

Inspiron 14 7420 2-in-1

Service Manual



Notes, cautions, and warnings

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

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

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



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Working inside your computer


Before working inside your computer


Steps

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


Service Mode

Service Mode is used to cut-off power, without disconnecting battery cable from system board prior conducting repairs in the computer.

 **CAUTION:** If you are unable to turn on the computer to put it into Service Mode or the computer does not support Service Mode then proceed to disconnect the battery cable. To disconnect the battery cable, follow the steps in [Removing the battery](#).


 **NOTE:** Ensure that your computer is shut down and the AC adapter is disconnected.


- a. Hold **** key on the keyboard and press the power button for 3 seconds or until the Dell logo appears on the screen.
- b. Press any key to continue.
- c. If the AC adapter is not disconnected, a message prompting you to remove the AC adapter appears on the screen. Remove the AC adapter and then press any key to continue the **Service Mode** procedure. The **Service Mode** procedure automatically skips the following step if the **Owner Tag** of the computer is not set up in advance by the user.
- d. When the ready-to-proceed message appears on the screen, press any key to proceed. The computer emits three short beeps and shuts down immediately.
- e. Once the computer shuts down, it has successfully entered Service Mode.









 **NOTE:** If you are unable to power on your computer or unable to enter service mode skip this process.

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.

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.
 -  **NOTE:** To exit service mode, ensure to connect the AC adapter to the power-adapter port on your computer.
5. Press the power button to turn on the computer. Your computer will automatically return to normal functioning mode.

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 screwdrivers #0
- Plastic scribe

Screw list

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

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

NOTE: Screw color may vary with the configuration ordered.

Table 1. Screw list













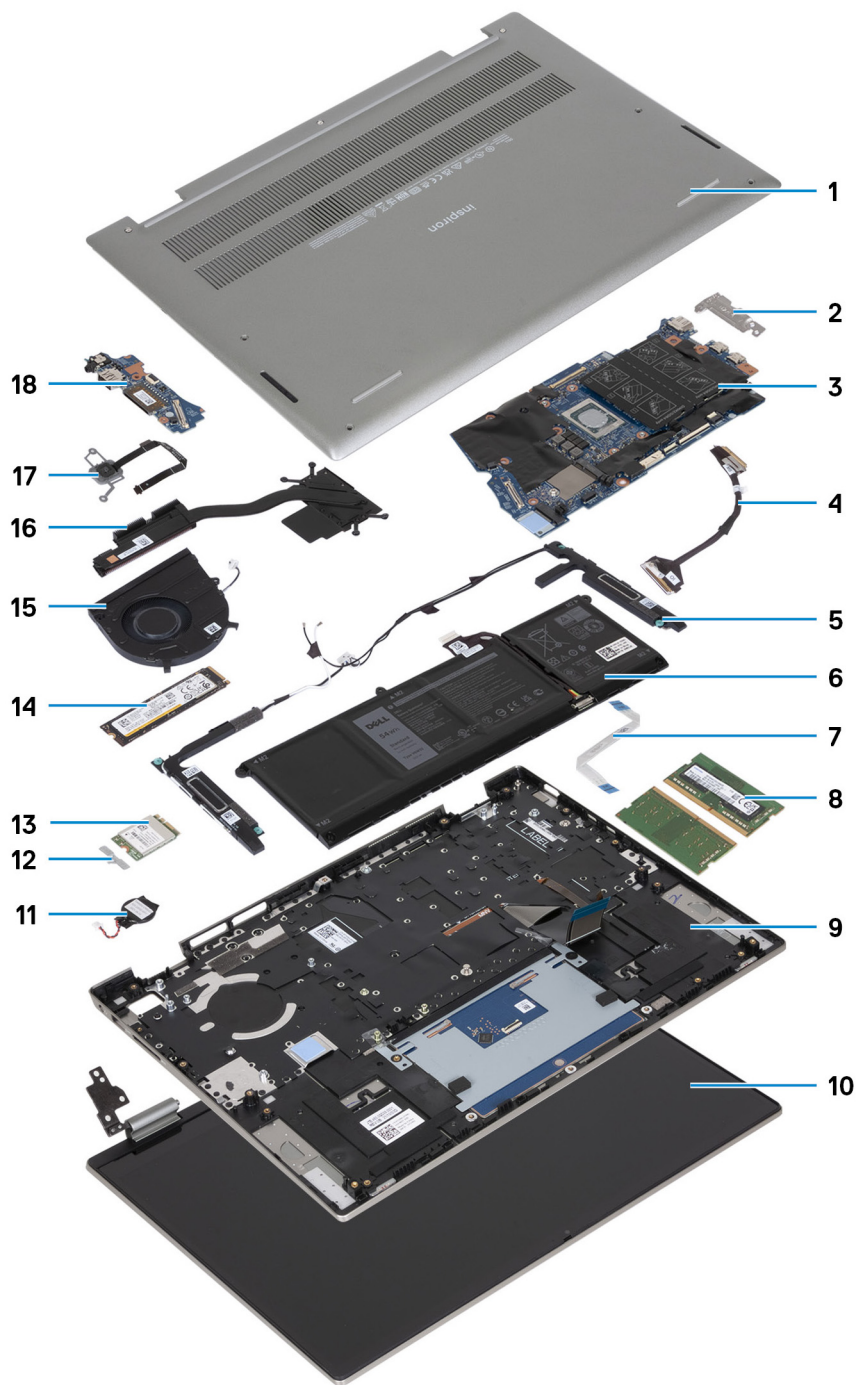
Component	Screw type	Quantity	Screw image
Base cover	M2x4	4	
Base cover	Captive screw	3	
Battery	M2x3	3 (For computers shipped with a 3-cell, 41 Wh battery) 5 (For computers shipped with a 4-cell, 54 Wh battery)	
Wireless-card bracket	M2x3	1	
M.2 2230 mounting bracket	M2x3	1	
M.2 2230 Solid-state drive	M2x2	1	
M.2 2280 Solid-state drive	M2x3	1	
Heat sink	Captive screw	7	

Table 1. Screw list (continued)

Component	Screw type	Quantity	Screw image
Fan	M2x3	2	
I/O board	M2x3	2	
Display hinges	M2.5x4	6	
Power-button/Power-button with fingerprint reader	M2x3	2	
USB Type-C bracket	M2x4	2	
System board	M2x2	2	

Major components of Inspiron 7420 2-in-1

The following image shows the major components of Inspiron 7420 2-in-1.



1. Base cover
2. USB Type-C bracket
3. System board
4. I/O-board cable
5. Speakers
6. Battery
7. Touchpad-bracket
8. Memory
9. Palm-rest and keyboard assembly
10. Display assembly

11. Coin-cell battery
12. Wireless-card bracket
13. Wireless card
14. M.2 2280 solid-state drive
15. Fan
16. Heat sink
17. Power-button with optional fingerprint reader
18. I/O board

i **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](#).

i **NOTE:** Ensure that your computer is in Service Mode. For more information see, step 6 in [Before working inside your computer](#).

About this task

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



3x

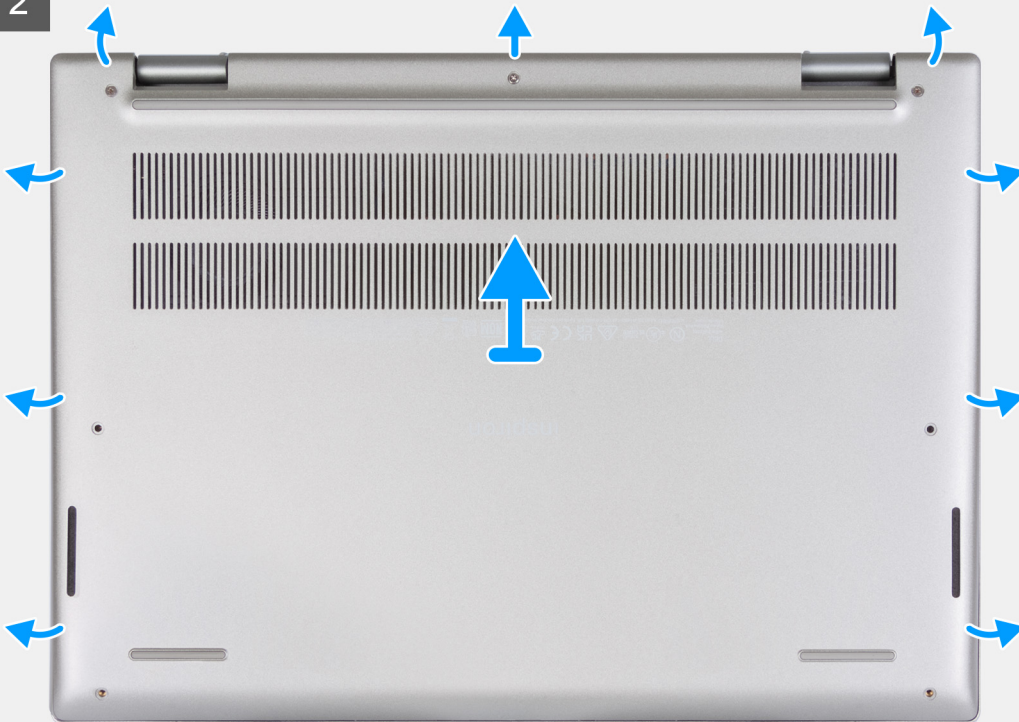


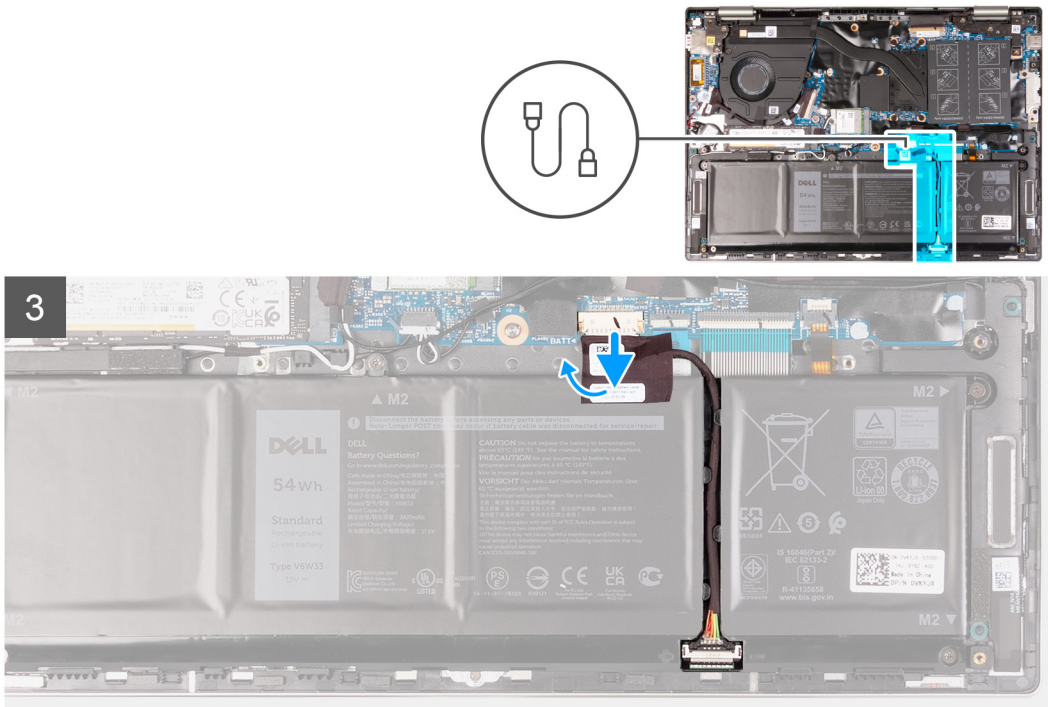
4x
M2x4

1



2





Steps

1. Remove the four screws (M2x4) that secure the base cover to the palm-rest and keyboard assembly.
2. Loosen the three captive screws that secure the base cover to the palm-rest and keyboard assembly.
 - NOTE:** Upon loosening the captive screws, the base cover will open up creating a gap between the base cover and the palm-rest assembly at the hinges.
3. Starting from the top-left corner at the hinge, pry the base cover to release the base cover from the palm-rest and keyboard assembly.
4. Peel the tape that secures the battery cable to the system board and disconnect the battery cable from the system board.

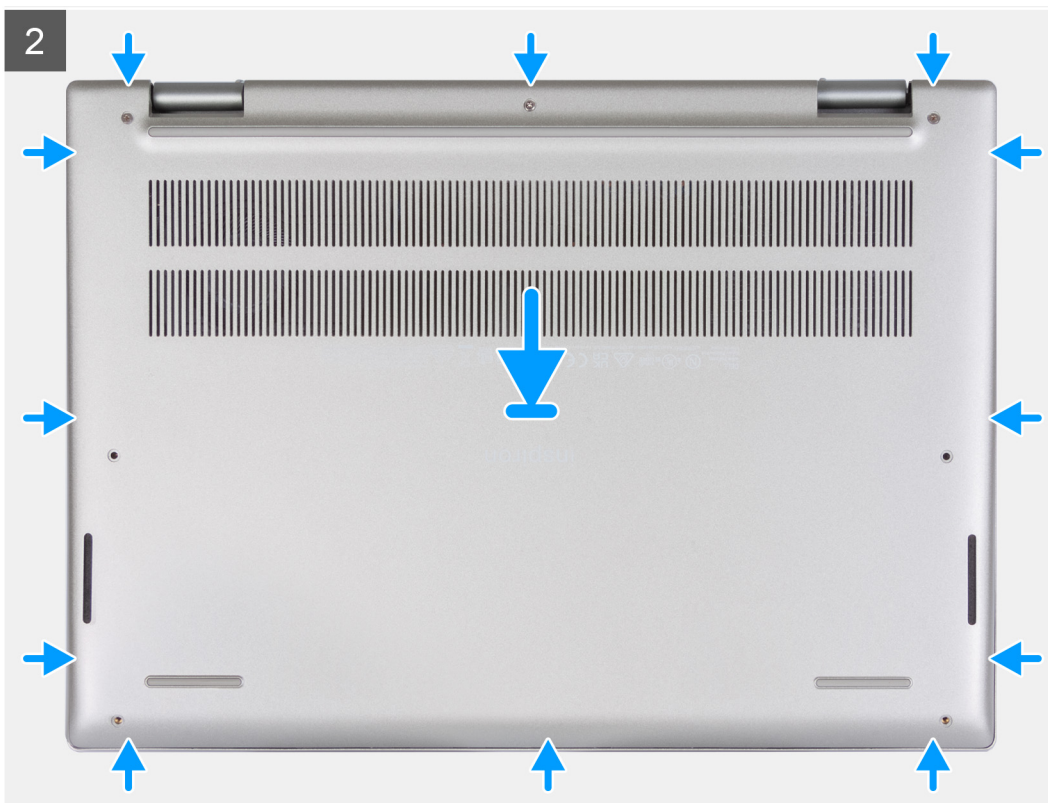
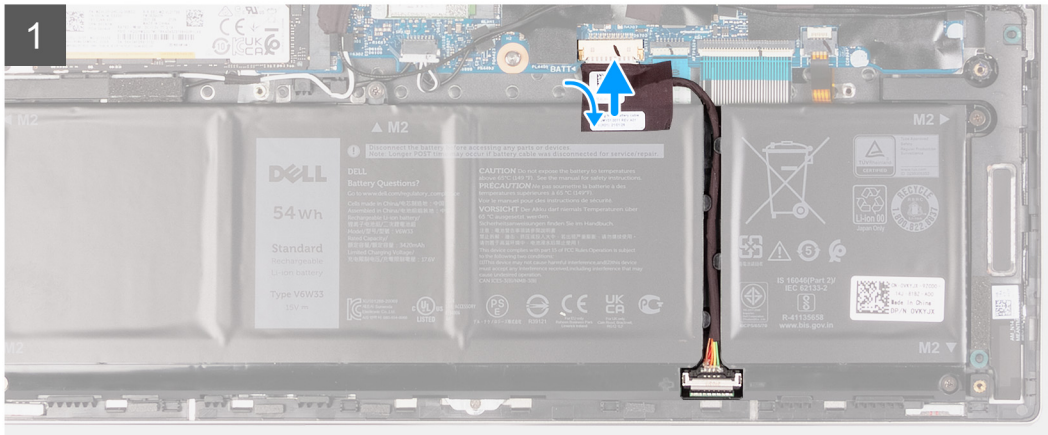
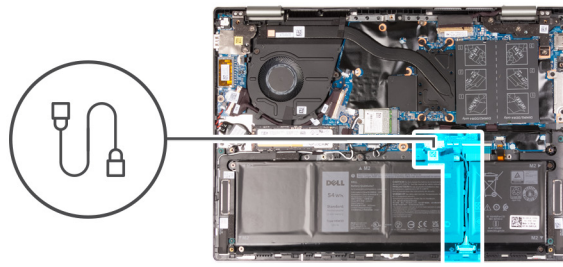
Installing the base cover

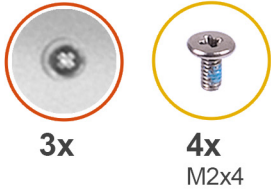
Prerequisites

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

About this task

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





Steps

1. Connect the battery cable to the connector on the system board and adhere the tape that secures the battery cable to the battery.
2. Align the screw holes on the base cover with the screw holes on the palm-rest and keyboard assembly, and then snap the base cover into place.
3. Replace the four screws (M2x4) that secure the base cover to the palm-rest and keyboard assembly.
4. Tighten the three captive screws 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](#).

