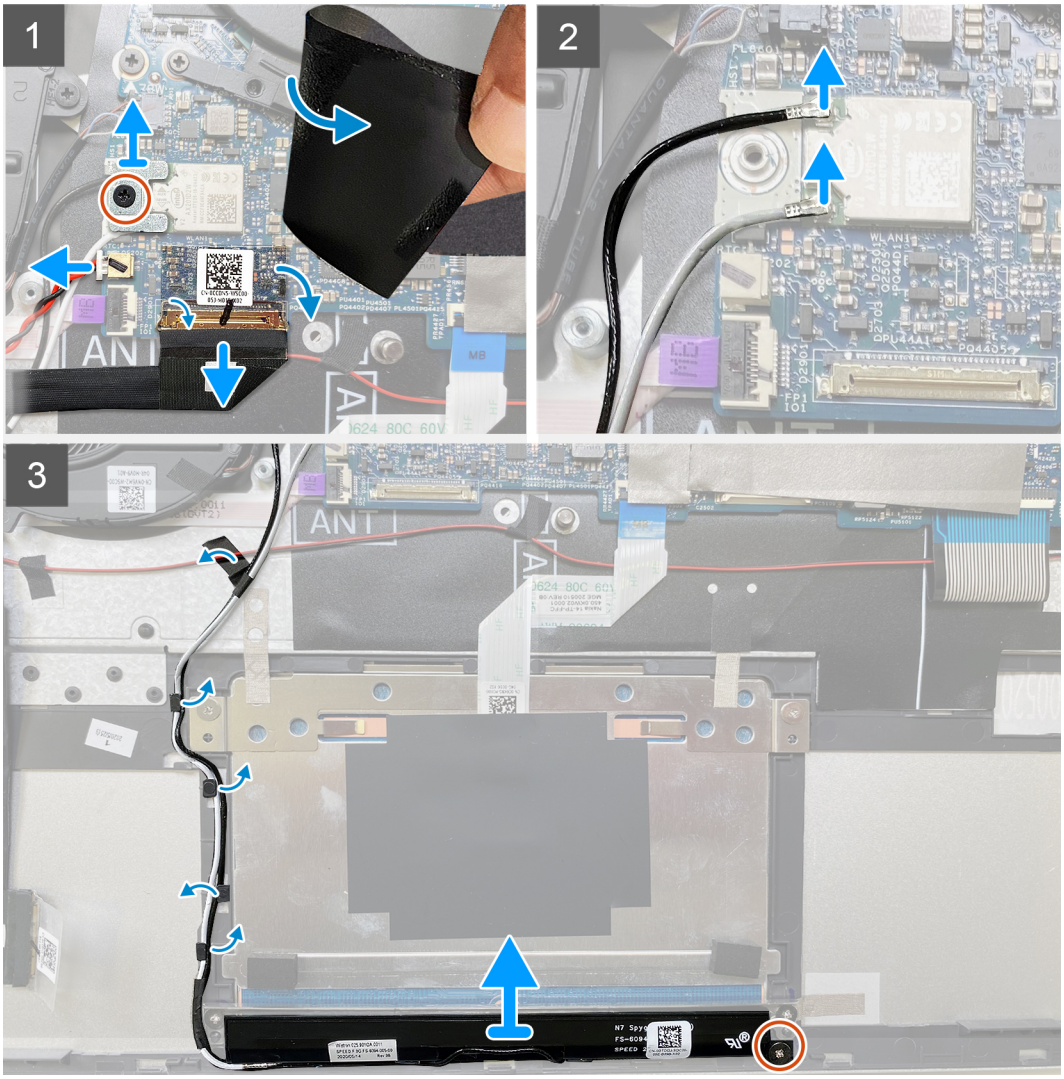
About this task

NOTE: The antenna module can only be removed from the location shown on computers shipped with 6-cell battery configurations.

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

2x
M2x2.5





Steps

1. Lift the Mylar that covers the system board.
2. Peel the tape that secures the antenna cables to the palm-rest and keyboard assembly.
3. Remove the antenna cables from the routing guides on the palm-rest and keyboard assembly.
4. Remove the screw (M2x2.5) that secures the antenna module to the palm-rest and keyboard assembly.
5. Lift the antenna module and its cables off the palm-rest and keyboard assembly.
6. Lift the wireless-card bracket off the system board.
7. Disconnect the antenna cables from the system board.

8. Peel the tape that secures the antenna cables to the palm-rest and keyboard assembly.
9. Remove the antenna cables from the routing guides on the palm-rest and keyboard assembly.
10. Remove the screw (M2x2.5) that secures the antenna module to the palm-rest and keyboard assembly.
11. Lift the antenna module and its cables off the palm-rest and keyboard assembly.

Installing the antenna module

Prerequisites

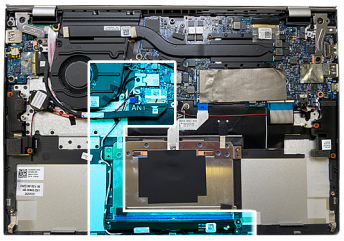
If you are replacing a component, remove the existing component before performing the installation process.

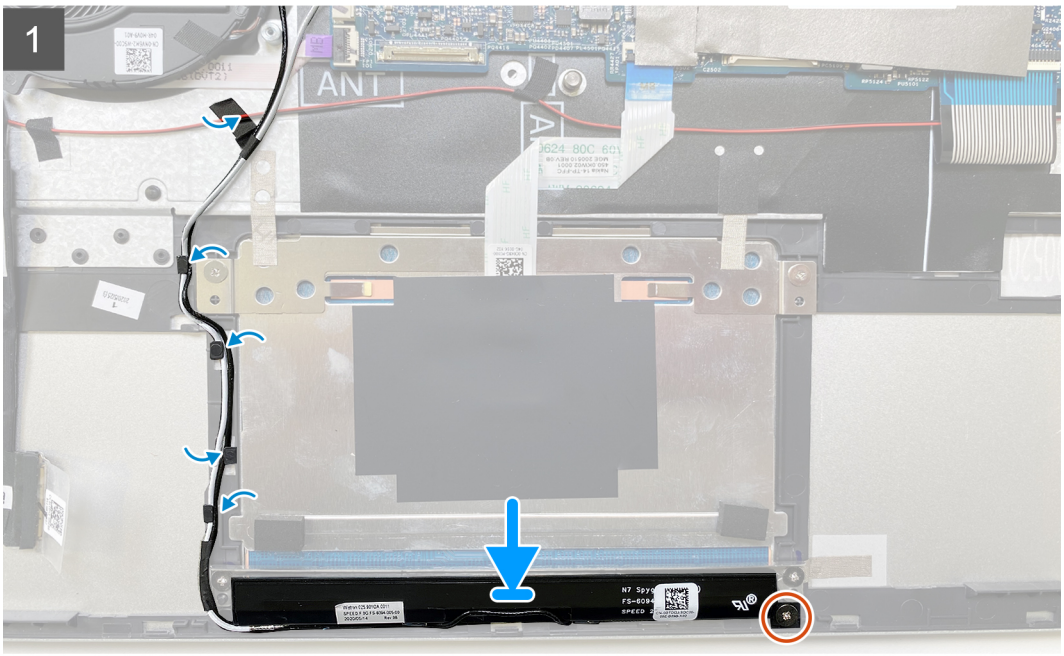
About this task

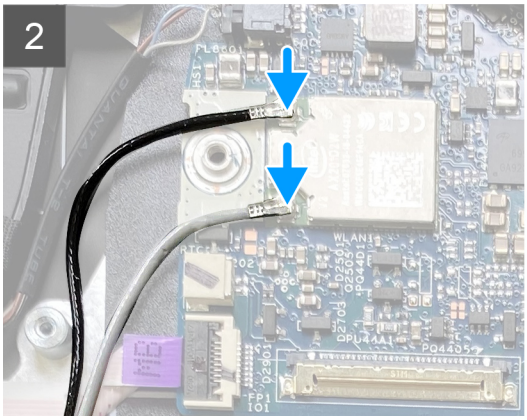
NOTE: The antenna module can only be installed at the location shown on computers shipped with 6-cell battery configurations.

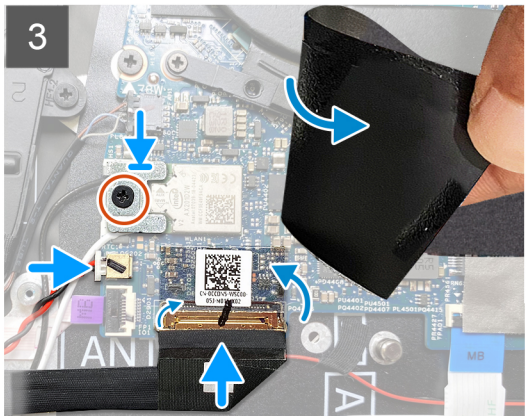
The following images indicate the location of the antenna module and provides a visual representation of the installation procedure.

2x
M2x2.5









Steps

1. Place the antenna module on the palm-rest and keyboard assembly.
2. Replace the screw (M2x2.5) that secures the antenna module to the palm-rest and keyboard assembly.
3. Route the antenna cables through the routing guides on the palm-rest and keyboard assembly.
4. Adhere the tape that secures the antenna cables to the palm-rest and keyboard assembly.
5. Connect the antenna cables to the wireless card on the system board.