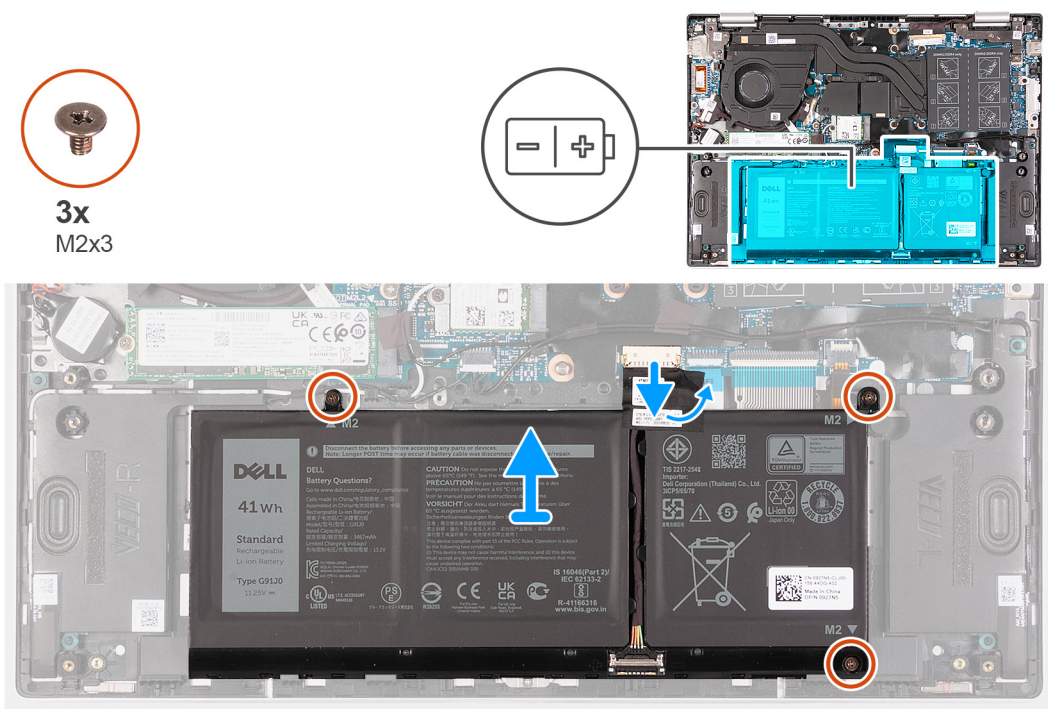
Removing the 3-cell battery (41 Wh)

Prerequisites

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

About this task

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



Steps

1. Peel the tape that secures the battery cable to the system board, if applicable.
2. Disconnect the battery cable from the system board, if applicable.
3. Remove the three screws (M2x3) that secure the battery to the palm-rest and keyboard assembly.
4. Lift the battery off the palm-rest and keyboard assembly.

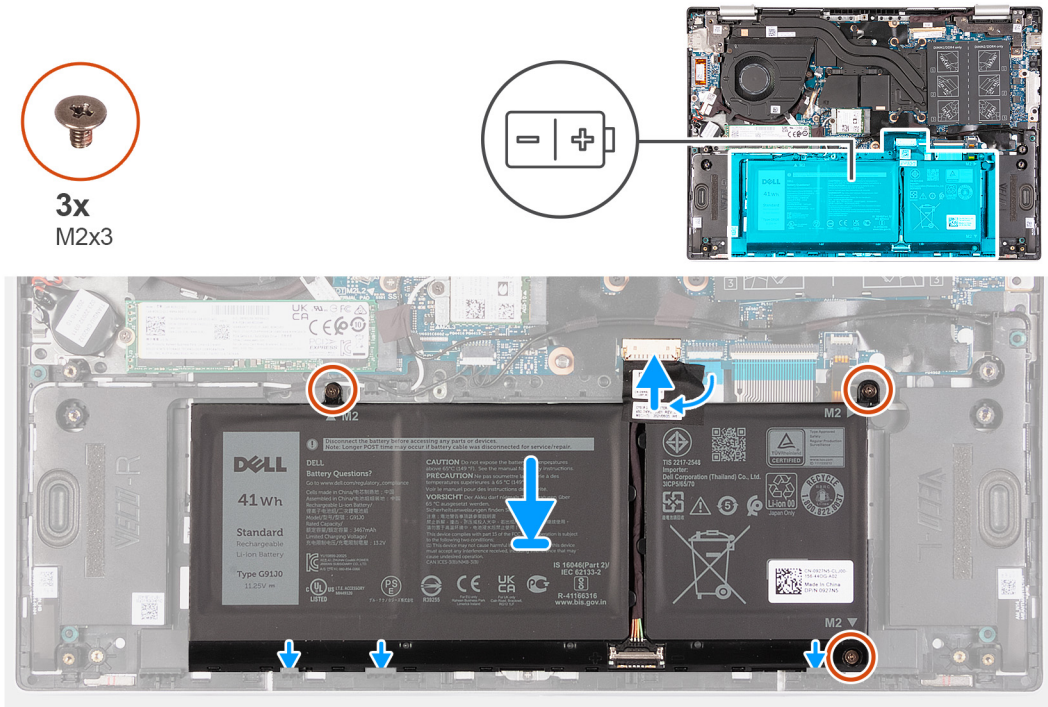
Installing the 3-cell battery (41 Wh)

Prerequisites

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

About this task

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



Steps

1. Using the alignment posts, place the battery on the palm-rest and keyboard assembly.
2. Replace the three screws (M2x3) that secure the battery to the palm-rest and keyboard assembly.
3. Connect the battery cable to the system board.
4. Adhere the tape that secures the battery cable to the system board.

Next steps

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

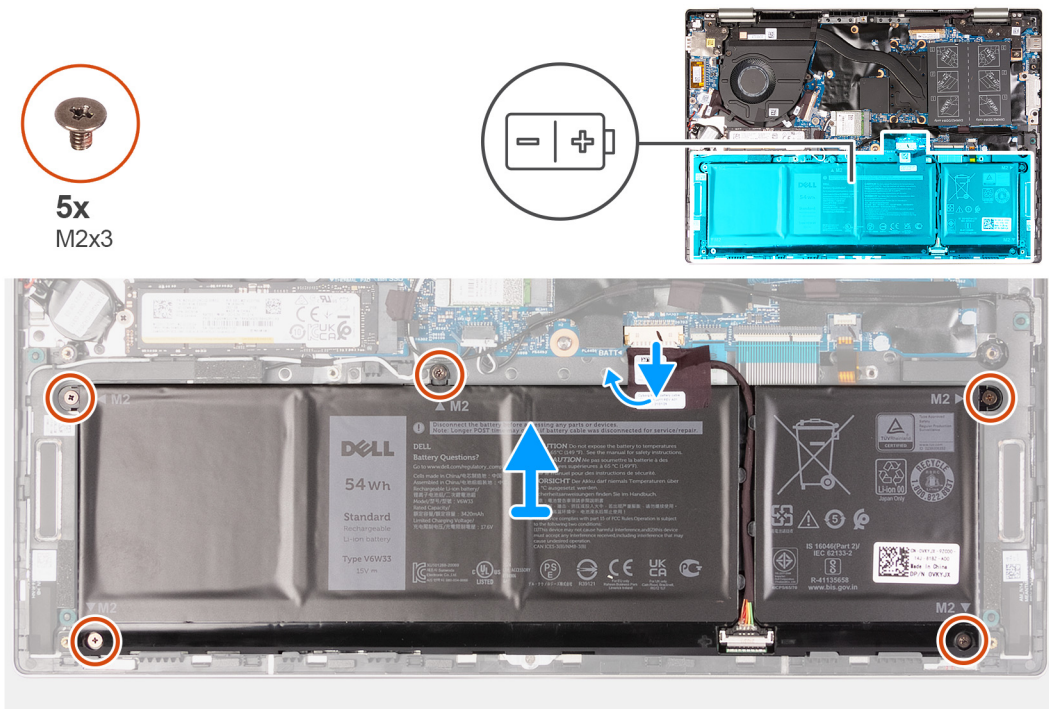
Removing the 4-cell battery (54 Wh)

Prerequisites

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

About this task

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



Steps

1. Peel the tape that secures the battery cable to the system board, if applicable.
2. Disconnect the battery cable from the system board, if applicable.
3. Remove the five screws (M2x3) that secure the battery to the palm-rest and keyboard assembly.
4. Lift the battery off the palm-rest and keyboard assembly.

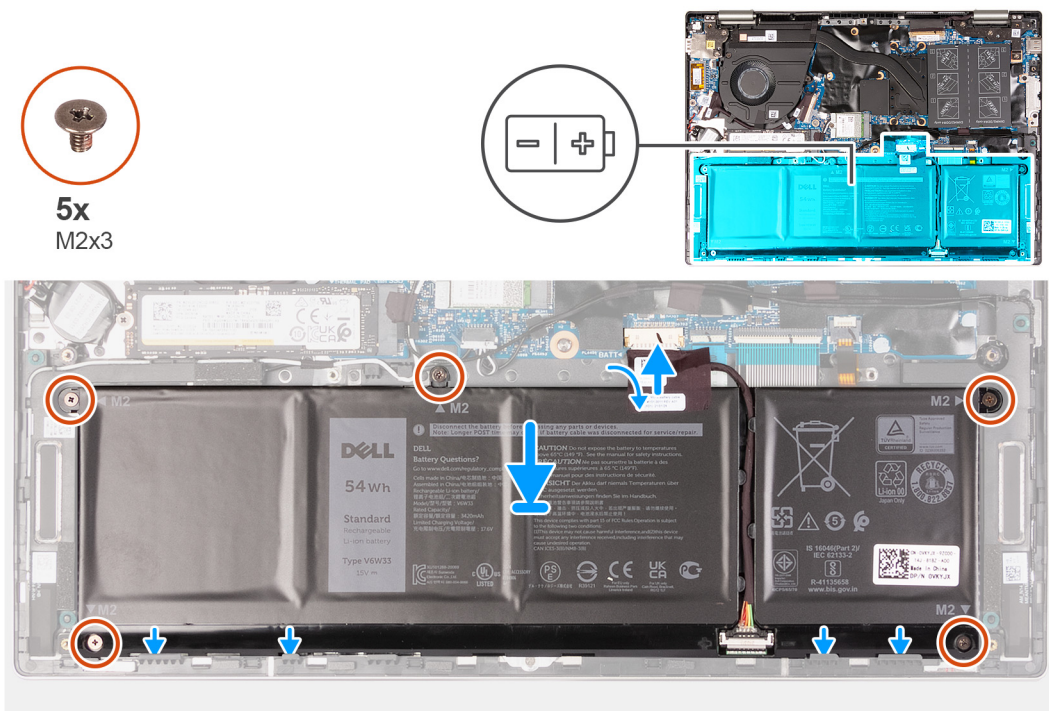
Installing the 4-cell battery (54 Wh)

Prerequisites

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

About this task

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



Steps

1. Using the alignment posts, place the battery on the palm-rest and keyboard assembly.
2. Replace the five screws (M2x3) that secure the battery to the palm-rest and keyboard assembly.
3. Connect the battery cable to the system board.
4. Adhere the tape that secures the battery cable to 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

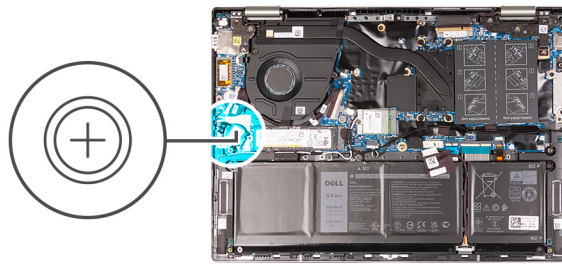
Prerequisites

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

About this task

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

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



Steps

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

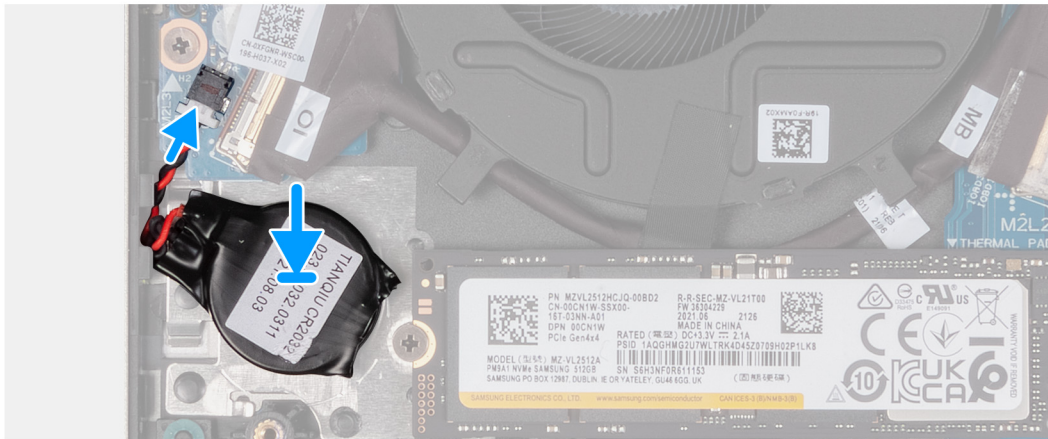
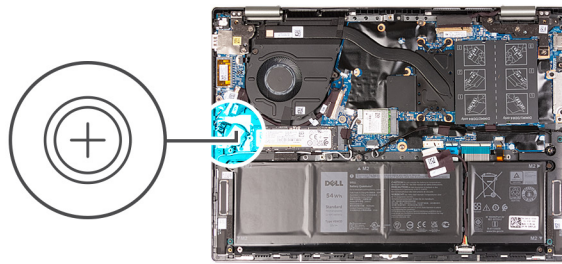
Installing the coin-cell battery

Prerequisites

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

About this task

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



Steps

1. Adhere the coin-cell battery to the slot on the palm-rest and keyboard assembly.
2. Connect the coin-cell battery cable to the I/O board.

Next steps

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

Memory

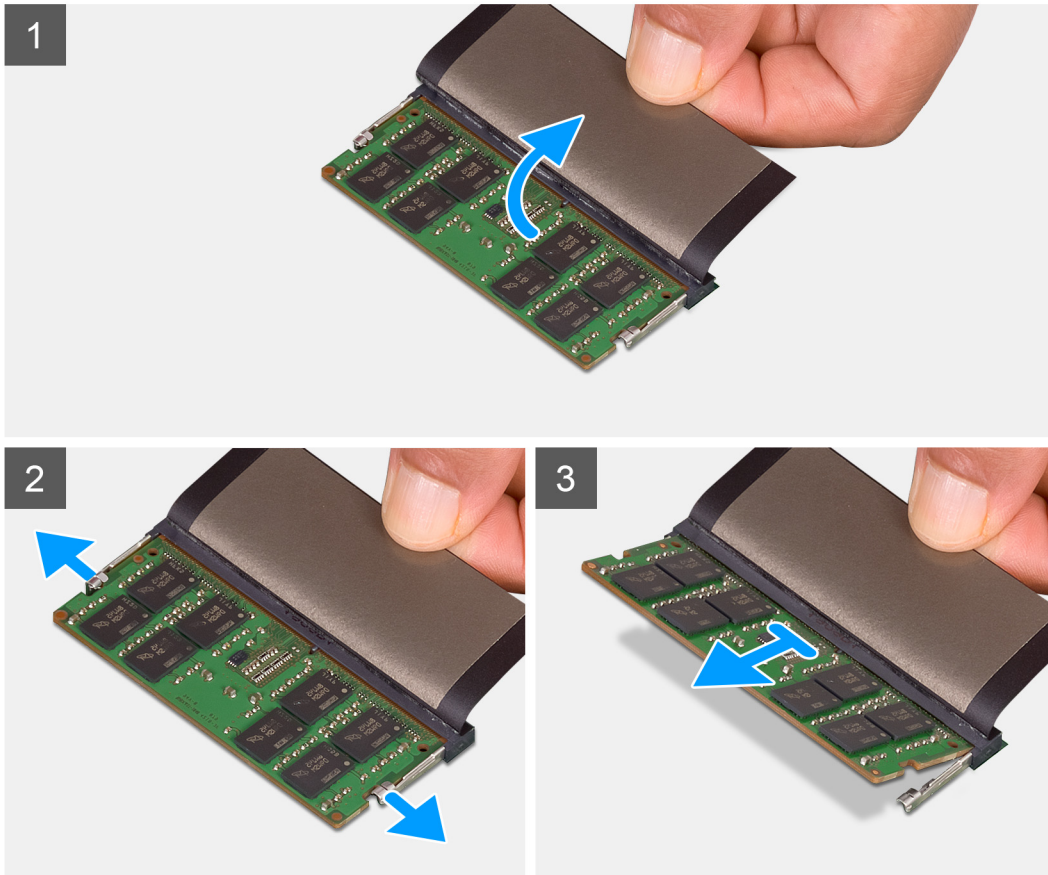
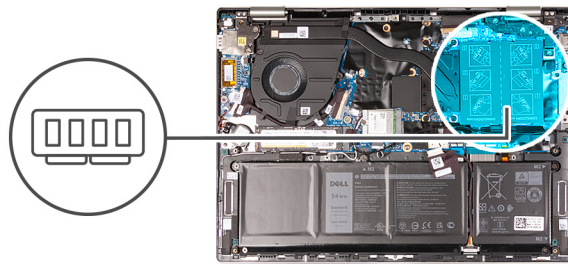
Removing the memory

Prerequisites

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

About this task

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



Steps

1. Lift the Mylar to access the memory.
2. Use your fingertips to carefully spread apart the securing-clips on each end of the memory slot until the memory module pops up.
3. Slide and remove the memory module from the memory slot.

i | **NOTE:** Repeat step 1 to step 3 to remove any other memory module installed in your computer.