   The following table provides the antenna-cable color scheme for the wireless card supported by your computer.

Table 2. Antenna-cable color scheme

Connectors on the wireless card	Antenna-cable color
Main (white triangle)	White

Table 2. Antenna-cable color scheme

Connectors on the wireless card	Antenna-cable color
Auxiliary (black triangle)	Black

6. Place the wireless-card bracket on the wireless card.
7. Replace the screw (M2x2.5) that secures the wireless-card bracket to the system board.
8. Connect the coin-cell battery cable to the system board.
9. Connect the I/O-board cable to the connector on the system board and close the latch.
10. Adhere the tape that secures the I/O-board cable connector latch to the system board.
11. Place the Mylar that covers the system board.

Next steps

1. Install the 4-cell battery or the 6-cell battery, whichever applicable.
2. Install the base cover.
3. Follow the procedure in After working inside your computer.

Touchpad

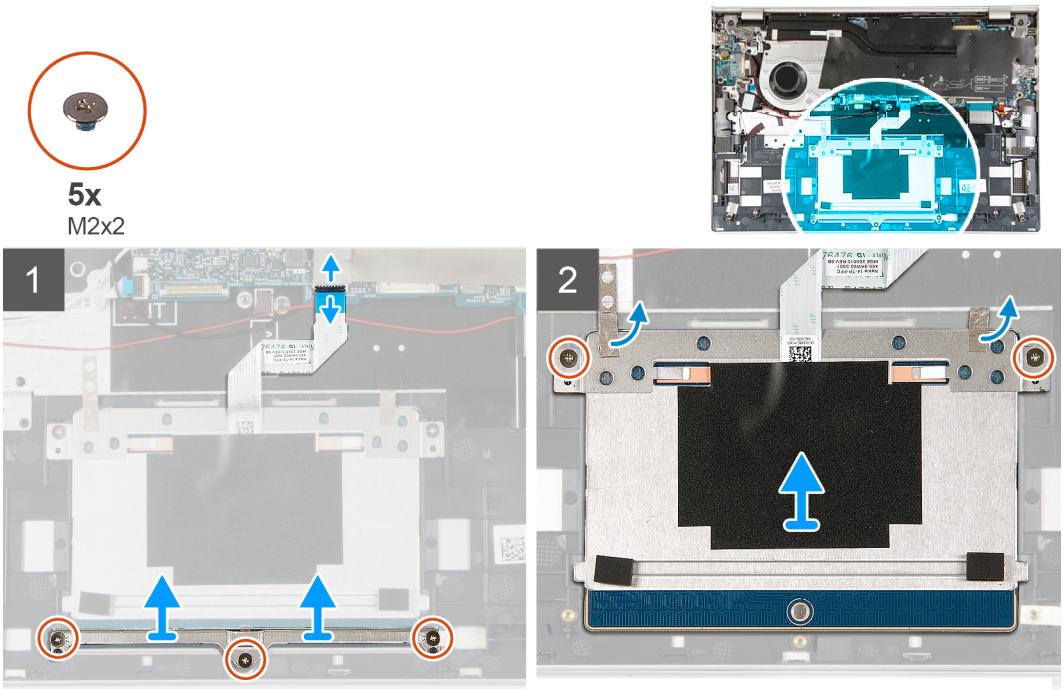
Removing the touchpad

Prerequisites

1. Follow the procedure in Before working inside your computer.
2. Remove the base cover.
3. Remove the 4-cell battery or the 6-cell battery, whichever applicable.
4. Remove the antenna module, only for computers with a 6-cell (78 Wh) battery.

About this task

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



Steps

1. Open the latch and disconnect the the touchpad cable from the system board.
2. Remove the three screws (M2x2) that secure the touchpad bracket to the palm-rest and keyboard assembly.
3. Lift the touchpad bracket off the touchpad.
4. Remove the two screws (M2x2) that secure the touchpad to the palm-rest and keyboard assembly.
5. Peel the tapes that secure the touchpad to the palm-rest and keyboard assembly.
6. Lift the touchpad off the palm-rest and keyboard assembly.

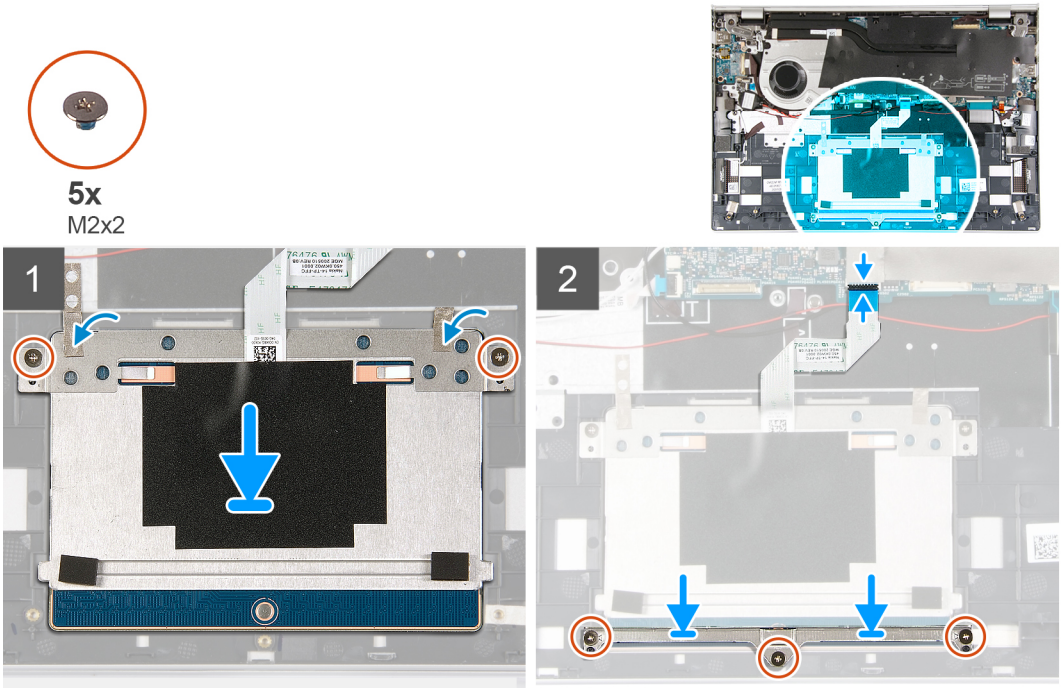
Installing the touchpad

Prerequisites

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

About this task

The following images indicate the location of the touchpad and provides a visual representation of the installation procedure.



Steps

1. Place the touchpad into its slot on the palm-rest and keyboard assembly.

   NOTE: Turn the computer over and open the display to ensure that the touchpad is equally aligned on all sides.

2. Align the screw holes on the touchpad to the screw holes on the palm-rest and keyboard assembly.
3. Turn the computer over and open the display to ensure that the touchpad is equally aligned on all sides.
4. Close the display and place the computer in the position shown.
5. Replace the two screws (M2x3) that secure the touchpad to the palm-rest and keyboard assembly.
6. Adhere the tapes that secure the touchpad to the palm-rest and keyboard assembly.
7. Place the touchpad bracket on the touchpad.
8. Align the screw holes on the touchpad bracket to the screw holes on the palm-rest and keyboard assembly.
9. Replace the three screws (M2x3) that secure the touchpad bracket to the palm-rest and keyboard assembly.
10. Connect the touchpad cable to the touchpad and close the latch.

Next steps

1. Install the antenna module, only for computers with a 6-cell (78 Wh) battery.
2. Install the 4-cell battery or the 6-cell battery, whichever applicable.
3. Install the base cover.
4. Follow the procedure in After working inside your computer.

I/O board

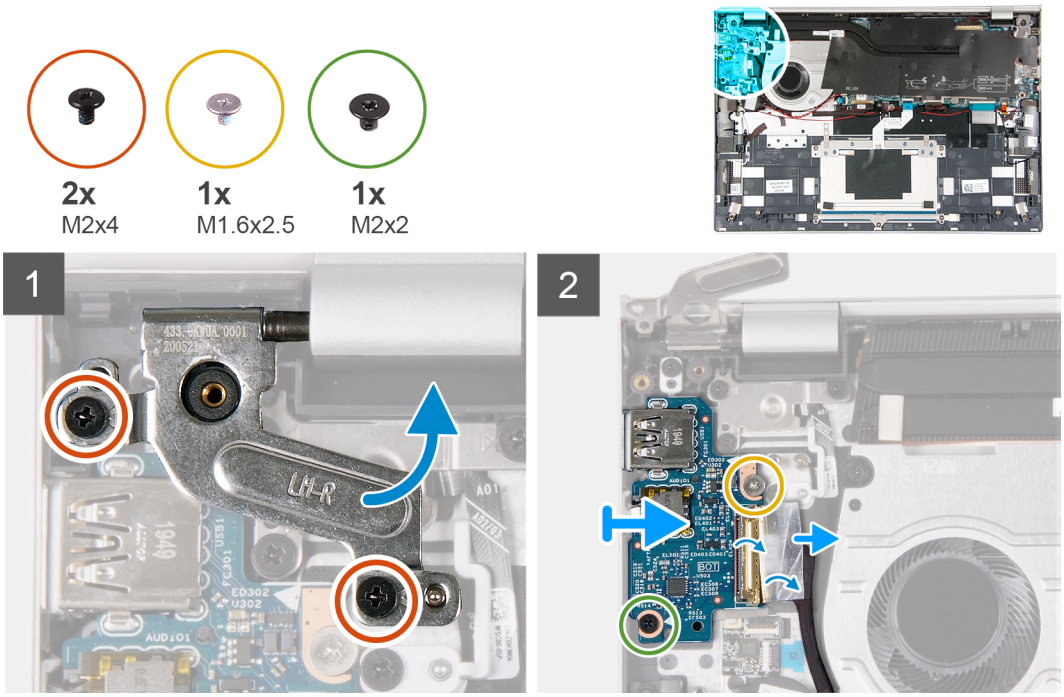
Removing the I/O board

Prerequisites

1. Follow the procedure in Before working inside your computer.
2. Remove the base cover.

About this task

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



Steps

1. Remove the two screws (M2x4) that secure the left-display hinge to the palm-rest and keyboard assembly.
2. Pry open the left-display hinge.
3. Peel the tape that secures the I/O-board cable latch to the I/O board.
4. Open the latch and disconnect the I/O-board cable from the I/O board.
5. Remove the screw (M2x2) that secures the I/O board to the palm-rest and keyboard assembly.
6. Remove the screw (M1.6x2.5) that secures the I/O board to the palm-rest and keyboard assembly.
7. Slide and lift the I/O board off the palm-rest and keyboard assembly.

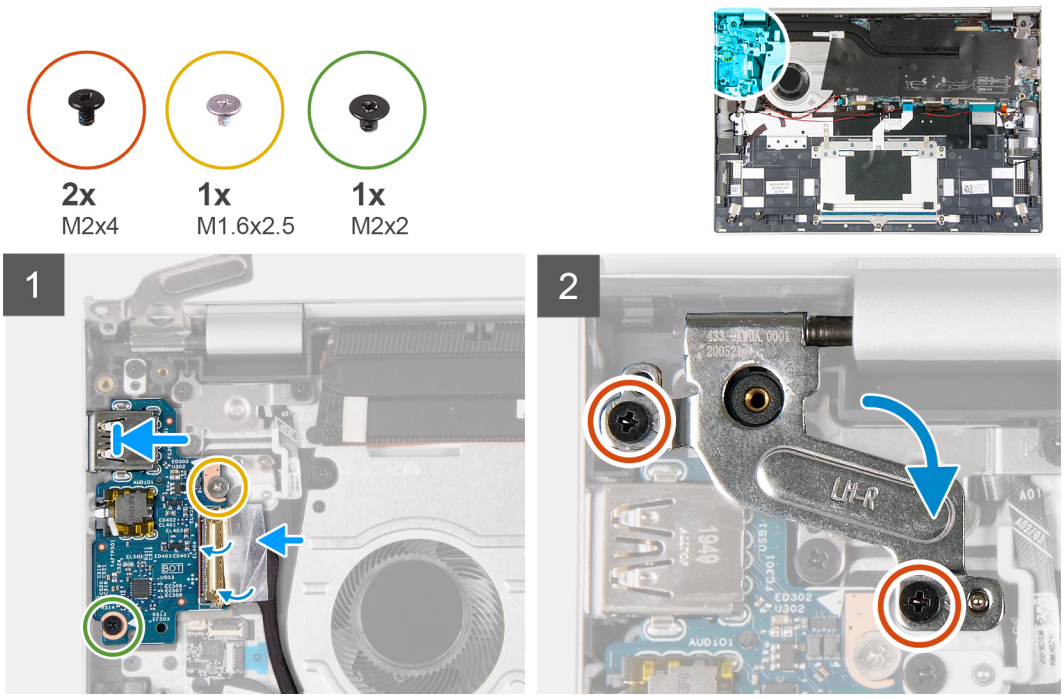
Installing the I/O board

Prerequisites

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

About this task

The following images indicate the location of the I/O board and provides a visual representation of the installation procedure.



Steps

1. Slide and place the I/O board on the palm-rest and keyboard assembly.

   NOTE: Ensure that the USB port on the I/O board is aligned to the USB port slot on the palm-rest and keyboard assembly.

2. Align the screw holes on the I/O board to the screw holes on the palm-rest and keyboard assembly.
3. Replace the screw (M1.6x2.5) that secures the I/O board to the palm-rest and keyboard assembly.
4. Replace the screw (M2x2) that secures the I/O board to the palm-rest and keyboard assembly.
5. Connect the I/O-board cable to the connector on the I/O board and close the latch.
6. Adhere the tape that secures the I/O-board cable latch to the I/O board.
7. Close the left-display hinge and align the screw holes on the left-display hinge with the screw holes on the palm-rest and keyboard assembly
8. Replace the two screws (M2x4) that secure the left-display hinge to the palm-rest and keyboard assembly.

Next steps

1. Install the base cover.
2. Follow the procedure in After working inside your computer.

Power-button board

Removing the power-button board

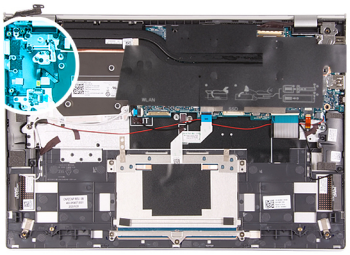
Prerequisites

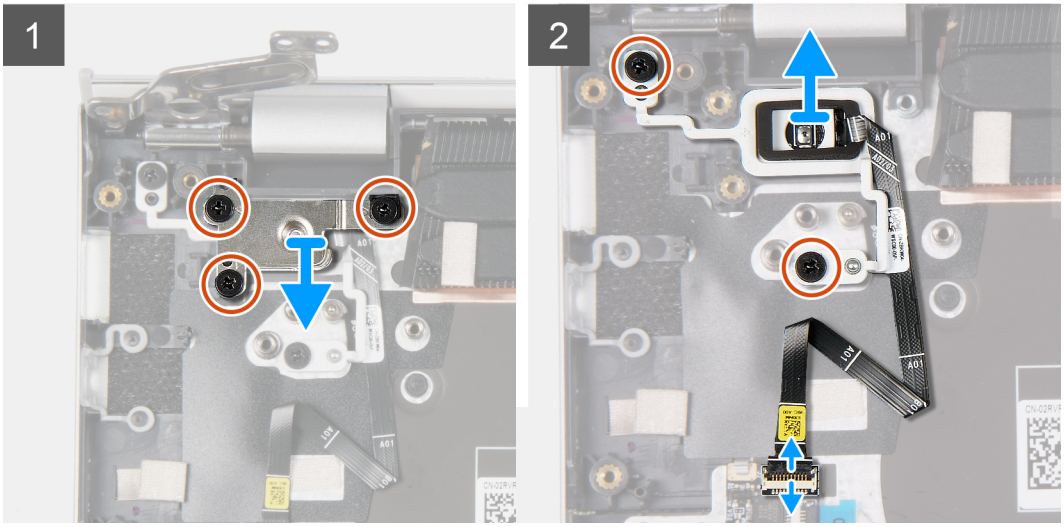
1. Follow the procedure in Before working inside your computer.
2. Remove the base cover.
3. Remove the 4-cell battery or the 6-cell battery, whichever applicable.
4. Remove the fan (4-cell battery) or the fan (6-cell battery), whichever applicable.
5. Remove the I/O board.

About this task

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

5x
M2x3





Steps

1. Remove the three screws (M2x3) that secure the power-button bracket to the palm-rest and keyboard assembly.
2. Open the latch and disconnect the power-button cable from the fingerprint-reader board.
3. Remove the two screws (M2x3) that secure the power-button board to the palm-rest and keyboard assembly.
4. Lift the power-button board, along with its cable, off the palm-rest and keyboard assembly.