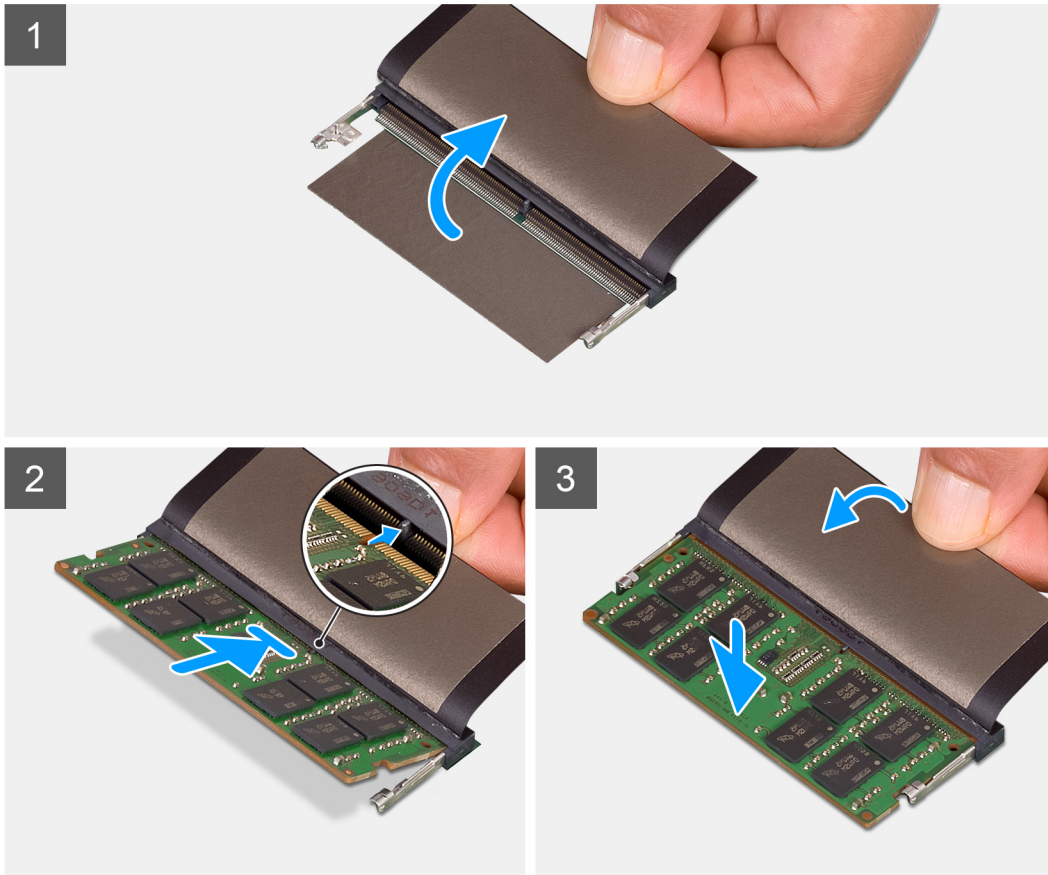
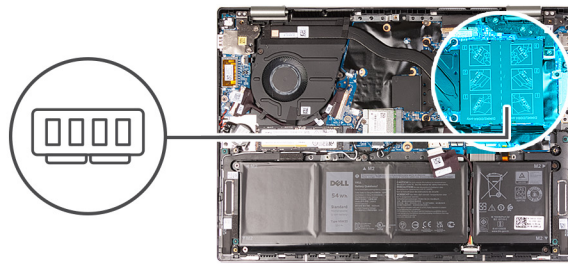
Installing the memory

Prerequisites

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

About this task

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



Steps

1. Lift the Mylar to access the memory slot.
2. Align the notch on the memory module with the tab on the memory slot.
3. Slide the memory module firmly at an angle, into the memory slot.
4. Press the memory module down until it clicks into place.

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

i **NOTE:** Repeat step 1 to step 4 to install any other memory module in your computer.

Next steps

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

Wireless card

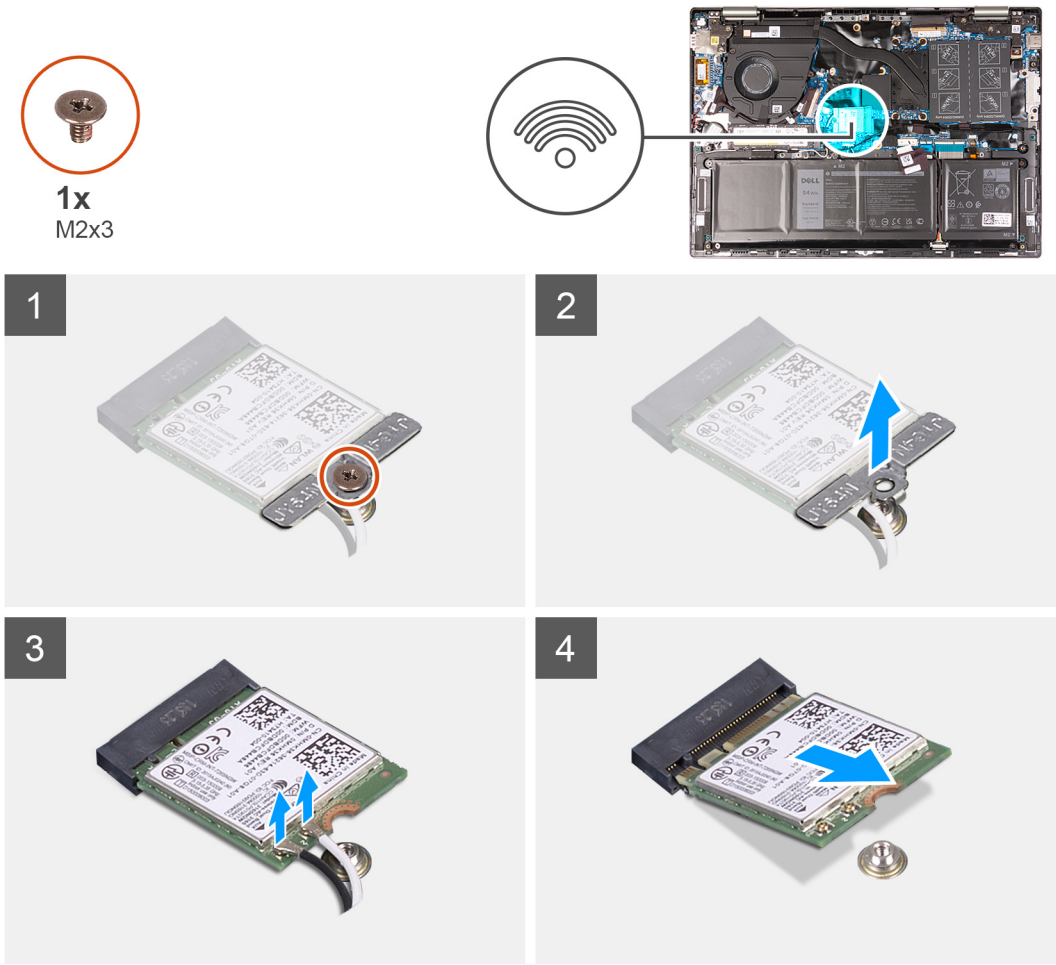
Removing the wireless card

Prerequisites

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

About this task

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



Steps

1. Remove the screw (M2x3) that secures the wireless-card bracket to the wireless card and system board.
2. Lift the wireless-card bracket off the wireless card.
3. Disconnect the antenna cables from the wireless card.
4. Slide and remove the wireless card from the wireless-card slot.

Installing the wireless card

Prerequisites

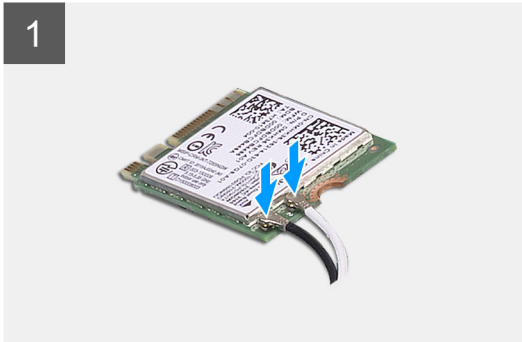
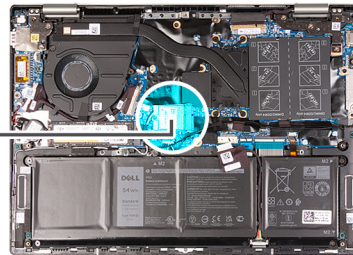
If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

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



1x
M2x3



Steps

1. Connect the antenna cables to the wireless card.

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

Table 2. Antenna-cable color scheme

Connectors on the wireless card	Antenna-cable color	Silkscreen marking	
Main	White	MAIN	△ (white triangle)
Auxiliary	Black	AUX	▲ (black triangle)

2. Align the notch on the wireless card with the tab on the wireless-card slot and insert the wireless card at an angle into the wireless-card slot.
3. Align the screw hole on the wireless-card bracket with the screw hole on the wireless card and palm-rest and keyboard assembly.
4. Replace the screw (M2x3) that secures the wireless-card bracket to the wireless card and system board.

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

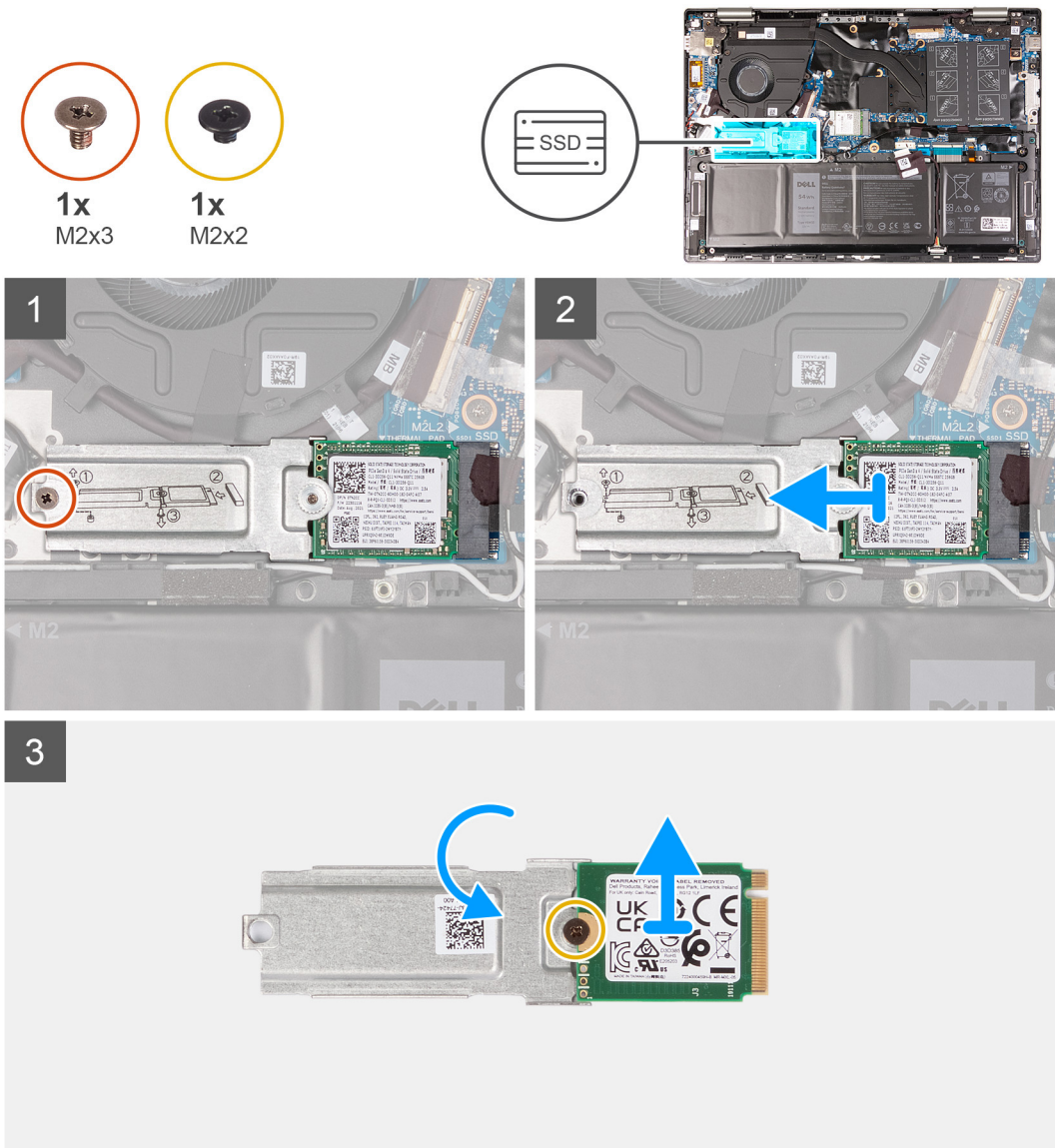
1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).

About this task

NOTE: 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

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



Steps

1. Remove the screw (M2x3) that secures the M.2 2230 mounting bracket to the palmrest and keyboard assembly.
2. Slide and lift the M.2 2230 solid-state drive and its mounting bracket from the M.2 card slot on the system board.
3. Flip over the M.2 2230 solid-state drive and mounting bracket.
4. Remove the screw (M2x2) that secures the M.2 2230 solid-state drive to the mounting bracket.
5. Lift the M.2 2230 solid-state drive off the mounting bracket.

Installing the M.2 2230 solid-state drive

Prerequisites

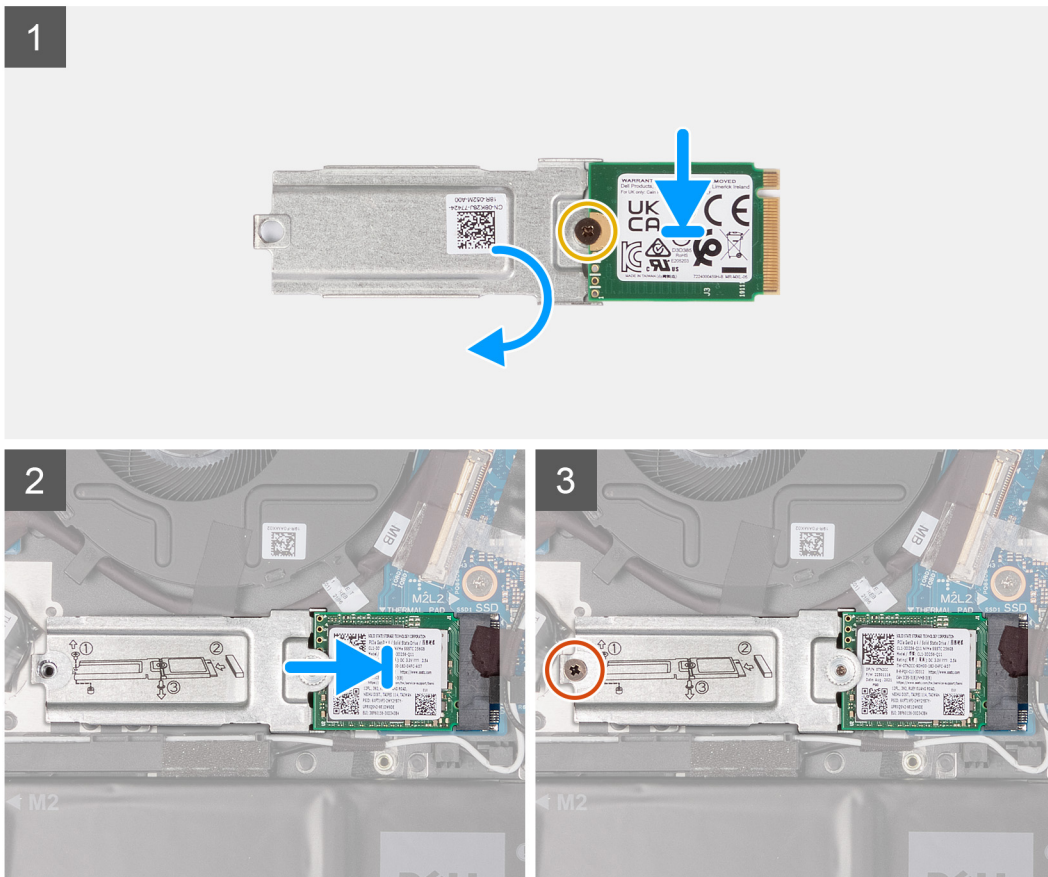
If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

i **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

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



Steps

1. Align the notch on the M.2 2230 solid-state to the mounting bracket.
2. Replace the screw (M2x2) that secures the M.2 2230 solid-state drive to the mounting bracket.
3. Flip over the M.2 2230 solid-state drive and mounting bracket.
4. Slide and place the M.2 2230 solid-state drive and its mounting bracket on the system board.
5. Replace the screw (M2x3) that secures the M.2 thermal plate to the palm-rest and keyboard assembly.

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

Prerequisites

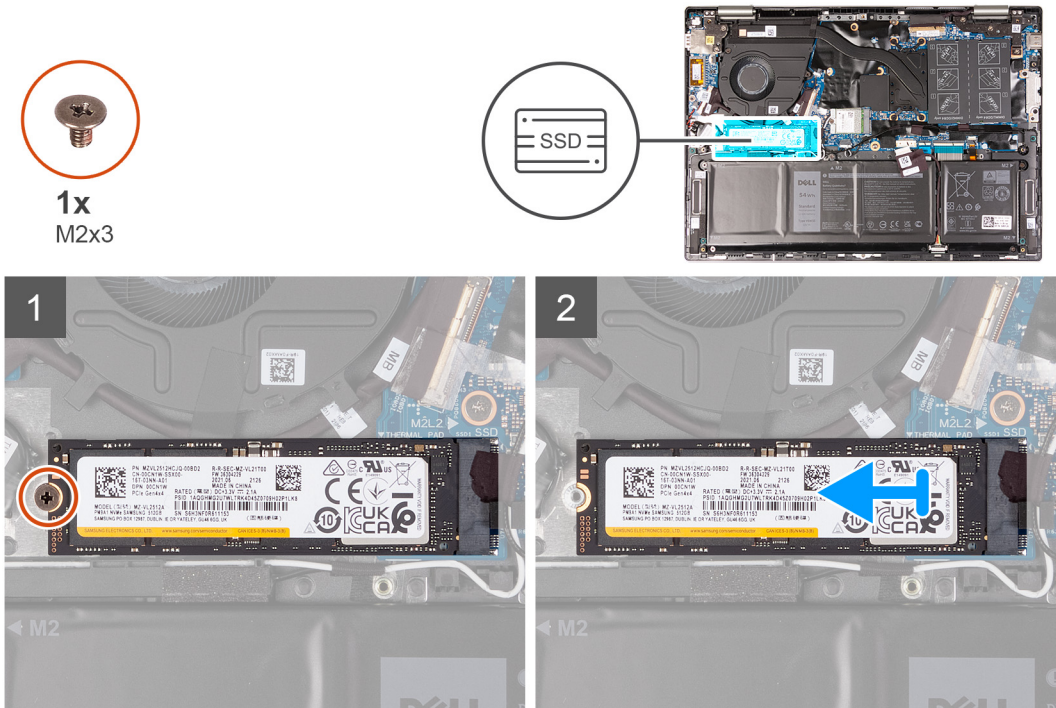
1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).

About this task

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

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



Steps

1. Remove the screw (M2x3) that secures the solid-state drive to the palm-rest and keyboard assembly.
2. Slide and remove the solid-state drive from the solid-state drive slot.