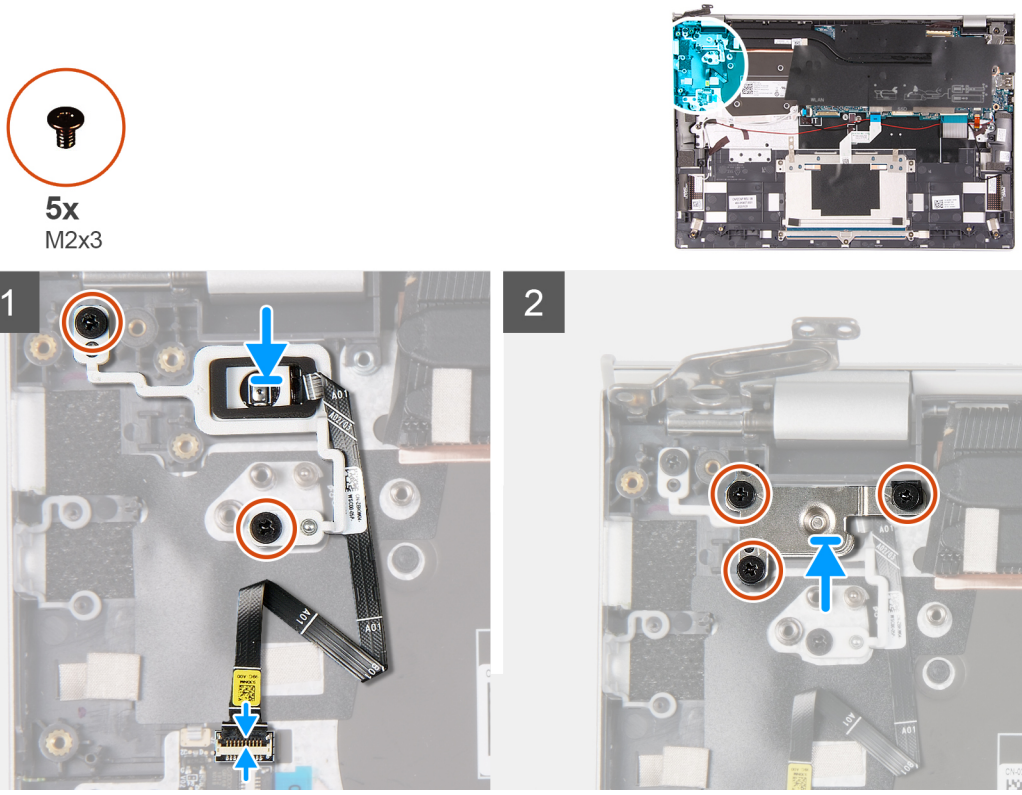
Installing the power-button board

Prerequisites

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

About this task

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



Steps

1. Using the alignment posts, place the power-button board into its slot on the palm-rest and keyboard assembly.
2. Replace the two screws (M2x3) that secure the power-button board to the palm-rest and keyboard assembly.
3. Connect the power-button cable to the fingerprint-reader board and close the latch.
4. Place the power-button bracket on the power-button board.
5. Align the screw holes on the power-button bracket to the screw holes on the palm-rest and keyboard assembly.
6. Replace the three screws (M2x3) that secure the power-button bracket to the palm-rest and keyboard assembly.

Next steps

1. Install the I/O board.
2. Install the fan (4-cell battery) or the fan (6-cell battery), whichever applicable.
3. Install the 4-cell battery or the 6-cell battery, whichever applicable.
4. Install the base cover.
5. Follow the procedure in After working inside your computer.

Fingerprint-reader board

Removing the fingerprint-reader board

Prerequisites

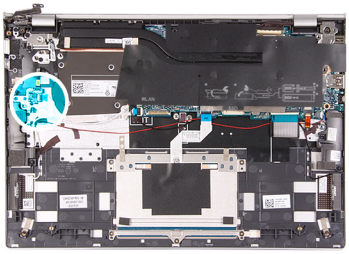
1. Follow the procedure in Before working inside your computer.
2. Remove the base cover.
3. Remove the 4-cell battery or the 6-cell battery, whichever applicable.
4. Remove the fan (4-cell battery) or the fan (6-cell battery), whichever applicable.

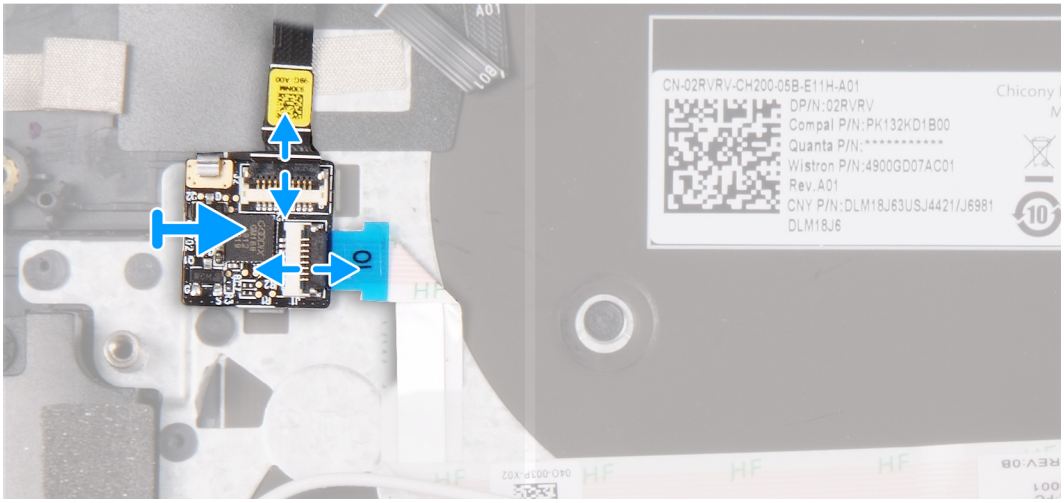
5. Remove the I/O board.

About this task

NOTE: The fingerprint reader is available depending on the configuration ordered.

The following images indicate the location of the fingerprint-reader board and provides a visual representation of the removal procedure.





Steps

1. Open the latch and disconnect the power-button cable from the fingerprint-reader board.
2. Open the latch and disconnect the fingerprint-reader board cable from the fingerprint-reader board.
3. Slide and remove the fingerprint-reader board from the securing clip on the palm-rest and keyboard assembly.

Installing the fingerprint-reader board

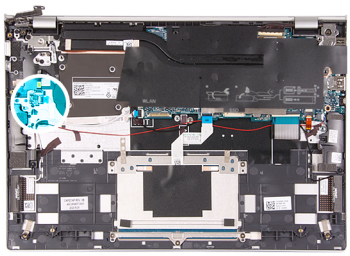
Prerequisites

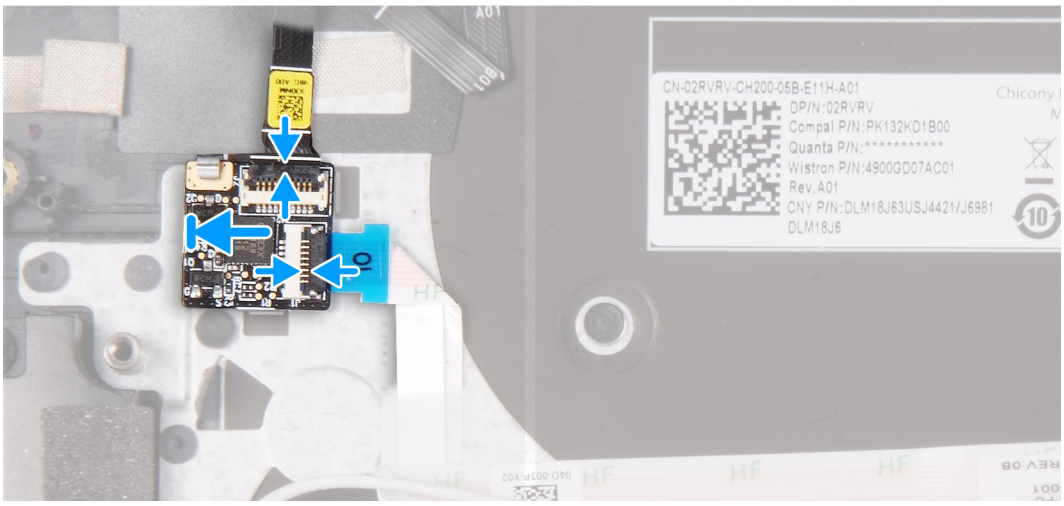
If you are replacing a component, remove the existing component before performing the installation process.

About this task

NOTE: The fingerprint reader is available depending on the configuration ordered.

The following images indicate the location of the fingerprint-reader board and provides a visual representation of the installation procedure.





Steps

1. Place and slide the fingerprint-reader board under the securing clip on the palm-rest and keyboard assembly.
2. Connect the fingerprint-reader board cable to the fingerprint-reader board and close the latch.
3. Connect the power-button cable to the fingerprint-reader board and close the latch.

Next steps

1. Install the I/O board.
2. Install the fan (4-cell battery) or the fan (6-cell battery), whichever applicable.
3. Install the 4-cell battery or the 6-cell battery, whichever applicable.
4. Install the base cover.
5. Follow the procedure in After working inside your computer.

System board

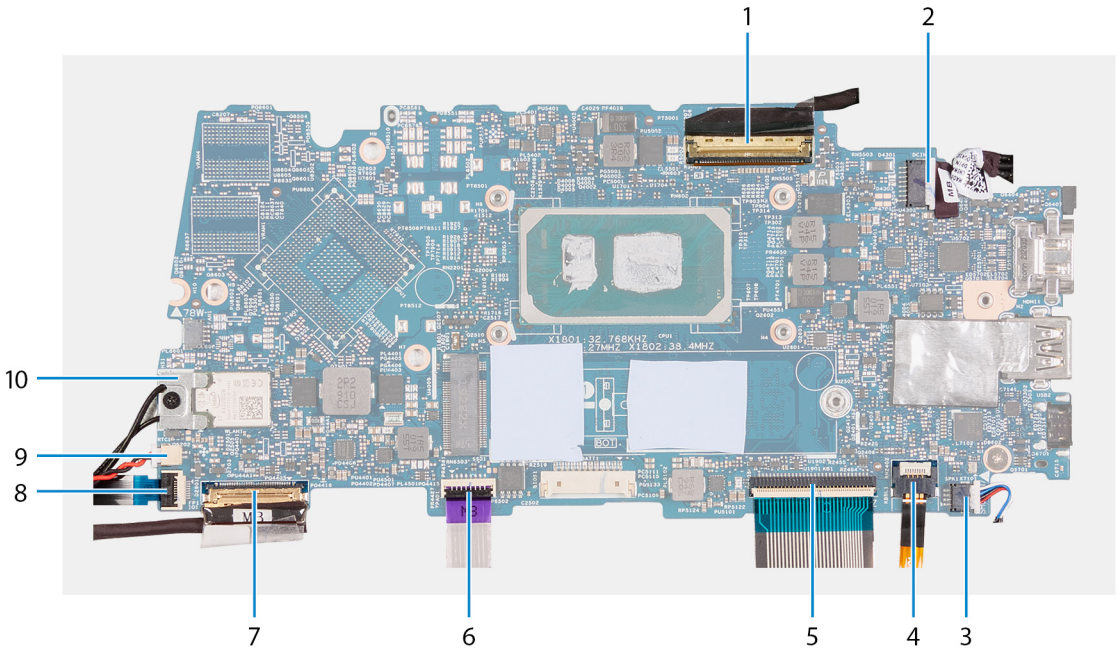
Removing the system board

Prerequisites

1. Follow the procedure in Before working inside your computer.
2. Remove the base cover.
3. Remove the 4-cell battery or the 6-cell battery, whichever applicable.
4. Remove the M.2 2230 solid-state drive or the M.2 2280 solid-state drive/Intel Optane H10, whichever applicable.
5. Remove the fan (4-cell battery) or the fan (6-cell battery), whichever applicable.
6. Remove the heat sink (for computers with integrated graphics card) or the heat sink (for computers with discrete graphics card), whichever applicable.

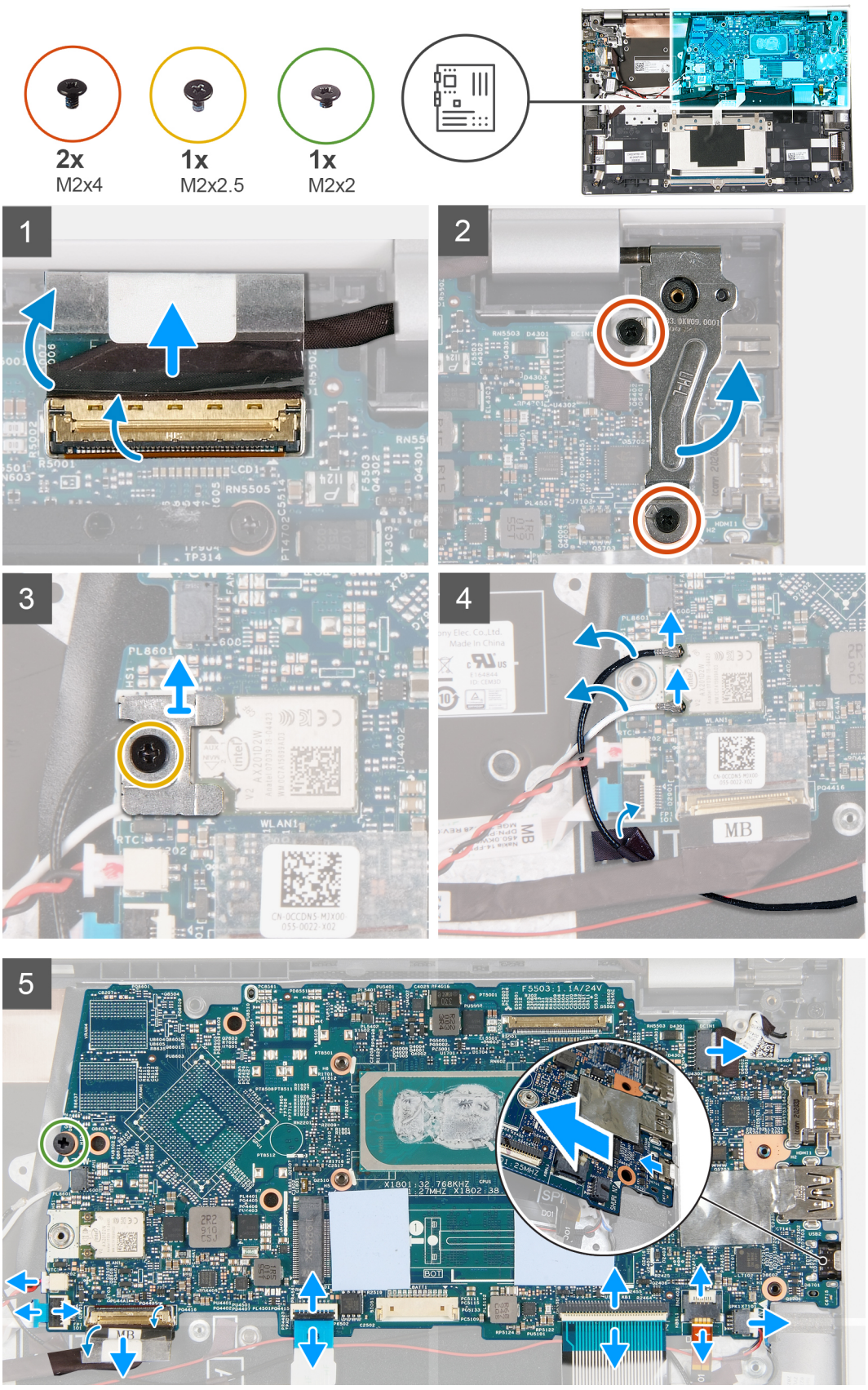
About this task

The following image indicates the connectors on the system board.



1. Display cable
2. Power-adapter port cable
3. Speaker cable
4. Keyboard cable
5. Keyboard-backlight cable
6. Touchpad cable
7. I/O-board cable
8. Fingerprint-reader cable
9. Coin-cell battery cable
10. Wireless-card bracket and antenna cables

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



Steps

1. Peel the tape that secures the display-cable latch to the system board.
2. Lift the latch and disconnect the display cable from the system board.

3. Remove the two screws (M2x4) that secure the right-display hinge to the palm-rest and keyboard assembly.
4. Pry open the right-display hinge.
5. Remove the screw (M2x2.5) that secures the wireless-card bracket to the system board.
6. Lift the wireless-card bracket off the system board.
7. Disconnect the antenna cables from the system board.
8. Peel the tape that secures the antenna cables from the system board and move the antenna cables off the system board.
9. Disconnect the coin-cell battery cable from the system board.
10. Open the latch and disconnect the disconnect the fingerprint-reader board cable from the system board.
11. Peel that tape that secures the I/O-board cable connector latch to the system board.
12. Open the latch and disconnect the I/O-board cable from the system board.
13. Open the latch and disconnect the touchpad cable from the system board.
14. Open the latch and disconnect the keyboard cable from the system board.
15. Open the latch and disconnect the keyboard-backlight cable from the system board.
16. Disconnect the speaker cable from the system board.
17. Disconnect the power-adpater port cable from the system board.
18. Remove the screw (M2x2) that secures the system board to the palm-rest and keyboard assembly.

    NOTE: This step only applies to computers shipped with a 6-cell (78 Wh) battery configuration.