Installing the M.2 2280 solid-state drive

Prerequisites

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

About this task

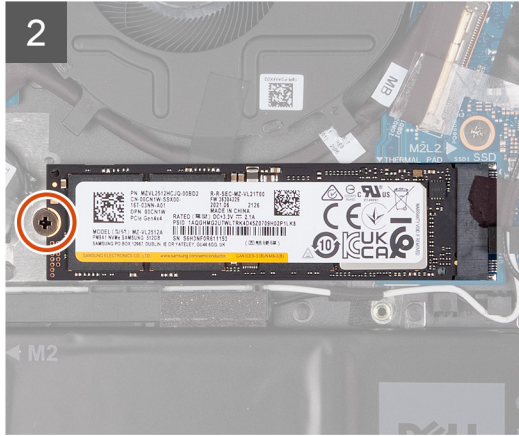
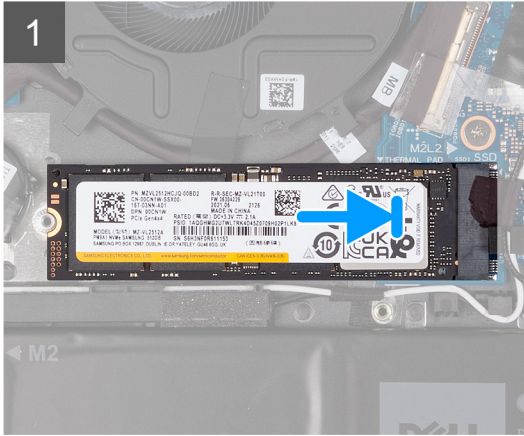
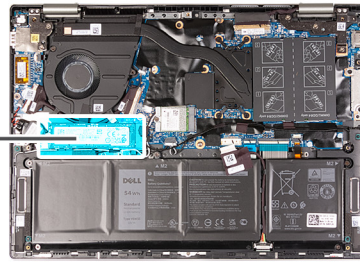
NOTE: The M.2 card installed on your computer will depend on the configuration ordered. Supported card configurations on the M.2 card slot:

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

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



1x
M2x3



Steps

1. Align the notch on the solid-state drive with the tab on the solid-state drive slot.
2. Slide the solid-state drive into the M.2 card slot on the system board.
3. Replace the screw (M2x3) that secures the solid-state drive to the palm-rest and keyboard assembly.

Next steps

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

Speakers

Removing the speakers

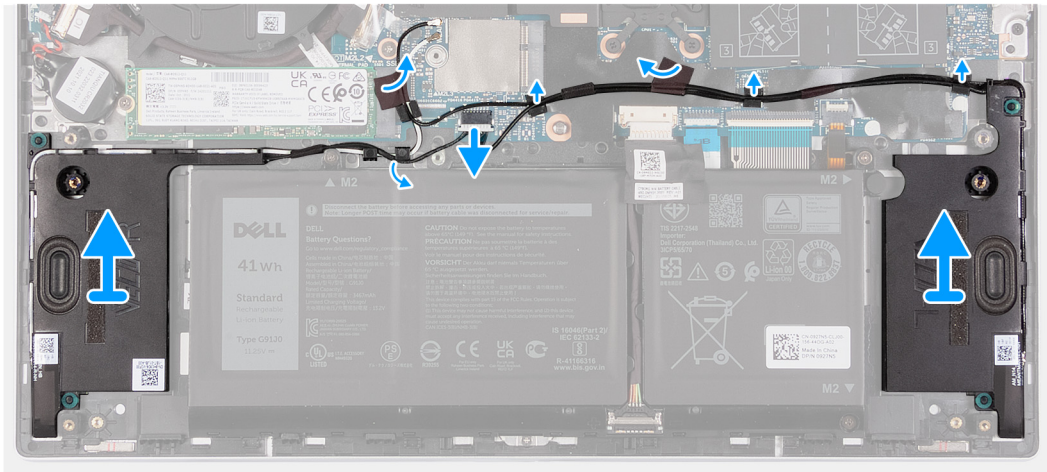
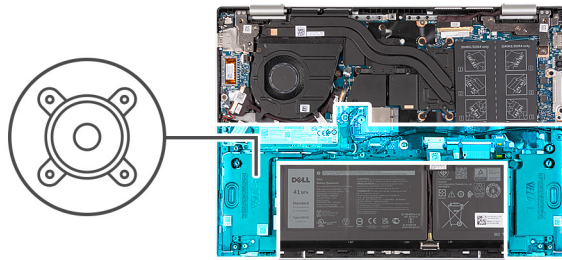
Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [3-cell battery \(41 Wh\)](#) or the [4-cell battery \(54 Wh\)](#), whichever applicable.
4. Remove the [wireless card](#).

About this task

NOTE: The antenna cable of Wireless Local Area Network and speaker cable are combined as an assembly.

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



Steps

1. Peel the tape securing the antenna cables to the palm-rest and keyboard assembly and move the antenna cables off the speaker cable.
2. Disconnect the speaker cable from the system board.
3. Peel the tapes that secure the speaker cable to the palm-rest and keyboard assembly.
4. Remove the speaker cable from the routing guides on the palm-rest and keyboard assembly.
5. Lift the speakers along with the cables, off the palm-rest and keyboard assembly.

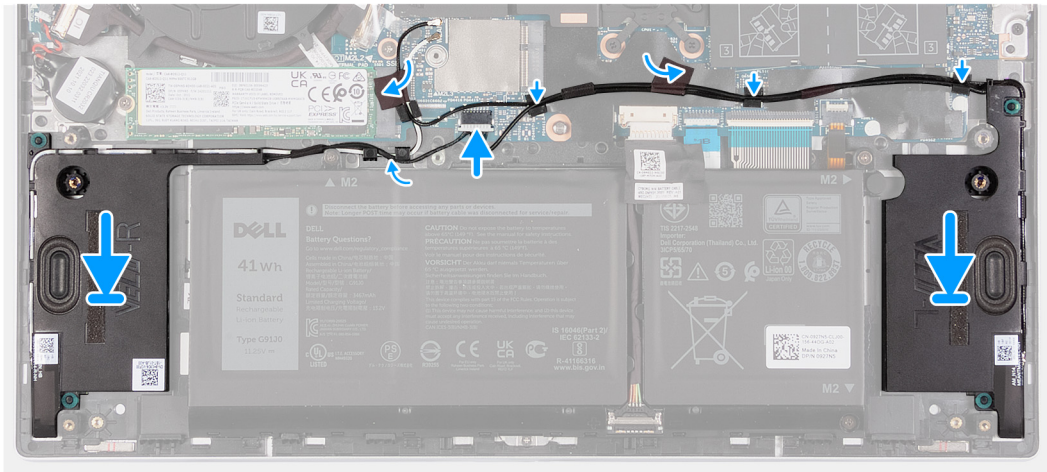
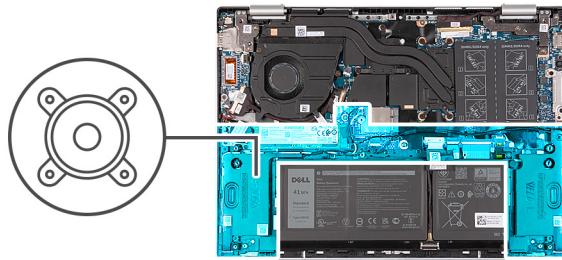
Installing the speakers

Prerequisites

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

About this task

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



Steps

1. Using the alignment posts and rubber grommets, place the speakers on the slots of the palm-rest and keyboard assembly.
2. Route the speaker cable through the routing guides on the palm-rest and keyboard assembly.
3. Adhere the tapes that secure the speaker cable to the palm-rest and keyboard assembly.
4. Connect the speaker cable to the system board.
5. Place the antenna cables over the speaker cable and adhere the tape that secures the antenna cables to the palm-rest and keyboard assembly.

Next steps

1. Install the [3-cell battery \(41 Wh\)](#) or the [4-cell battery \(54 Wh\)](#), whichever applicable.
2. Install the [wireless card](#).
3. Install the [base cover](#).
4. Follow the procedure in [After working inside your computer](#).

Heat sink

Removing the heat sink without discrete graphics

Prerequisites

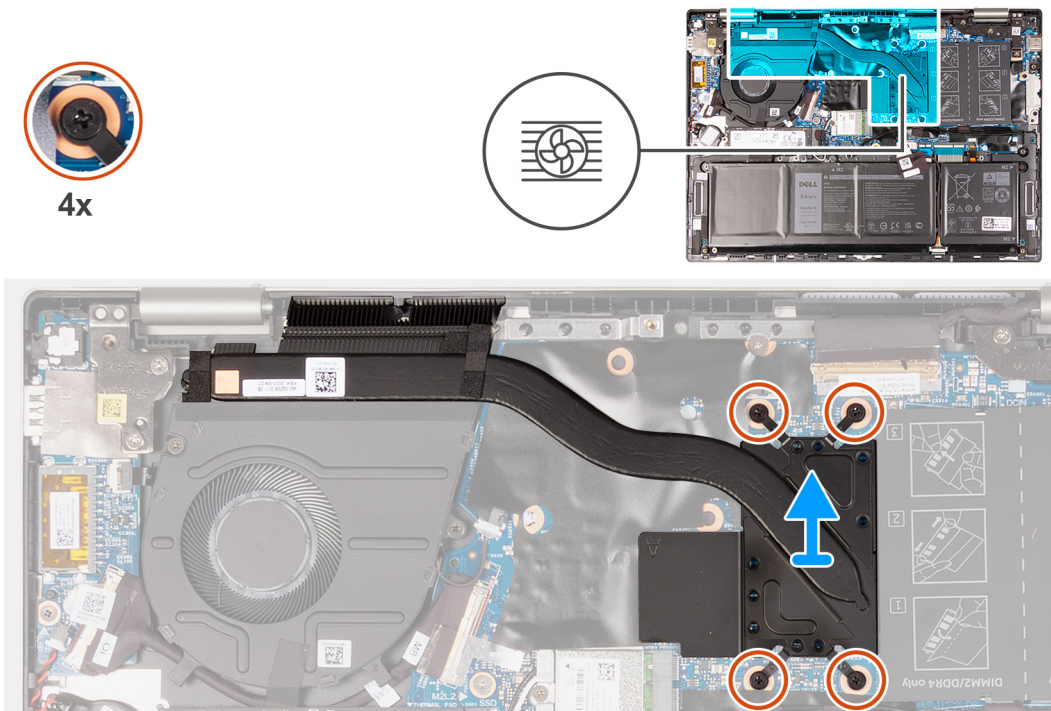
1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).

About this task

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

NOTE: This procedure applies only for computers shipped without a discrete graphics processor.

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



Steps

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

Installing the heat sink without discrete graphics

Prerequisites

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

About this task

NOTE: Incorrect alignment of the heat sink can damage the system board and processor.

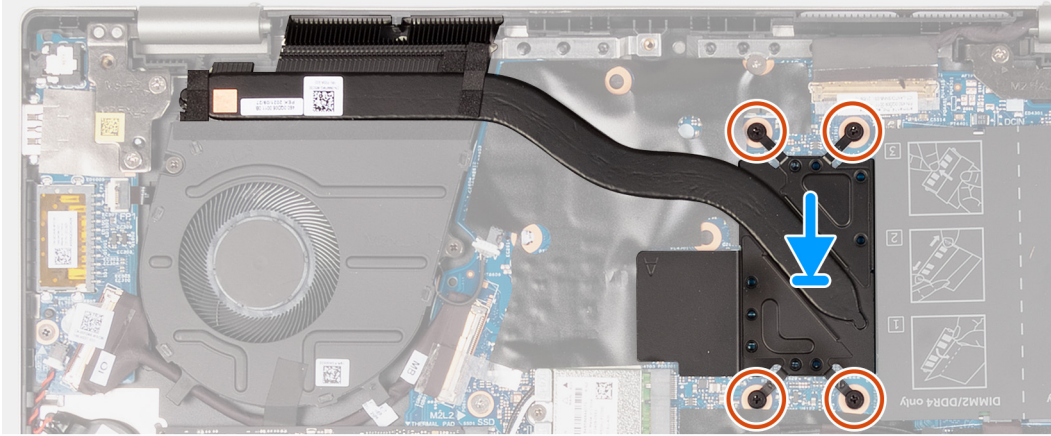
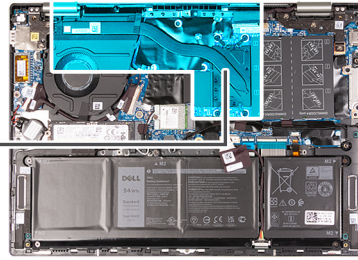
NOTE: If either the system board or the heat sink is replaced, use the thermal pad/paste provided in the kit to ensure that thermal conductivity is achieved.

NOTE: This procedure only applies if you are installing a heat sink for a computer without a discrete graphics processor.

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



4x



Steps

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

Next steps




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

Removing the heat sink with discrete graphics

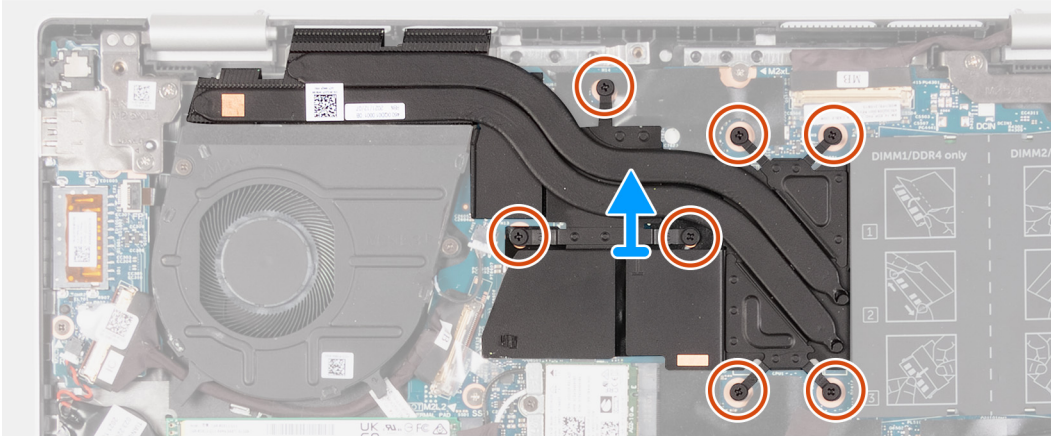
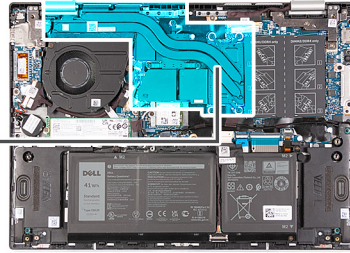
Prerequisites

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

About this task

-  **NOTE:** The heat sink may become hot during normal operation. Allow sufficient time for the heat sink to cool before you touch it.
-  **NOTE:** 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.
-  **NOTE:** This procedure applies only for computers shipped with a discrete graphics processor.

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



Steps

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

Installing the heat sink with discrete graphics

Prerequisites

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

About this task

CAUTION: Incorrect alignment of the heat sink can damage the system board and processor.

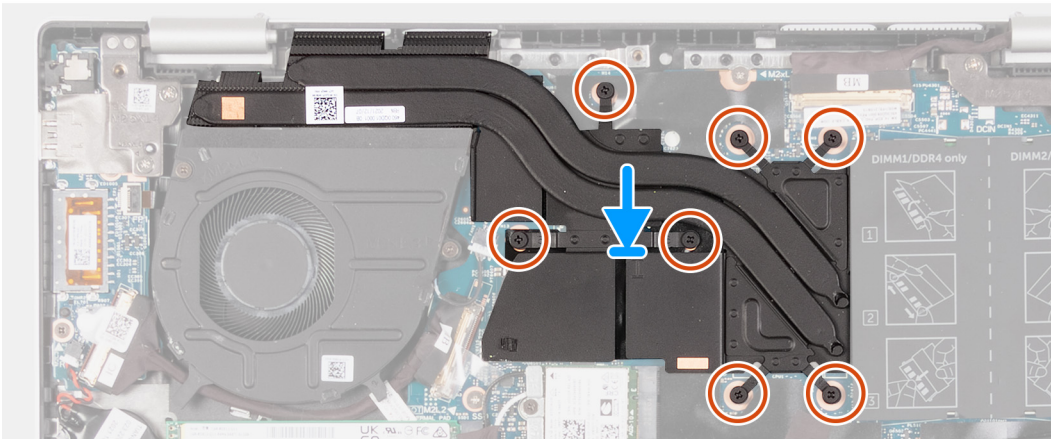
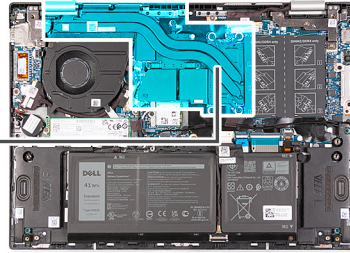
NOTE: If either the system board or the heat sink is replaced, use the thermal pad/paste provided in the kit to ensure that thermal conductivity is achieved.

NOTE: This procedure only applies if you are installing a heat sink for a computer with a discrete graphics processor.

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



7x



Steps

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

Next steps

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

Display assembly

Removing the display assembly

Prerequisites

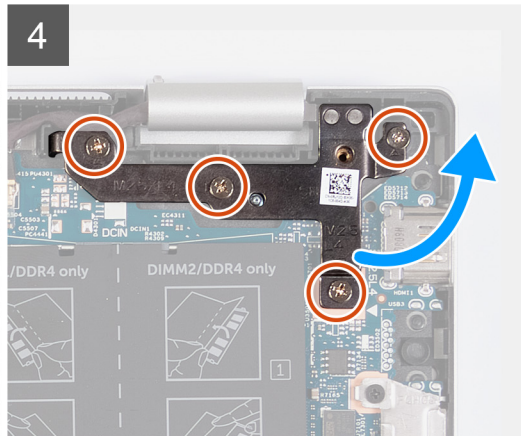
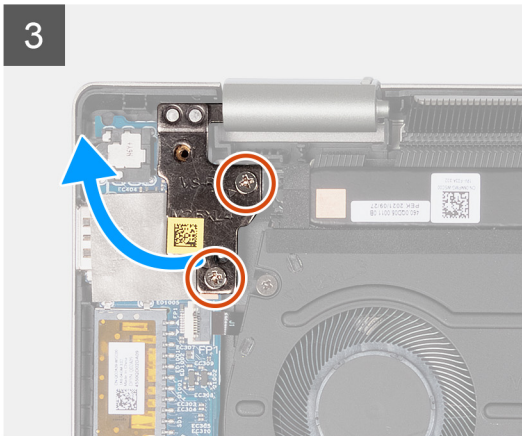
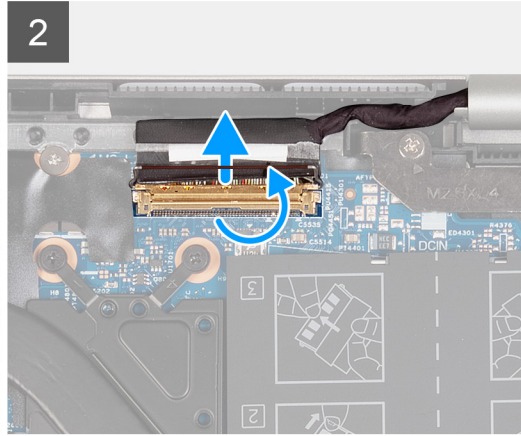
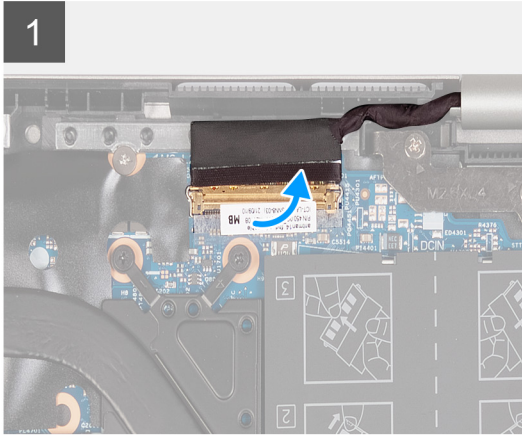
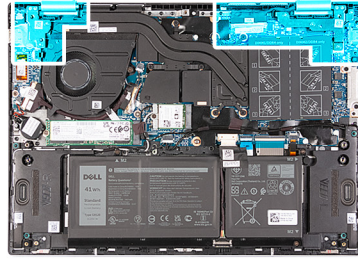
1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).