19. Lift the system board at angle off the palm-rest and keyboard assembly.

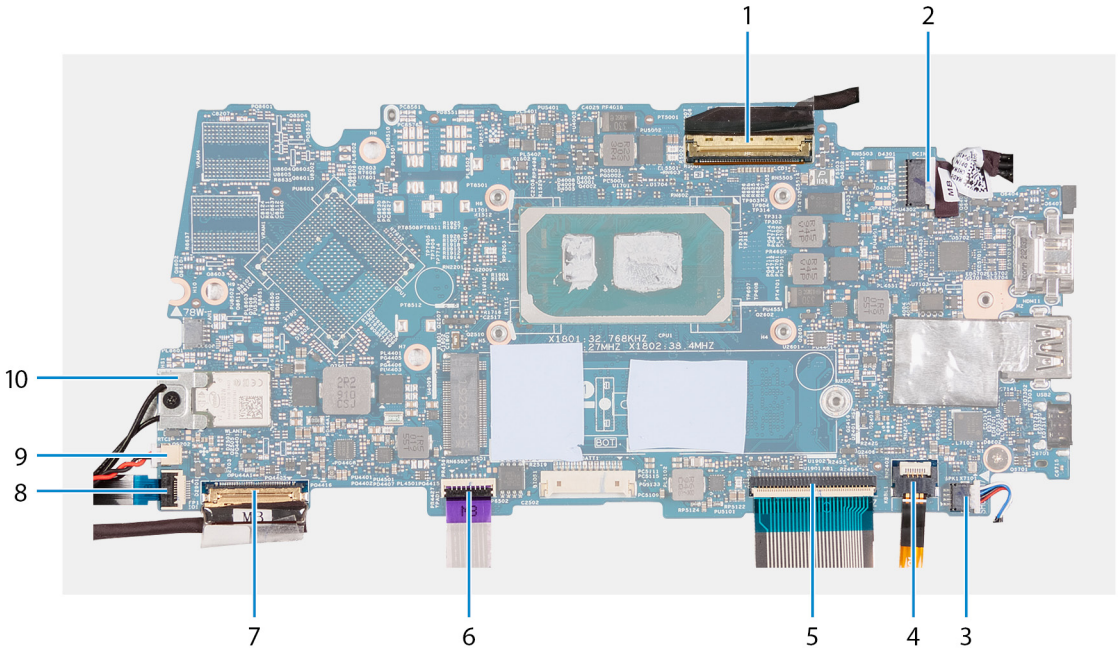
Installing the system board

Prerequisites

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

About this task

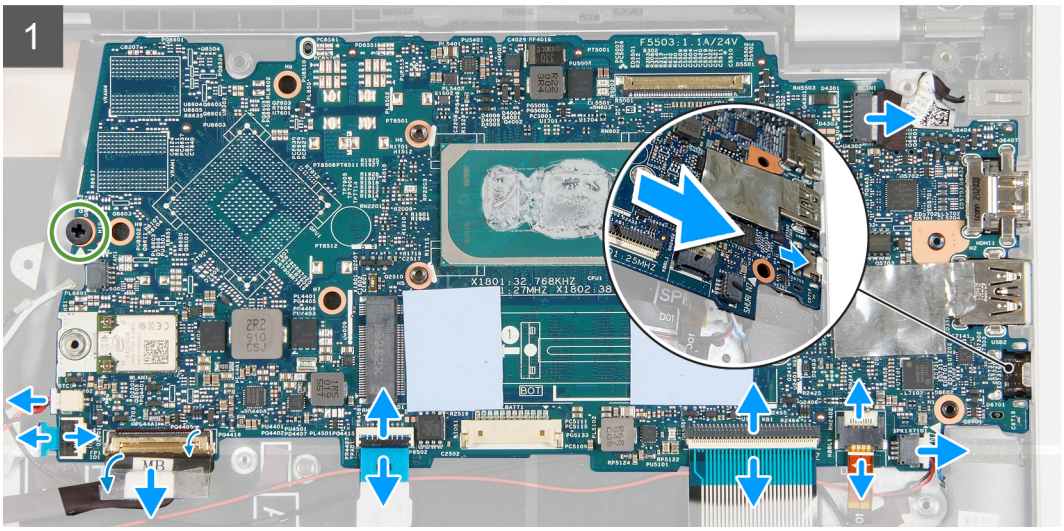
The following image indicates the connectors on the system board.

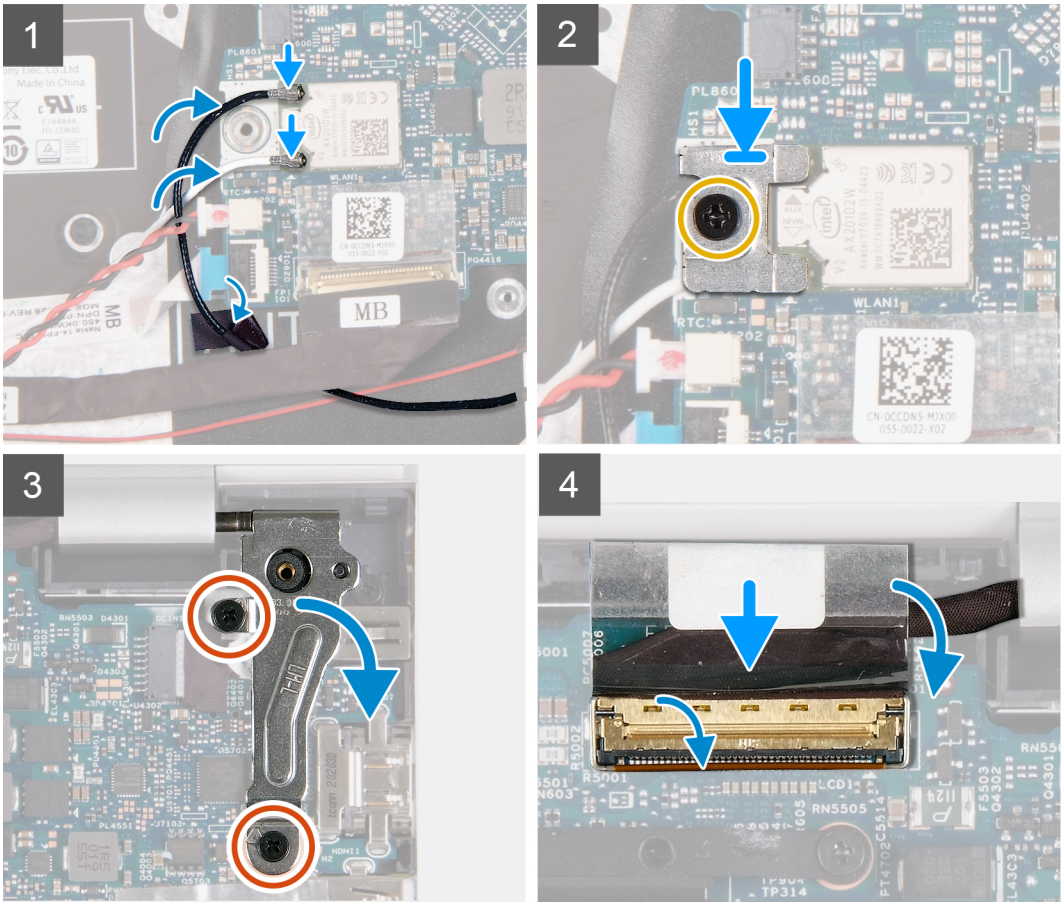


1. Display cable
2. Power-adapter port cable
3. Speaker cable
4. Keyboard cable
5. Keyboard-backlight cable

6. Touchpad cable
7. I/O-board cable
8. Fingerprint-reader cable
9. Coin-cell battery cable
10. Wireless-card bracket and antenna cables

The following images indicate the location of the system board and provides a visual representation of the installation procedure.





Steps

1. Align the I/O ports on the system board to the I/O port slots on the palm-rest and keyboard assembly.
2. Using the alignment posts, slide and at angle and place the system board on the palm-rest and keyboard assembly.
3. Replace the screw (M2x2) that secures the system board to the palm-restand keyboard assembly.

   NOTE: This step only applies to computers shipped with a 6-cell (78 Wh) battery configuration.

   NOTE: Do not replace the screw in the location marked **Inspiron 7300**.

4. Connect the power-adapter port cable to the connector on the system board.
5. Connect the speaker cable to the connector on the system board.
6. Connect the keyboard cable to the connector on the system board and close the latch.
7. Connect the keyboard-backlight cable to the connector on the system board and close the latch.
8. Connect the touchpad cable to the connector on the system board and close the latch.
9. Connect the I/O-board cable to the connector on the system board and close the latch.
10. Adhere the tape that secures the I/O-board cable connector latch to the system board.
11. Connect the fingerprint-reader board cable to the connector on the system board and close the latch, if applicable.
12. Connect the coin-cell battery cable to the system board.
13. Connect the antenna cables to the wireless card on the system board.

    The following table provides the antenna-cable color scheme for the wireless card supported by your computer.

Table 3. Antenna-cable color scheme

Connectors on the wireless card	Antenna-cable color	Silkscreen marking	
Main	White	MAIN	△ (white triangle)

Table 3. Antenna-cable color scheme

Connectors on the wireless card	Antenna-cable color	Silkscreen marking	
Auxiliary	Black	AUX	▲ (black triangle)

14. Place the wireless-card bracket on the wireless card.
15. Replace the screw (M2x2.5) that secures the wireless-card bracket to the system board.
16. Close the right-display hinge and align the screw holes on the right-display hinge with the screw holes on the palm-rest and keyboard assembly
17. Replace the two screws (M2x4) that secure the right-display hinge to the palm-rest and keyboard assembly.
18. Connect the display cable to the system board and close the latch.
19. Adhere the tape that secures the display-cable connector latch to the systemboard.

Next steps

1. Install the heat sink (for computers with integrated graphics card) or the heat sink (for computers with discrete graphics card), whichever applicable.
2. Install the fan (4-cell battery) or the fan (6-cell battery), whichever applicable.
3. Install the M.2 2230 solid-state drive or the M.2 2280 solid-state drive/Intel Optane H10, whichever applicable.
4. Install the 4-cell battery or the 6-cell battery, whichever applicable.
5. Install the base cover.
6. Follow the procedure in After working inside your computer.