About this task

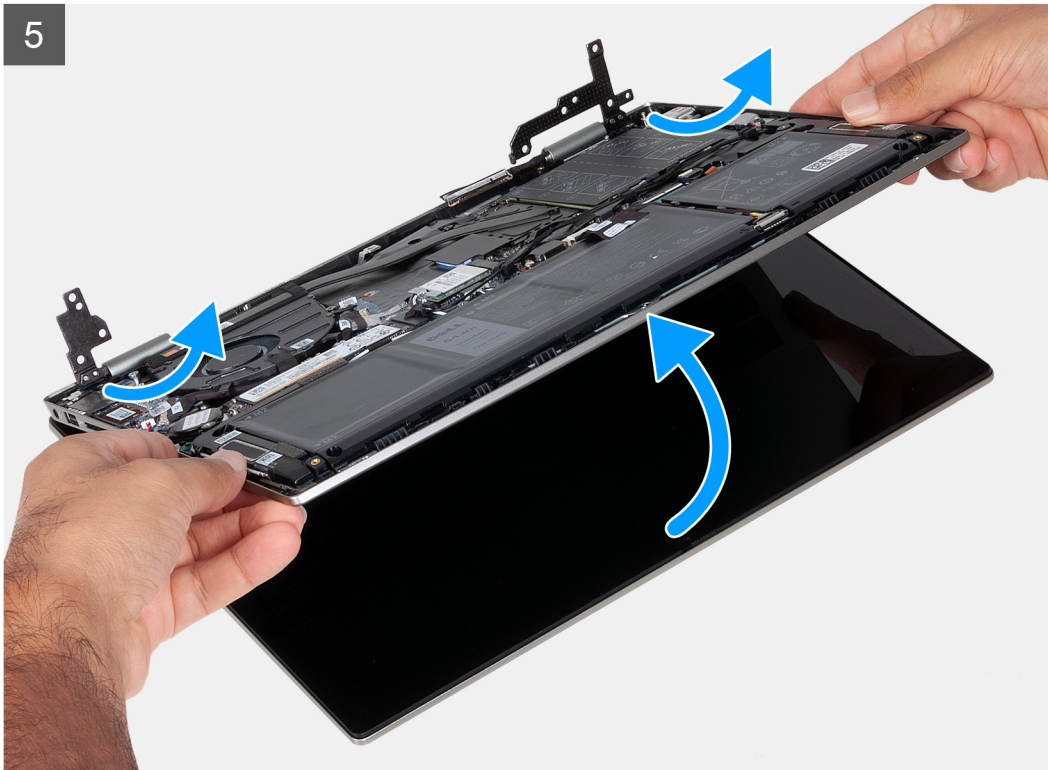
The following image indicates the location of the display assembly and provides a visual representation of the removal procedure.



6x
M2.5x4



5



Steps

1. Peel the tape that secures the display-cable connector latch to the system board.
2. Open the latch, and disconnect the display cable from the system board.
3. Remove the two screws (M2.5x4) that secure the left-display hinge to the palm-rest and keyboard assembly.
4. Pry open the left-display hinge at an angle of 90 degrees.
5. Remove the four screws (M2.5x4) that secure the right-display hinge to the palm-rest and keyboard assembly.
6. Pry open the right-display hinge at an angle of 90 degrees.
7. Gently lift the palm-rest and keyboard assembly off the display assembly.

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

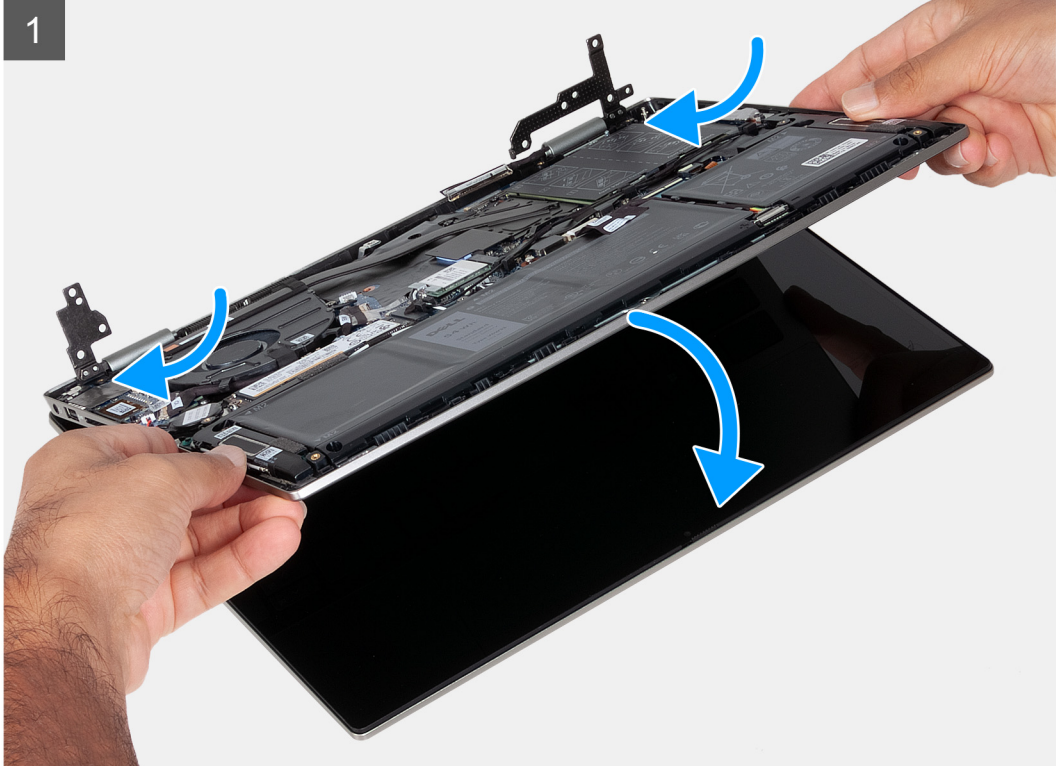
Installing the display assembly

Prerequisites

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

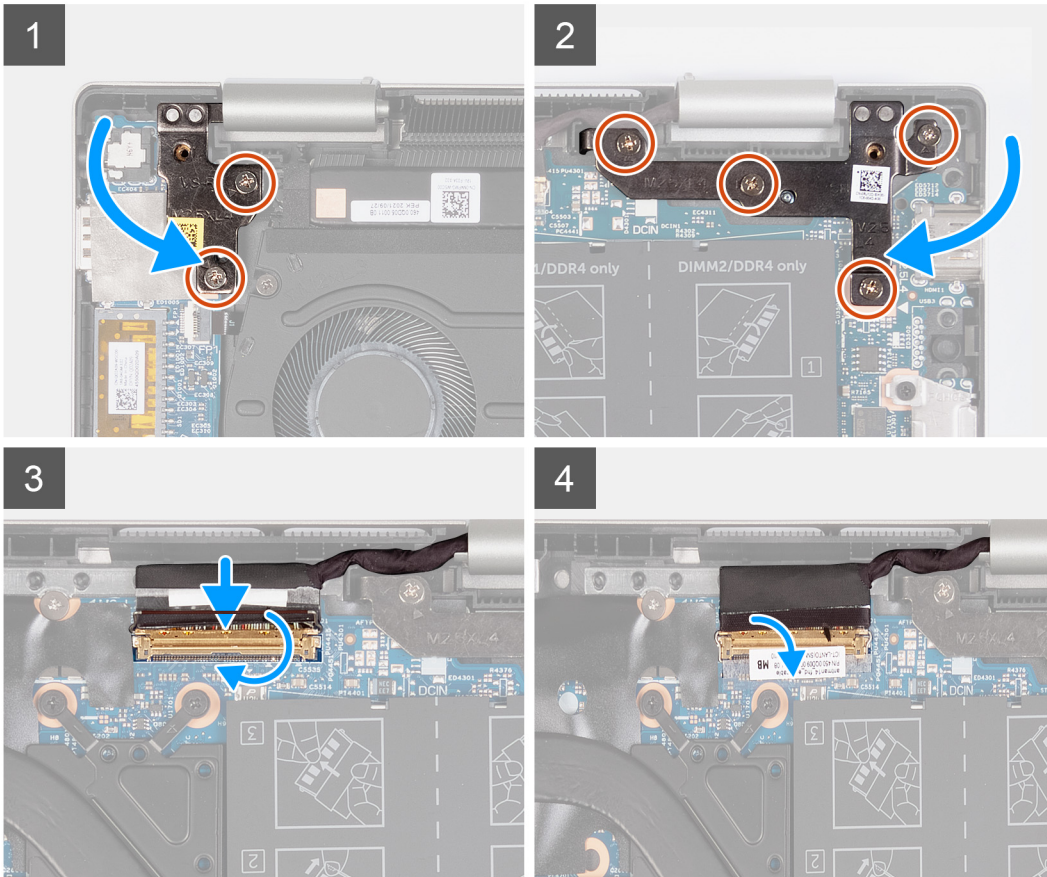
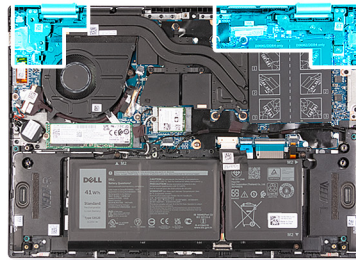
About this task

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





6x
M2.5x4



Steps

1. Place the display assembly on a clean and flat surface with the display panel facing up.
2. Gently 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. 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.
4. Replace the two screws (M2.5x4) that secure the left-display hinge to the palm-rest and keyboard assembly.
5. Close the right-display hinge and align the screw holes on the right-display hinge with the screw holes on the system board.
6. Replace the four screws (M2.5x4) that secure the right-display hinge to the palm-rest and keyboard assembly.
7. Connect the display cable to the connector on the system board and close the latch.
8. Adhere the tape that secures the display-cable connector latch to the system board.

Next steps

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

Fan

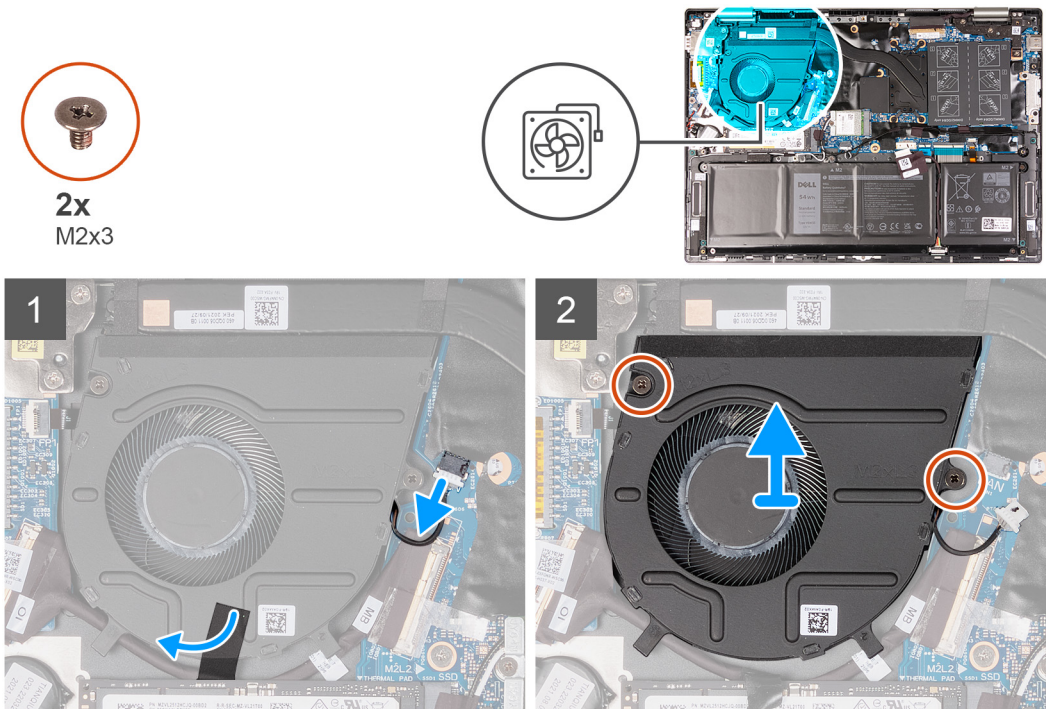
Removing the fan

Prerequisites

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

About this task

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



Steps

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

Installing the fan

Prerequisites

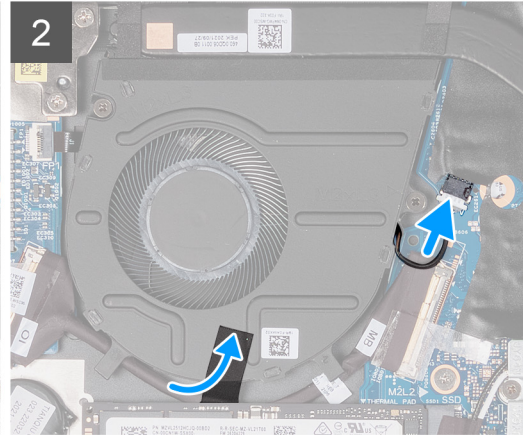
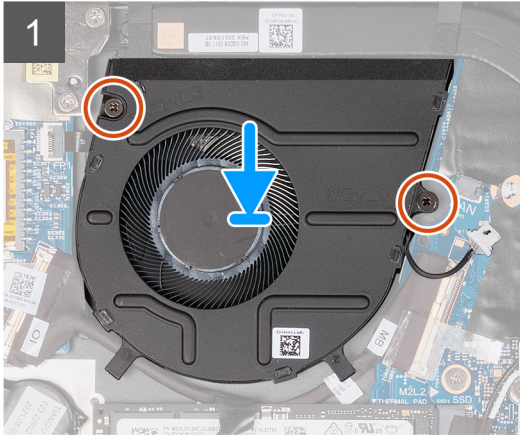
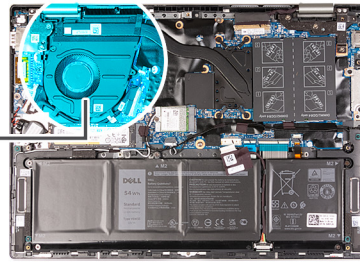
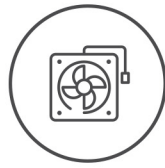
If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

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



2x
M2x3



Steps

1. Using the alignment posts, place the fan on the palm-rest and keyboard assembly.
2. Remove the two screws (M2x3) that secure the fan to the palm-rest and keyboard assembly.
3. Connect the fan cable to the system board.

Next steps

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

I/O board

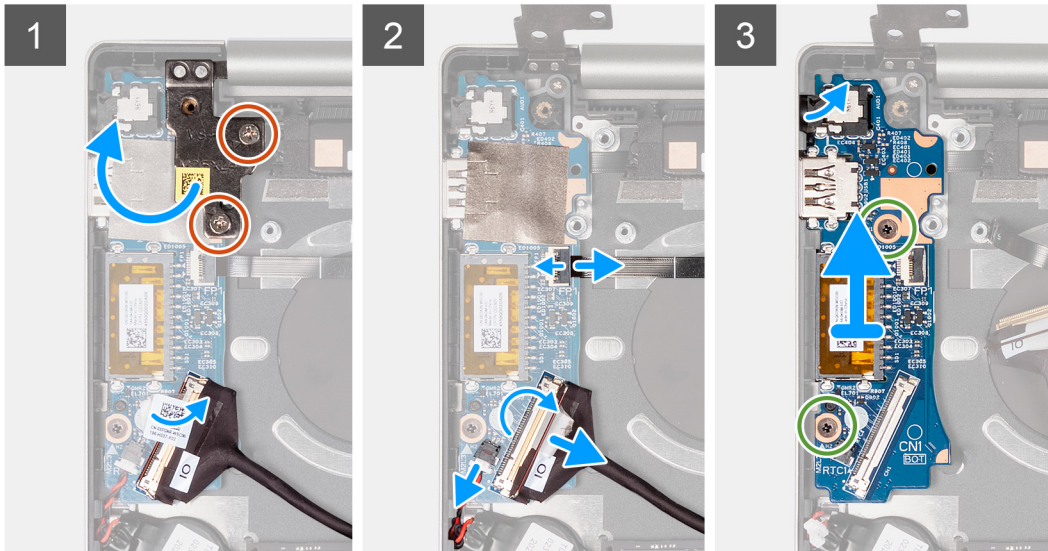
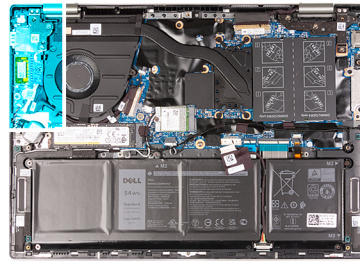
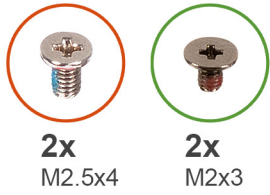
Removing the I/O board

Prerequisites

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

About this task

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



Steps

1. Remove the two screws (M2.5x4) that secure the left-display hinge to the I/O board.
2. Pry open the left-display hinge at an angle of 90 degrees.
3. Peel the tape that secures the I/O board-connector latch to the I/O board.
4. Lift the I/O-board cable-connector latch and disconnect the I/O-board cable from the I/O board.
5. Lift the latch and disconnect the power-button with fingerprint reader cable from the I/O board.
 - i** **NOTE:** This step is only applicable to computers shipped with the optional fingerprint reader.
6. Disconnect the coin-cell battery cable from the I/O board.
7. Remove the two screws (M2x3) that secure the I/O board to the palm-rest and keyboard assembly.
8. Lift the I/O board off the palm-rest and keyboard assembly.

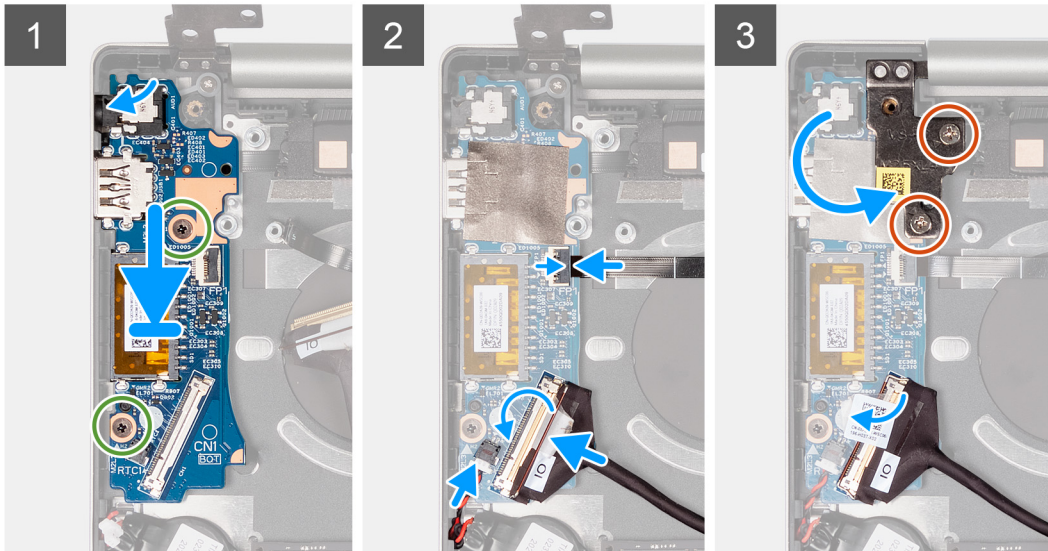
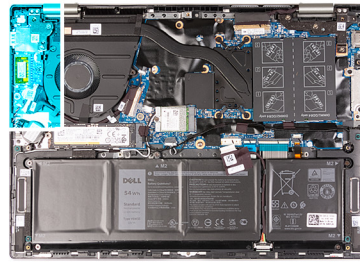
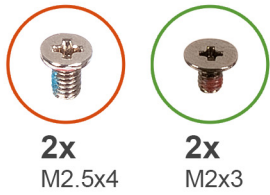
Installing the I/O board

Prerequisites

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

About this task

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



Steps

1. Align the ports on the I/O board to the slots on the palm-rest and keyboard assembly.
2. Place the I/O board on the palm-rest and keyboard assembly.
3. Align the screw hole on the I/O board to the screw hole on the palm-rest and keyboard assembly.
4. Replace the two screws (M2x3) that secure 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. Connect the power-button with fingerprint-reader cable to the connector on the I/O board and close the latch.

NOTE: This step is only applicable to computers shipped with the optional fingerprint reader.

7. Connect the coin-cell battery cable to the I/O board.
8. Close the left-display hinge and align the screw holes on the left-display hinge with the screw holes on the I/O board.
9. Replace the two screws (M2.5x4) that secure the left-display hinge to the I/O board.

Next steps

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

Power-button

Removing the power-button

Prerequisites

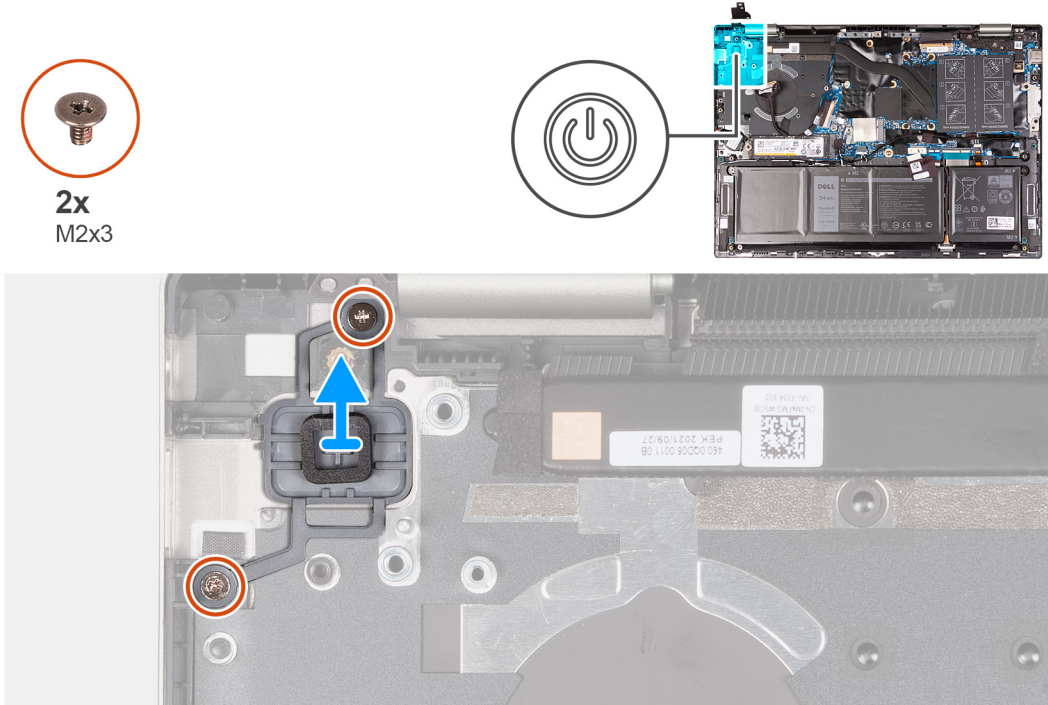
1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [fan](#).
4. Remove the [display assembly](#).

5. Remove the I/O board.

About this task

NOTE: This procedure is applicable only for computers that are shipped without the optional fingerprint reader.

The following image indicates the location of the power-button and provides a visual representation of the removal procedure.



Steps

1. Remove the two screws (M2x3) that secure the power-button to the palm-rest and keyboard assembly.
2. Lift the power-button off the slot on the palm-rest and keyboard assembly.

Installing the power-button

Prerequisites

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

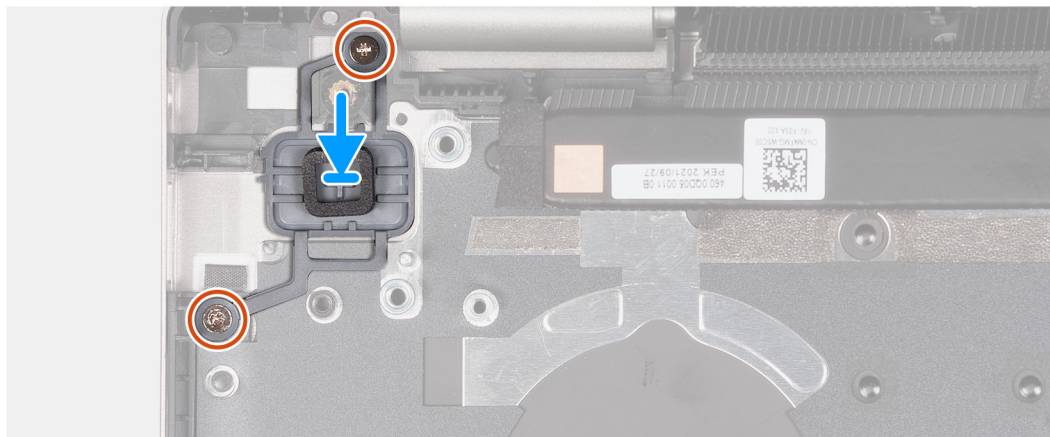
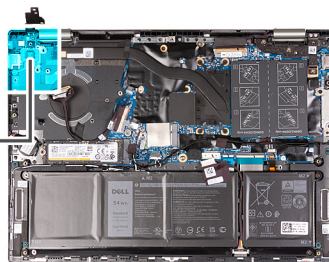
About this task

NOTE: This procedure is applicable only when you are installing a power-button without the optional fingerprint reader.

The following image indicates the location of the power-button and provides a visual representation of the installation procedure.



2x
M2x3



Steps

1. Align the screw holes on the power-button with the screw holes on the palm-rest and keyboard assembly.
2. Replace the two screws (M2x3) that secure power-button to the palm-rest and keyboard assembly.

Next steps

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

Removing the power-button with fingerprint reader

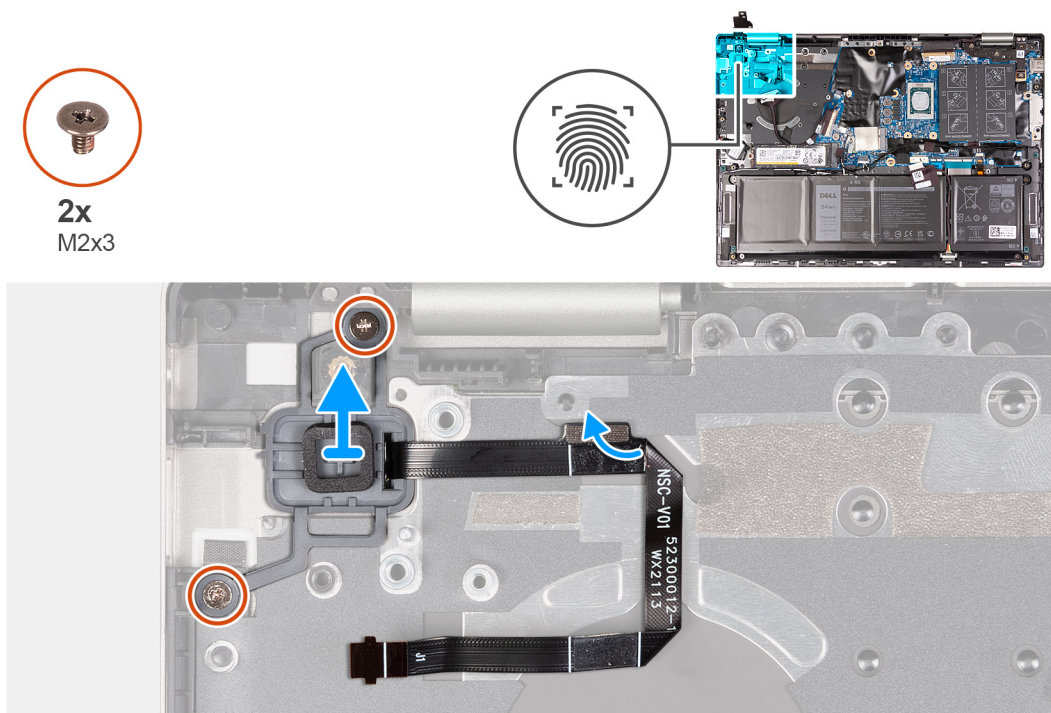
Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [heat sink](#).
4. Remove the [fan](#).
5. Remove the [display assembly](#).
6. Remove the [I/O board](#).

About this task

NOTE: This procedure is applicable only for computers that are shipped with a fingerprint reader on the power-button.

The following image indicates the location of the power-button with fingerprint reader and provides a visual representation of the removal procedure.



Steps

1. Remove the two screws (M2x3) that secure the power-button with fingerprint reader to the palm-rest and keyboard assembly.
2. Lift the power-button with fingerprint reader, along with the fingerprint-reader cable, off the slot on the palm-rest and keyboard assembly.
3. Disconnect the fingerprint-reader cable from the palm-rest and keyboard assembly.

Installing the power-button with fingerprint reader

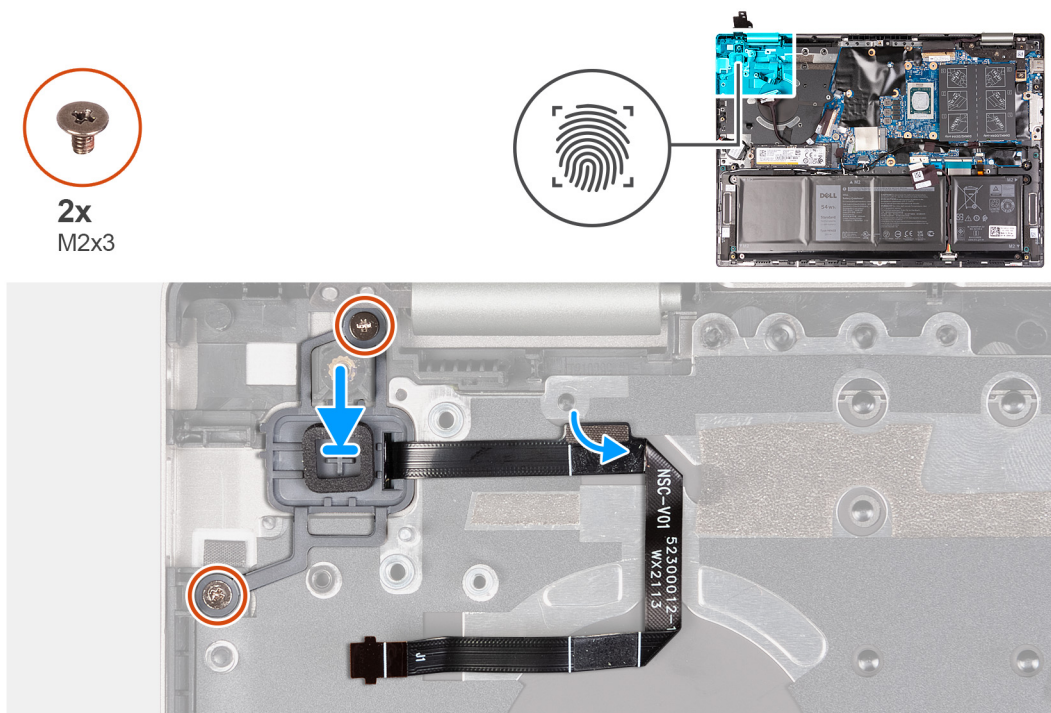
Prerequisites

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

About this task

NOTE: This procedure is applicable only when you are installing a power-button with fingerprint reader into your computer.

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



Steps

1. Align and place the power-button, along with the fingerprint-reader cable, on the slot of the palm-rest and keyboard assembly.
2. Align the screw holes on the power-button with the screw holes on the palm-rest and keyboard assembly.
3. Replace the two screws (M2x3) that secure power-button to the palm-rest and keyboard assembly.
4. Connect the fingerprint-reader cable to the palm-rest and keyboard assembly.

Next steps

1. Install the [I/O board](#).
2. Install the [display assembly](#).
3. Install the [fan](#).
4. Install the [heat sink](#).
5. Install the [base cover](#).
6. 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 [3-cell battery \(41 Wh\)](#) or the [4-cell battery \(54 Wh\)](#), whichever applicable.
4. Remove the [memory](#).
5. Remove the [wireless card](#).
6. Remove the [M.2 2230 solid-state drive](#) or [M.2 2280 solid-state drive](#), whichever applicable.
7. Remove the [heat sink without discrete graphics](#) or [heat sink with discrete graphics](#), whichever applicable.
8. Remove the [fan](#).

About this task

The following image indicates the connectors on your system board.

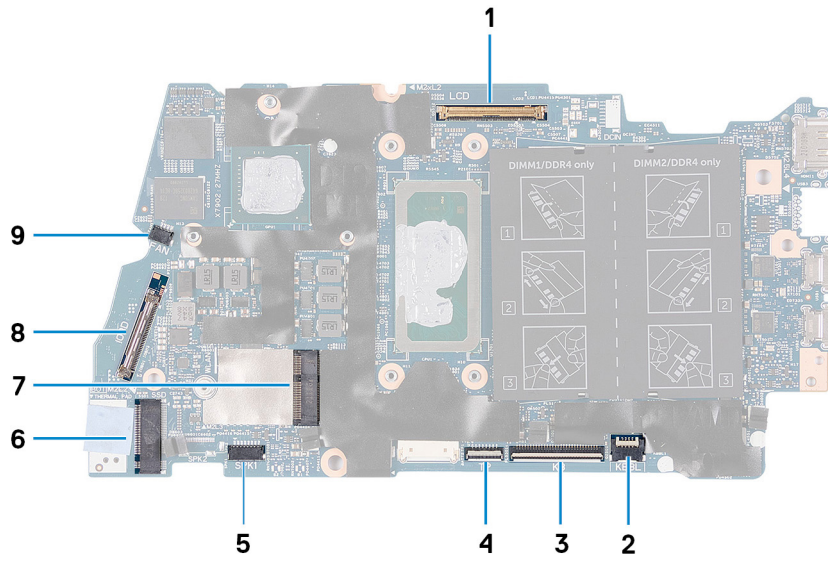
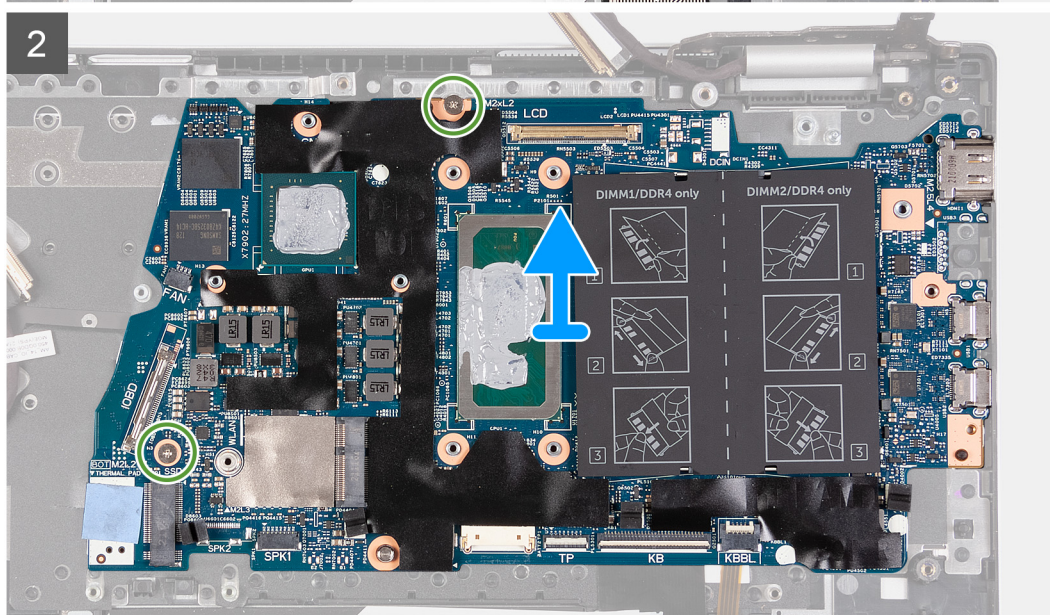
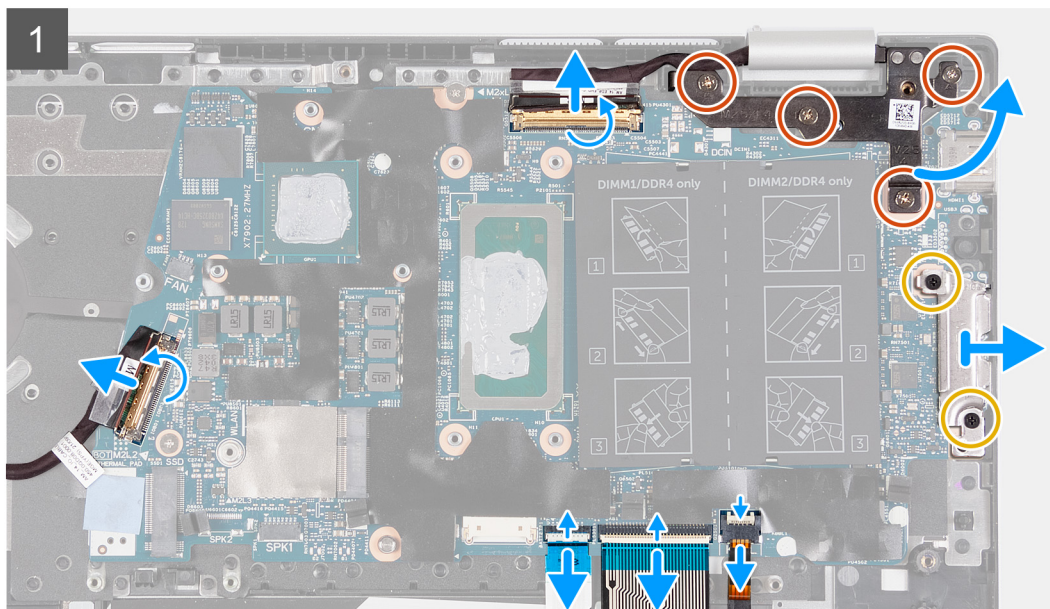
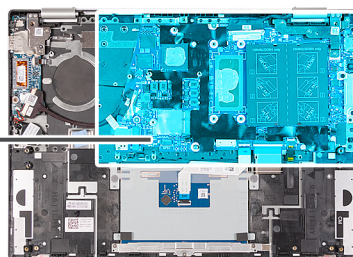