Palm-rest and keyboard assembly

Removing the palm-rest and keyboard assembly

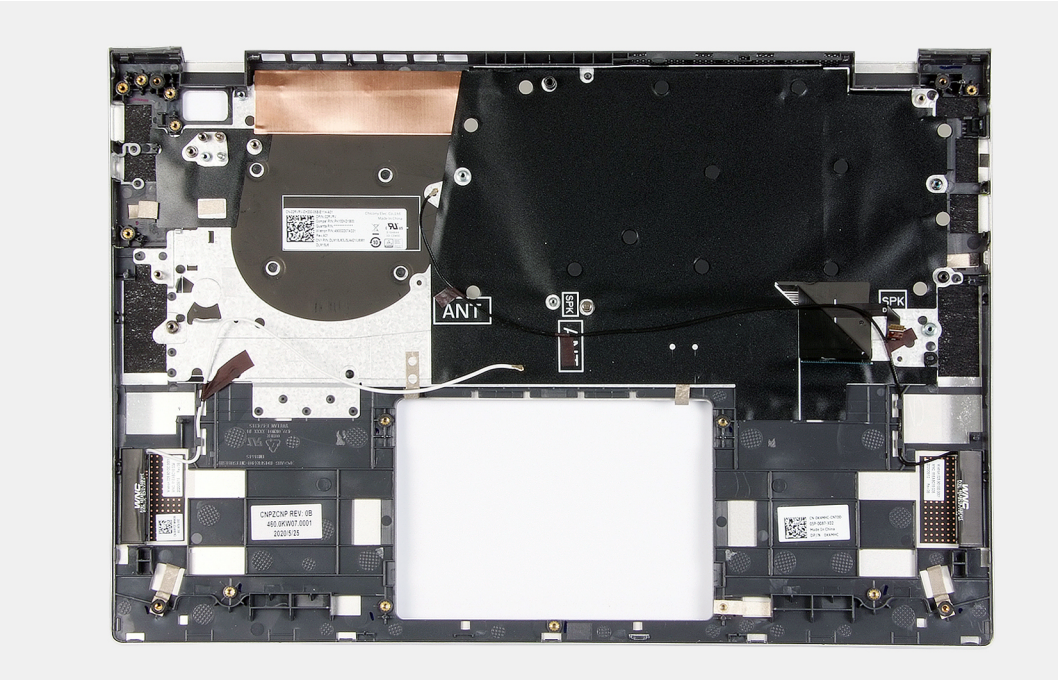
Prerequisites

1. Follow the procedure in Before working inside your computer.
2. Remove the base cover.
3. Remove the 4-cell battery or the 6-cell battery, whichever applicable.
4. Remove the fan (4-cell battery) or the fan (6-cell battery), whichever applicable.
5. Remove the display assembly.
6. Remove the fingerprint-reader board.
7. Remove the power-adapter port.
8. Remove the display assembly.
9. Remove the fingerprint-reader board.
10. Remove the coin-cell battery.
11. Remove the antenna module, if applicable.
12. Remove the touchpad.
13. Remove the I/O board.
14. Remove the power-button board.
15. Remove the system board.

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

About this task

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



Steps

After performing the pre-requisites you are left with the palm-rest and keyboard assembly.

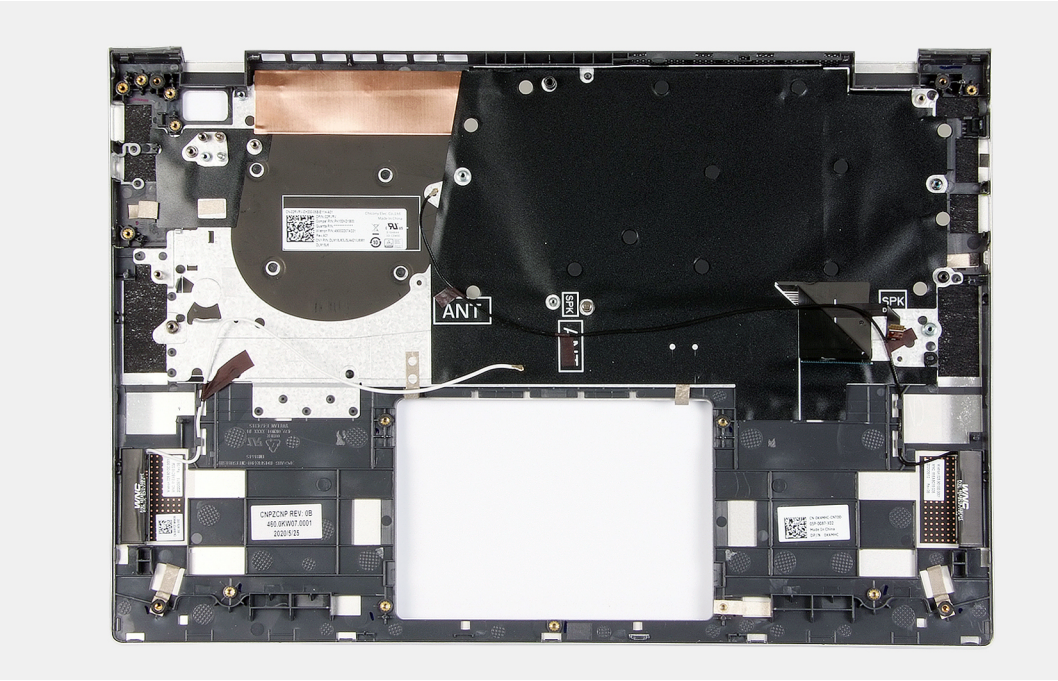
Installing the palm-rest and keyboard assembly

Prerequisites

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

About this task

The following images indicate the location of the palm-rest and keyboard assembly and provides a visual representation of the installation procedure.



Steps

Place the palm-rest and keyboard assembly on a flat and clean surface and perform the post-requisites to install the palm-rest and keyboard assembly.

Next steps

1. Install the speakers.
2. Install the system board.
3. Install the power-button board.
4. Install the I/O board.
5. Install the coin-cell battery.
6. Install the fingerprint-reader board.
7. Install the display assembly.
8. Install the touchpad.
9. Install the antenna module, if applicable.
10. Install the power-adapter port.
11. Install the fingerprint-reader board.
12. Install the display assembly.
13. Install the fan (4-cell battery) or the fan (6-cell battery), whichever applicable.
14. Install the 4-cell battery or the 6-cell battery, whichever applicable.
15. Install the base cover.
16. Follow the procedure in After working inside your computer.

3

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.

4

System setup

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

NOTE: 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.

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 4. Navigation keys

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

System setup options

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

Table 5. System setup options—System information menu

General-System Information	
System Information	
BIOS Version	Displays the BIOS version number.
Service Tag	Displays the Service Tag of the computer.
Asset Tag	Displays the Asset Tag of the computer.
Ownership Tag	Displays the ownership tag of the computer.
Manufacture Date	Displays the manufacture date of the computer.
Ownership Date	Displays the ownership date of the computer.
Express Service Code	Displays the express service code of the computer.
Memory Information	
Memory Installed	Displays the total computer memory installed.
Memory Available	Displays the total computer memory available.
Memory Speed	Displays the memory speed.
Memory Channel Mode	Displays single or dual channel mode.
Memory Technology	Displays the technology used for the memory.
DIMM A Size	Displays the DIMM A memory size.
DIMM B Size	Displays the DIMM B memory size.
Processor Information	
Processor Type	Displays the processor type.
Core Count	Displays the number of cores on the processor.
Processor ID	Displays the processor identification code.
Current Clock Speed	Displays the current processor clock speed.
Minimum Clock Speed	Displays the minimum processor clock speed.
Maximum Clock Speed	Displays the maximum processor clock speed.
Intel Smart Cache	Displays the Intel Smart Cache size.
HT Capable	Displays whether the processor is HyperThreading (HT) capable.
64-Bit Technology	Displays whether 64-bit technology is used.
Device Information	
Primary HDD	Displays the primary hard drive information of the computer.
M.2 SATA SSD	Displays the M.2 SATA SSD device information of the computer.
M.2 PCIe SSD-0	Displays the M.2 PCIe SSD information of the computer.
LOM MAC Address	Displays the LOM MAC address of the computer.
Video Controller	Displays the video controller type of the computer.
dGPU Video Controller	Displays the discrete graphics information of the computer.
Video BIOS Version	Displays the video BIOS version of the computer.
Video Memory	Displays the video memory information of the computer.
Panel Type	Displays the Panel Type of the computer.

Table 5. System setup options—System information menu (continued)

General-System Information	
Native Resolution	Displays the native resolution of the computer.
Audio Controller	Displays the audio controller information of the computer.
Wi-Fi Device	Displays the wireless device information of the computer.
Bluetooth Device	Displays the bluetooth device information of the computer.
Battery Information	Displays the battery health information.
Boot Sequence	
Boot Sequence	Displays the boot sequence.
Boot List Option	Displays the available boot options.
Advanced Boot Options	
Enable Legacy Option ROMs	Enable or disable the Legacy Option ROMs.
Enable Attempt Legacy Boot	Enable or disable Legacy Boot.
UEFI Boot Path Security	Enable or disable the system to prompt the user to enter the Admin password when booting a UEFI boot path from the F12 boot menu.
Date/Time	Displays the current date in MM/DD/YY format and current time in HH:MM:SS AM/PM format.

Table 6. System setup options—System Configuration menu

System Configuration	
Integrated NIC	Controls the on-board LAN controller.
Enable UEFI Network Stack	Enable or disable UEFI Network Stack.
SATA Operation	Configure operating mode of the integrated SATA hard drive controller.
Drives	Enable or disable various drives on board.
SMART Reporting	Enable or disable SMART Reporting during system startup.
USB Configuration	
Enable Boot Support	Enable or disable booting from USB mass storage devices such as external hard drive, optical drive, and USB drive.
Enable External USB Port	Enable or disable booting from USB mass storage devices connected to external USB port.
Thunderbolt Adapter Configuration	Enable or disable Thunderbolt technology support.
Audio	Enable or disable the integrated audio controller.
Keyboard Illumination	Enables you to choose the operating mode of the keyboard illumination feature.
Keyboard Backlight Timeout on AC	When the backlight is enabled, this feature defines the timeout value for the keyboard backlight when an AC adapter is plugged into the computer.
Keyboard Backlight Timeout on Battery	When the backlight is enabled, this feature defines the timeout value for the keyboard backlight when the computer is running only on battery power.
Miscellaneous Devices	Enable or disable various onboard devices.

Table 7. System setup options—Video menu

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

Table 8. System setup options—Security menu

Security	
Admin Password	Set, change, or delete the administrator password.
System Password	Set, change, or delete the system password.
Internal HDD-0 Password	Set, change, or delete the internal hard-disk drive password.
Strong Password	Enable or disable strong passwords.
Password Configuration	Control the minimum and maximum number of characters allowed for Admin and System passwords.
Password Bypass	Bypass the System (Boot) Password and the internal HDD password prompts during a system restart.
Password Change	Enable or disable changes to the System and Hard Disk passwords when an administrator password is set.
Non-Admin Setup Changes	Determines whether changes to the setup option are permitted when an administrator password is set.
UEFI Capsule Firmware Updates	Enable or disable BIOS updates through UEFI capsule update packages.
PTT Security	Enable or disable Platform Trust Technology (PTT) visibility to the operating system.
Computrace(R)	Enable or disable the BIOS module interface of the optional Computrace(R) Service from Absolute Software.
Admin Setup Lockout	Enable to prevent users from entering Setup when an Admin Password is set.
Master Password Lockout	Disables the master password support. Hard Disk passwords need to be cleared before changing the setting.

Table 9. System setup options—Secure Boot menu

Secure Boot	
Secure Boot Enable	Enable or disable the secure boot feature.
Secure Boot Mode	Modifies the behavior of Secure Boot to allow evaluation or enforcement of UEFI driver signatures.
Expert Key Management	
Expert Key Management	Enable or disable Expert Key Management.
Custom Mode Key Management	Select the custom values for expert key management.

Table 10. System setup options—Intel Software Guard Extensions menu

Intel Software Guard Extensions	
Intel SGX Enable	Enable or disable Intel Software Guard Extensions.
Enclave Memory Size	Set the Intel Software Guard Extensions Enclave Reserve Memory Size.
Performance	
Multi Core Support	Enable multiple cores. Default: Enabled.
Intel SpeedStep	Enable or disable Intel Speedstep Technology. Default: Enabled. **NOTE:** If enabled, the processor clock speed and core voltage are adjusted dynamically based on the processor load.
C-States Control	Enable or disable additional processor sleep states. Default: Enabled.

Table 10. System setup options—Intel Software Guard Extensions menu (continued)

Intel Software Guard Extensions	
Intel TurboBoost	Enable or disable Intel TurboBoost mode of the processor. Default: Enabled.
HyperThread control	Enable or disable HyperThreading in the processor. Default: Enabled.
Power Management	
AC Behavior	Enables the system to turn on automatically, when AC power is supplied.
Enable Intel Speed Shift Technology	Enable or disable Intel Speed Shift Technology.
Auto On Time	Enable to set the computer to turn on automatically every day or on a preselected date and time. This option can be configured only if the Auto On Time is set to Everyday, Weekdays or Selected Days. Default: Disabled.
USB Wake Support	Enable the USB devices to wake the computer from Standby.
Advanced Battery Charge Configuration	Enable Advanced Battery Charge Configuration from the beginning of the day to a specified work period.
Primary Battery Charge Configuration	Set the primary battery charge settings with a preselected custom charge start and stop. Default: Adaptive.
POST Behavior	
Adapter Warnings	Enable adapter warnings. Default: Enabled.
Numlock Enable	Enables the NumLock funclion when computer boots.
Fn Lock Options	Enable or disable the Fn lock mode.
Fastboot	Enable to set the speed of the boot process. Default: Thorough.
Extend BIOS POST Time	Configure additional pre-boot delay.
Full Screen Logo	Enable or disable to display full screen logo.
Warnings and Errors	Sets the boot process to pause when Warnings or Errors are detected.
Sign of Life Indication	Enable or disable to indicate during POST time that the power button press is acknowledged in a manner the user can either hear of feel.

Table 11. System setup options—Virtualization Support menu

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

Table 12. System setup options—Wireless menu

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

Table 13. System setup options—Maintenance menu

Maintenance	
Service Tag	Display the system's Service Tag.
Asset Tag	Create a system Asset Tag.
BIOS Downgrade	Control flashing of the system firmware to previous revisions.
Data Wipe	Enable to securely erase data from all internal storage devices.
BIOS Recovery	Enable the user to recover from certain corrupted BIOS conditions from a recovery file on the user primary hard drive or an external USB key.

Table 14. System setup options—System Logs menu

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

Table 15. System setup options—SupportAssist System Resolution menu

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

System and setup password

Table 16. System and setup password

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

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

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

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

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 F2 immediately after a power-on or reboot.

Steps

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

Deleting or changing an existing system setup password

Prerequisites

Ensure that the **Password Status** is Unlocked (in the System Setup) before attempting to delete or change the existing System and 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 **F2** 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**, alter or delete the existing system password and press **Enter** or **Tab**.
4. Select **Setup Password**, alter or delete the existing setup password and press **Enter** or **Tab**.

   NOTE: If you change the System and/or Setup password, re enter the new password when prompted. If you delete the System and 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 CMOS settings

About this task

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

Steps

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

Clearing BIOS (System Setup) and System passwords

About this task

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

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

Updating the BIOS

Updating the BIOS in Windows

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 at www.dell.com/support.

Updating the BIOS using the USB drive in Windows

Steps

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

Updating the BIOS from the F12 One-Time boot menu

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

About this task

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.

Updating BIOS on systems with BitLocker enabled

CAUTION: If BitLocker is not suspended before updating the BIOS, the next time you reboot the system it will not recognize the BitLocker key. You will then be prompted to enter the recovery key to progress and the system will ask for this on each reboot. If the recovery key is not known this can result in data loss or an unnecessary operating system re-install. For more information on this subject, see Dell Knowledge Base article: 000134415

5

Troubleshooting

Handling swollen Lithium-ion batteries

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

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

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

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

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

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

Locate the Service Tag or Express Service Code of your Dell computer

Your Dell computer is uniquely identified by a Service Tag or Express Service Code. To view relevant support resources for your Dell computer, we recommend entering 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 for your Dell Laptop.

System-diagnostic lights

The power and battery status light indicates the power and battery status of the computer. These are the power states:

Solid white: Power adapter is connected, and the battery has more than 5% charge.

Amber: Computer is running on battery, and the battery has less than 5% charge.

Off:

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

The power and battery-status light may also blink amber or white according to predefined "beep codes" indicating various failures.

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

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

NOTE: The following diagnostic light codes and recommended solutions are intended for Dell service technicians to troubleshoot problems. You should only perform troubleshooting and repairs as authorized or directed by the Dell technical support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty.

Table 17. Diagnostic-light codes

Diagnostic light codes (Amber, white)	Problem description
1,1	TPM detection failure
1,2	Unrecoverable SPI flash failure
1,3	Short in hinge cable tripped OCP1
1,4	Short in hinge cable tripped OCP2
1,5	EC unable to program i-Fuse
1,6	EC internal Failure
2,1	Processor failure
2,2	System board: BIOS or ROM (Read-Only Memory) failure
2,3	No memory or RAM (Random-Access Memory) detected
2,4	Memory or RAM (Random-Access Memory) failure
2,5	Invalid memory installed
2,6	System-board or chipset error
2,7	Display failure - SBIOS message
2,8	Display failure - EC detection of power rail failure
3,1	CMOS battery failure
3,2	PCI, video card/chip failure
3,3	BIOS recovery image not found
3,4	Recovery image found but invalid
3,5	Power-rail failure
3,6	System BIOS Flash incomplete
3,7	Management Engine (ME) error

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

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

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

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

SupportAssist diagnostics

About this task

The SupportAssist diagnostics (previously known as ePSA diagnostics) performs a complete check of your hardware. The SupportAssist diagnostics is embedded in the BIOS and is launched by it internally. The SupportAssist diagnostics provides a set of options for particular devices or device groups. It allows 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 and provide extra information about the failed device(s)
- View status messages that indicate if the tests are completed successfully
- View error messages that indicate if problems were encountered during the test

NOTE: Some tests are meant for specific devices and require user interaction. Ensure that you are present in front of the computer when the diagnostic tests are performed.

For more information, see SupportAssist Pre-Boot System Performance Check.

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.

6

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 18. 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 `Contact Support`, and press Enter.
Online help for operating system	www.dell.com/support/windows www.dell.com/support/linux
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	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.