Figure 1. System-board connectors

- | | |
|------------------------------------|--|
| 1. Display cable | 2. Keyboard-backlight cable |
| 3. Keyboard cable | 4. Touchpad cable |
| 5. Speaker cable | 6. M.2 card slot for solid-state drive |
| 7. M.2 card slot for wireless card | 8. I/O-board cable |
| 9. Fan cable | |

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



Steps

1. Open the display-cable connector latch, and disconnect the display cable from the system board.
2. Remove the four screws (M2.5x4) that secure the right display hinge to the system board and palm-rest and keyboard assembly.
3. Open the hinge at an angle of 90 degrees.
4. Remove the two screws (M2x4) that secure the USB Type-C bracket to the system board and palm-rest and keyboard assembly.
5. Lift the USB Type-C port bracket off the system board and palm-rest and keyboard assembly.
6. Open the latch, and disconnect the keyboard-backlight cable from the system board.

7. Open the latch, and disconnect the keyboard cable from the system board.
8. Open the latch, and disconnect the touchpad cable from the system board.
9. Peel the tape that secures the I/O-board cable to the system board.
10. Open the latch, and disconnect the I/O-board cable from the system board.
11. Remove the two screws (M2x2) that secures the system board to the palm-rest and keyboard assembly.
12. Lift the system board off the palm-rest and keyboard assembly.

Installing the system board

Prerequisites

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

About this task

The following image indicates the connectors on your system board.

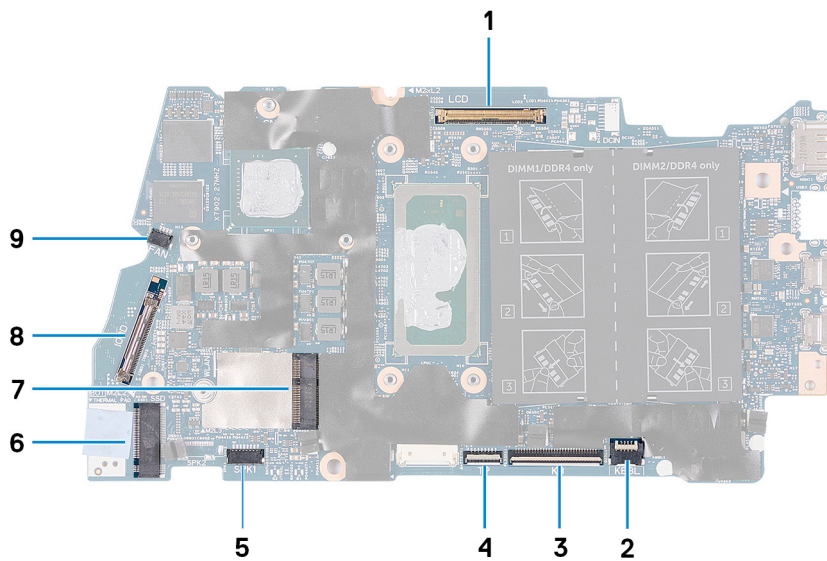
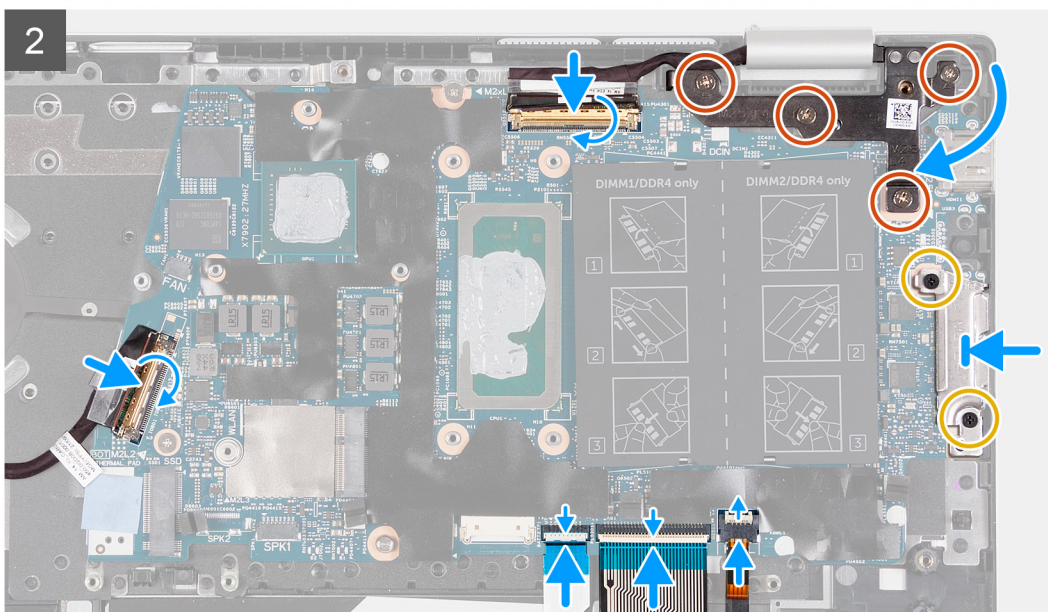
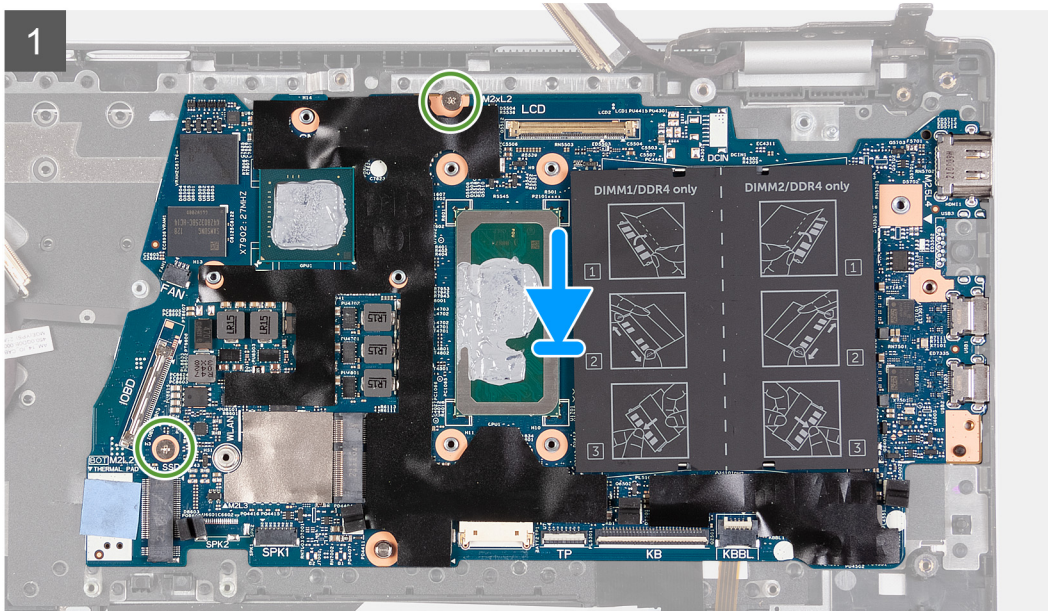
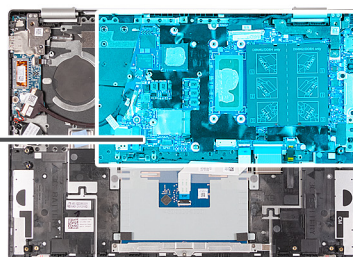


Figure 2. System-board connectors

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



Steps

1. Align and place the system board on the palm-rest and keyboard assembly.
2. Replace the two screws (M2x2) that secure the system board to the palm-rest and keyboard assembly.
3. Connect the display cable to the connector on the system board and close the latch to secure the cable.
4. Connect the keyboard-backlight cable into the connector on the system board and close the latch to secure the cable.
5. Connect the keyboard cable to the connector on the system board and close the latch to secure the cable.
6. Connect the touchpad cable to the connector on the system board and close the latch to secure the cable.
7. Connect the I/O-board cable to the connector on the system board and close the latch to secure the cable.

8. Adhere the tape that secures the I/O-board cable to the system board.
9. Close the right display hinge.
10. Replace the four screws (M2.5x4) that secure the right display hinge to the system board and palm-rest and keyboard assembly.
11. Align the screw holes on the USB Type-C port bracket with the screw holes on the system board.
12. Replace the two screws (M2x4) that secure the USB Type-C port bracket to the system board.

Next steps

1. Install the [fan](#).
2. Install the [heat sink without discrete graphics](#) or [heat sink with discrete graphics](#), whichever applicable.
3. Install the [M.2 2230 solid-state drive](#) or [M.2 2280 solid-state drive](#), whichever applicable.
4. Install the [wireless card](#).
5. Install the [memory](#).
6. Install the [3-cell battery \(41 Wh\)](#) or the [4-cell battery \(54 Wh\)](#), whichever applicable.
7. Install the [base cover](#).
8. Follow the procedure in [After working inside your computer](#).

Palm-rest and keyboard assembly

Removing the palm-rest and keyboard assembly

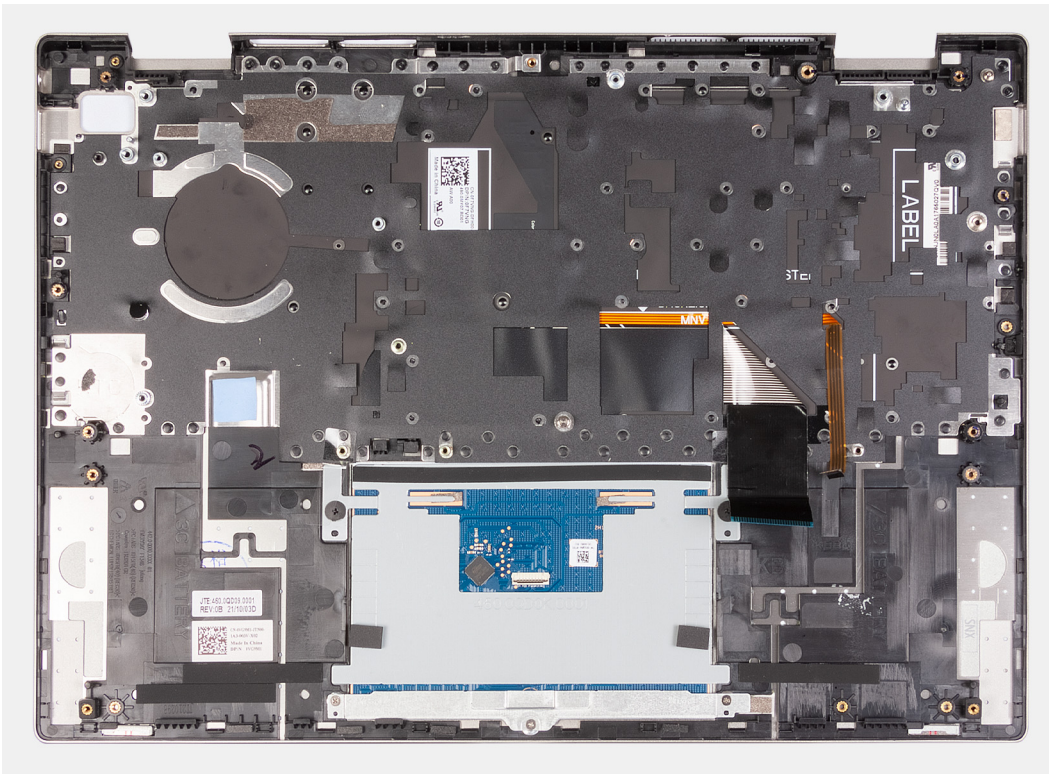
Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [3-cell battery \(41 Wh\)](#) or the [4-cell battery \(54 Wh\)](#), whichever applicable.
4. Remove the [coin-cell battery](#).
5. Remove the [wireless card](#).
6. Remove the [M.2 2230 solid-state drive](#) or [M.2 2280 solid-state drive](#), whichever applicable.
7. Remove the [I/O board](#).
8. Remove the [speakers](#).
9. Remove the [fan](#).
10. Remove the [power button](#) or [power button with fingerprint reader](#).
11. Remove the [display assembly](#).
12. Remove the [system board](#).

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

About this task

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



Steps

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

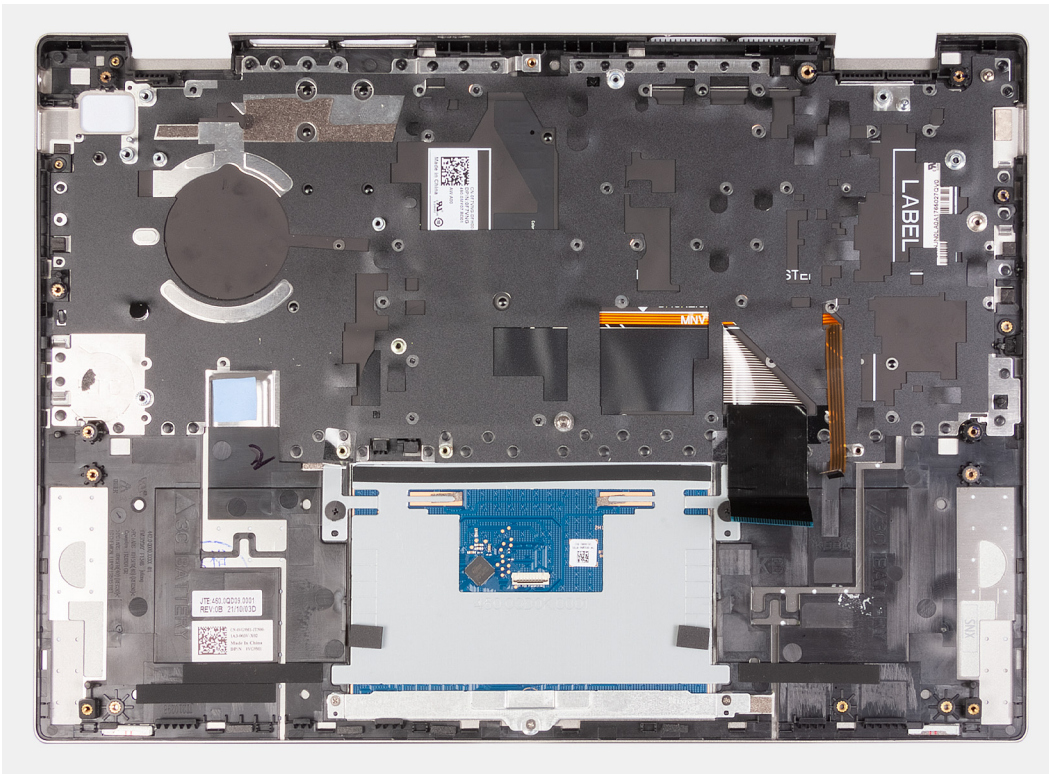
Installing the palm-rest and keyboard assembly

Prerequisites

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

About this task

The following image indicates 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 clean and flat surface.

Next steps

1. Install the [system board](#).
i NOTE: The system board can be replaced with the heat sink and memory.
2. Install the [display assembly](#).
3. Install the [power button](#) or [power button with fingerprint reader](#).
4. Install the [fan](#).
5. Install the [speakers](#).
6. Install the [I/O board](#).
7. Install the [M.2 2230 solid-state drive](#) or [M.2 2280 solid-state drive](#), whichever applicable.
8. Install the [wireless card](#).
9. Install the [coin-cell battery](#).
10. Install the [3-cell battery \(41 Wh\)](#) or the [4-cell battery \(54 Wh\)](#), whichever applicable.
11. Install the [base cover](#).
12. Follow the procedure in [After working inside your computer](#).

Drivers and downloads

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

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

About this task

Turn on (or restart) your computer and press F2 immediately.

Navigation keys

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

Table 3. Navigation keys

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

Boot Sequence

Boot Sequence allows you to bypass the System Setup–defined boot device order and boot directly to a specific device (for example: optical drive or hard drive). During the Power-on Self Test (POST), when the Dell logo appears, you can:

- Access System Setup by pressing F2 key

- Bring up the one-time boot menu by pressing F12 key

The one-time boot menu displays the devices that you can boot from including the diagnostic option. The boot menu options are:

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

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

System setup options

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

Table 4. System setup options—System information menu

Overview	
BIOS Version	Displays the BIOS version number.
Service Tag	Displays the Service Tag of the computer.
Asset Tag	Displays the Asset Tag of the computer.
Manufacture Date	Displays the manufacture date of the computer.
Ownership Date	Displays the ownership date of the computer.
Express Service Code	Displays the express service code of the computer.
Ownership Tag	Displays the ownership tag of the computer.
Signed Firmware Update	Displays whether the signed firmware update is enabled. Default: Enabled
Battery	
Primary	Displays the primary battery.
Battery Level	Displays the battery level.
Battery State	Displays the battery state.
Health	Displays the battery health.
AC Adapter	Displays whether an AC adapter is connected. If connected, the AC adapter type.
PROCESSOR	
Processor Type	Displays the processor type.
Maximum Clock Speed	Displays the maximum processor clock speed.
Minimum Clock Speed	Displays the minimum processor clock speed.
Current Clock Speed	Displays the current processor clock speed.
Core Count	Displays the number of cores on the processor.
Processor ID	Displays the processor identification code.
Processor L2 Cache	Displays the processor L2 Cache size.
Processor L3 Cache	Displays the processor L3 Cache size.
Microcode Version	Displays the microcode version.

Table 4. System setup options—System information menu (continued)

Overview	
Intel Hyper-Threading Capable	Displays whether the processor is Hyper-Threading (HT) capable.
64-Bit Technology	Displays whether 64-bit technology is used.
MEMORY	
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 that is used for the memory.
DIMM_SLOT1	Displays the memory configuration of DIMM SLOT1.
DIMM_SLOT2	Displays the memory configuration of DIMM SLOT2.
DEVICES	
Panel Type	Displays the Panel Type of the computer.
Video Controller	Displays the integrate graphics information of the computer.
Video Memory	Displays the video memory information of the computer.
Wi-Fi Device	Displays the Wi-Fi device installed in the computer.
Native Resolution	Displays the native resolution of the computer.
Video BIOS Version	Displays the video BIOS version of the computer.
Audio Controller	Displays the audio controller information of the computer.
Bluetooth Device	Displays whether a Bluetooth device is installed in the computer.
dGPU Video Controller	Displays the discrete graphics controller.

Table 5. System setup options—Boot Configuration menu

Boot Configuration	
Boot Sequence	
Boot Mode: UEFI only	Displays the boot mode of this computer.
Boot Sequence	Enables or disables Windows Boot Manager and UEFI Hard Drive. By default, Windows Boot Manager is selected By default, UEFI Hard Drive is selected
Secure Boot	
Enable Secure Boot	Enables secure boot using only validated boot software. Default: OFF
Enable Microsoft UEFI CA	Enables or disables Microsoft UEFI CA in the BIOS UEFI Secure Boot DB.
Secure Boot Mode	Modifies the behavior of Secure Boot to allow evaluation or enforcement of UEFI driver signatures. Deployed Mode should be selected for normal operation of Secure Boot. By default, Deployed Mode is selected.
Expert Key Management	
Enable Custom Mode	Allows the PK, KEK, db, and dbx security key databases to be modified. Default: OFF

Table 5. System setup options—Boot Configuration menu (continued)


Boot Configuration	
	<p> NOTE: If Custom Mode is not enabled, any changes made with respect to the keys will not be saved.</p>
Custom Mode Key Management	<p>Allows for selection of key database.</p> <ul style="list-style-type: none"> • Save to File will save the key to a user-selected file. • Replace from File will replace the current key with a key from a user-selected file. • Append from File will add a key to the current database from a user-selected file. • Delete will delete the selected key. • Reset All Keys will reset all four keys to their default settings. <p>By default, PK security key database is selected.</p> <p>By default, Save to File is selected.</p>

Table 6. System setup options—Integrated Devices menu

Integrated Devices	
Date/Time	
Date	Sets the computer date in MM/DD/YYYY format. Changes to the date take effect immediately.
Time	Sets the computer time in HH/MM/SS 24-hour format. You can switch between 12-hour and 24-hour clock. Changes to the time take effect immediately.
Camera	
Enable Camera	<p>Enables or disables the camera.</p> <p>By default, Enable Camera is selected.</p>
Audio	
Enable Audio	<p>Enables or disables all integrated audio controller.</p> <p>Default: ON</p>
Enable Microphone	<p>Enables or disables microphone.</p> <p>By default, Enable Microphone is selected.</p>
Enable Internal Speaker	<p>Enables or disables internal speaker.</p> <p>By default, Enable Internal Speaker is selected.</p>
USB Configuration	
Enable External USB Ports	<p>Enables or disables all external USB ports in an OS environment.</p> <p>By default, Enable External USB Ports is selected.</p>
Enable USB Boot Support	<p>Enables or disables booting from USB mass storage devices such as external hard drive, optical drive, and USB drive.</p> <p>By default, Enable USB Boot Support is selected.</p>
Disable USB4 PCIE Tunneling	
Disable Usb4 PCIE Tunneling	<p>Disables USB4 PCIE Tunneling</p> <p>Default: OFF</p>

Table 7. System setup options—Storage menu

Storage	
SATA/NVMe Operation	
SATA/NVMe Operation	Configures operating mode of the integrated storage device controller. Default: RAID On. Storage device is configured to support RAID functions. When enabled, all NVMe and SATA devices will be mapped under VMD controller. Windows RST (Intel Rapid Restore Technology) driver, or Linux kernel VMD driver must be loaded in order to boot the OS.
Storage Interface	
Port Enablement	Enables or disables the onboard drives. Default: ON
SMART Reporting	
Enable SMART Reporting	Enables or disables Self-Monitoring, Analysis, and Reporting Technology (SMART). Default: OFF
Drive Information	Displays the information of various onboard drives.

Table 8. System setup options—Display menu

Display	
Display Brightness	
Brightness on battery power	Sets the screen brightness when the computer is running on battery power. Default: 50
Brightness on AC power	Sets the screen brightness when the computer is running on AC power. Default: 100
Touchscreen	
Touchscreen	Enables or disables the touchscreen. Default: ON
Full Screen Logo	When turned on, the full screen logo is displayed if the image matches the screen resolution. Default: OFF

Table 9. System setup options—Connection menu

Connection	
Wireless Device Enable	
WLAN	Enable or disable internal WLAN devices. By default, WLAN is selected.
Bluetooth	Enable or disable internal Bluetooth devices. By default, Bluetooth is selected.
Enable UEFI Network Stack	
Enable UEFI Network Stack	Enables or disables UEFI networking protocols, if they are installed and available. Default: Selective Enabled
Dynamic Wireless Transmit Power	Enables or disables the transmit power of WLAN devices.

Table 9. System setup options—Connection menu (continued)

Connection	
HTTP(s) Boot Feature	By default, Dynamic Wireless Transmit Power is selected. When the Certificate is uploaded, connects to HTTPs Boot server.

Table 10. System setup options—Power menu

Power	
Battery Configuration	Enables the computer to run on battery during power usage hours. Use the below options to prevent AC power usage between certain times of each day. Default: Adaptive. Battery settings are adaptively optimized based on your typical battery usage pattern.
Advanced Configuration	
Enable Advanced Battery Charge Configuration	Enables Advanced Battery Charge Configuration from the beginning of the day to a specified work period. Advanced Battery Charged maximizes battery health while still supporting heavy use during the work day. Default: OFF
Thermal Management	Enables the cooling fan and processor heat management to adjust system performance, noise, and temperature. Default: Optimized. Standard settings for cooling fan and processor heat management. This setting is a balance of performance, noise, and temperature.
USB Wake Support	
Wake on Dell USB-C Dock	Enables connecting a Dell USB-C Dock to wake the computer from Standby. Default: ON
Block Sleep	Blocks the computer from entering Sleep (S3) mode in the operating system. Default: OFF
	NOTE: If enabled, the computer will not go to sleep, Intel Rapid Start will be disabled automatically, and the operating system power option will be blank if it was set to Sleep.
Lid Switch	
Enable Lid Switch	Enable or disable the lid switch. Default: ON
Power On Lid Open	Enables the computer to power up from the off state whenever the lid is opened. Default: ON
Intel Speed Shift Technology	Enables or disables the Intel Speed Shift Technology support. Setting this option to enable allows the operating system to select the appropriate processor performance automatically. Default: ON

Table 11. System setup options—Security menu

Security	
Intel Platform Trust Technology	
Intel Platform Trust Technology On	Enable or disable the Intel Platform Trust Technology (PPT) feature in the OS. Default: ON

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


Security	
PPI Bypass for Clear Commands	Enables or disables the Trusted Platform Model (TPM) Physical Presence Interface (PPI). When enabled, the OS will skip BIOS Physical Presence Interface (PPI) user prompts when issuing the Clear command. Default: OFF
Clear	Enables or disables the computer to clear the PTT owner information, and returns the PTT to the default state. Default: OFF
SMM Security Mitigation	Enables or disables additional UEFI SMM Security Mitigation protections. Default: OFF  NOTE: This feature may cause compatibility issues or loss of functionality with some legacy tools and applications.
Data Wipe on Next Boot	When enabled, the BIOS will schedule a data wipe cycle for all storage devices connected to the system board on the next reboot. Default: OFF
Absolute	Enables, disables or permanently disable the BIOS module interface of the optional Absolute Persistence Module service from Absolute Software. Default: Enabled
UEFI Boot Path Security	Determines if the system will prompt the user to enter the admin password (if set) when booting to a UEFI boot path device from the F12 boot menu. Default: Always Except Internal HDD.

Table 12. System setup options—Passwords menu

Passwords	
Password Configuration	
Digit	Enforces password restriction that the password must contain at least one digit. Default: OFF
Special Character	Enforces password restriction that the password must contain at least one special character. Default: OFF
Minimum Characters	Controls the minimum number of characters allowed for password. Default: 04
Password Bypass	Bypass the System (Boot) Password and the internal hard drive password prompts during a system restart. Default: Disabled
Password Changes	
Allow Non-Admin Password Changes	Enables or disables the user to change the system and hard drive password without the need for admin password. Default: ON
Admin Setup Lockout	
Enable Admin Setup Lockout	Enables or disables the user from entering BIOS Setup when an Admin Password is set. Default: OFF

Table 12. System setup options—Passwords menu (continued)

Passwords	
Master Password Lockout	
Enable Master Password Lockout	Enables or disables master password support. Default: OFF
	NOTE: Hard drive passwords must be cleared before the setting can be changed.
Allow Non-Admin PSID Revert	
Enable Allow Non-Admin PSID Revert	Controls access to the Physical Security ID (PSID) revert of NVMe hard-drives from the Dell Security Manager prompt. Default: OFF

Table 13. System setup options—Update, Recovery menu

Wireless	
UEFI Capsule Firmware Updates	
Enable UEFI Capsule Firmware Updates	Enables or disables BIOS updates through UEFI capsule update packages. Default: ON
BIOS Recovery from Hard Drive	
	Enables the computer to recover from a bad BIOS image, as long as the Boot Block portion is intact and functioning. Default: ON
	NOTE: BIOS recovery is designed to fix the main BIOS block and cannot work if the Boot Block is damaged. In addition, this feature cannot work in the event of EC corruption, ME corruption, or a hardware issue. The recovery image must exist on an unencrypted partition on the drive.
BIOS Downgrade	
Allow BIOS Downgrade	Controls flashing of the system firmware to previous revisions. Default: ON
SupportAssist OS Recovery	
	Enables or disables the boot flow for SupportAssist OS Recovery tool, in the event of certain system error. Default: ON
BIOSConnect	
	Enables or disables cloud Service OS recovery if the main OS fails to boot within the number of failures equal or greater than the value specified by Dell Auto OS Recovery Threshold, and local Service does not boot, or is not installed. Default: ON
Dell Auto OS Recovery Threshold	
	Controls the automatic boot flow for SupportAssist System Resolution Console and for Dell operating system Recovery tool. Default: 2

Table 14. System setup options—System Management menu

System Management	
Service Tag	Displays the Service Tag of the computer.
Asset Tag	Creates a system Asset Tag that can be used by an IT administrator to uniquely identify a particular system. Once set in BIOS, the Asset Tag cannot be changed.
AC Behavior	

Table 14. System setup options—System Management menu (continued)

System Management	
Wake on AC	Enables or disables basic checks when AC power is applied to the device. The checks include determining how the AC Recovery option is set. The system will boot up if Wake on AC is enabled, the system will power off, if Wake on AC is disabled. Default: OFF
Auto On Time	Controls automatic powering up of system for defined days and times. Default: Disabled
First Power On Date	
Set Ownership Date	Enables to set the ownership date. Default: OFF
Diagnostics	Enables or disables the scheduling of onboard diagnostics and scans. Default: ON

Table 15. System setup options—Keyboard menu

Keyboard	
Numlock Enable	
Enable Numlock	Enables or disables Numlock when the computer boots. Default: ON
Fn Lock Options	Enables or disables the Fn lock mode. Default: ON
Lock Mode	Controls operation of function keys F1-F12. Default: Lock Mode Secondary
Keyboard Illumination	Enables the user to change the keyboard illumination settings. Default: Bright
Keyboard Backlight Timeout on AC	Enables the user to define the timeout value for the keyboard backlight when an AC adapter is plugged into the system. Default: 1 minute
Keyboard Backlight Timeout on Battery	Enables the user to define the timeout value for the keyboard backlight when the system is operating only on battery power. Default: 1 minute

Table 16. System setup options—Pre-boot Behavior menu

Pre-boot Behavior	
Adapter warnings	
Enable Adapter warnings	Enables or disables the computer to display adapter warning messages when adapters with too little power capacity are detected. Default: ON
Warnings and Errors	Selects an action on encountering a warning or error during boot. Default: Prompt on Warnings and Errors. Stop, prompt, and wait for user input when warnings or errors are detected.
	NOTE: Errors deemed critical to the operation of the computer hardware will always halt the computer.

Table 16. System setup options—Pre-boot Behavior menu (continued)

Pre-boot Behavior	
USB-C Warnings	Specify the maximum number of characters allowed for Admin password. Default: 32
Enable Dock Warning Messages	Enable or disable dock warning messages. Default: ON
Fastboot	Configures the speed of the UEFI boot process. Default: Thorough. Performs complete hardware and configuration initialization during boot.
Extend BIOS POST Time	Configures the BIOS POST (Power-On Self-Test) load time. Default: 0 seconds

Table 17. System setup options—Virtualization Support menu

Virtualization	
Intel Virtualization Technology	
Enable Intel Virtualization Technology (VT)	Enables the computer to run a virtual machine monitor (VMM). Default: ON
VT for Direct I/O	
Enable Intel VT for Direct I/O	Enables the computer to perform Virtualization Technology for Direct I/O (VT-d). VT-d is an Intel method that provides virtualization for memory map I/O. Default: ON
DMA Protection	
Enable Pre-Boot DMA Support	Enables the Pre-boot DMA protection for internal and external ports. Default: ON
Enable OS Kernel DMA Support	Enables the Kernel DMA protection for internal and external ports. Default: ON

Table 18. System setup options—Performance menu

Performance	
Multi-Core Support	
Multiple Atom Cores	Changes the number of CPU cores available to the operating system. The default value is set to the maximum number of cores. Default: All Cores
Intel SpeedStep	
Enable Intel SpeedStep Technology	Enables or disables the Intel SpeedStep Technology to dynamically adjust processor voltage and core frequency, decreasing average power consumption and heat production. Default: ON
C-States Control	
Enable C-State Control	Enables or disables the CPU's ability to enter and exit low-power states. Default: ON
Enable Adaptive C-States for Discrete Graphics	Allows to dynamically detect high usage of discrete graphics and adjust system parameters for higher performance during that time period.

Table 18. System setup options—Performance menu (continued)

Performance	
	Default: ON
Intel Turbo Boost Technology	
Enable Intel Turbo Boost Technology	Enables or disables the Intel TurboBoost mode of the processor. If enabled, the Intel TurboBoost driver increases the performance of the CPU or graphics processor.
	Default: ON
Intel Hyper-Threading Technology	
Enable Intel Hyper-Threading Technology	Enables or disables the Intel Hyper-Threading mode of the processor. If enabled, the Intel Hyper-Threading increases the efficiency of the processor resources when multiple threads run on each core.
	Default: ON
Intel GNA Accelerator	
	Enables the Gaussian and Neural Accelerator to free CPU resources and improves the performance during noise reduction functions.
	Default: ON

Table 19. System setup options—System Logs menu

System Logs	
BIOS Event Log	
Clear Bios Event Log	Select keep or clear BIOS event logs.
	Default: Keep Log
Thermal Event Log	
Clear Thermal Event Log	Select keep or clear Thermal event logs.
	Default: Keep Log
Power Event Log	
Clear Power Event Log	Select keep or clear Power event logs.
	Default: Keep Log

System and setup password


Table 20. System and setup password

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

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

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

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

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

Assigning a system setup password

Prerequisites

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

About this task

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

Steps

1. In the **System BIOS** or **System Setup** screen, select **Security** and press Enter.
The **Security** screen is displayed.
2. Select **System/Admin Password** and create a password in the **Enter the new password** field.
Use the following guidelines to assign the system password:
 - A password can have up to 32 characters.
 - At least one special character: ! " # \$ % & ' () * + , - . / : ; < = > ? @ [\] ^ _ ` { | }
 - Numbers 0 through 9.
 - Upper case letters from A to Z.
 - Lower case letters from a to z.
3. Type the system password that you entered earlier in the **Confirm new password** field and click **OK**.
4. Press Esc and save the changes as prompted by the pop-up message.
5. Press Y to save the changes.
The computer restarts.

Deleting or changing an existing system setup password


Prerequisites

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

About this task

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


Steps

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

Clearing BIOS (System Setup) and System passwords

About this task


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

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

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](https://www.dell.com/support/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](https://www.dell.com/support/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.

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

Battery-status light

Indicates the power and battery-charge status.

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

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

Off

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

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

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

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

Table 21. LED 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 Read-Only Memory (ROM) failure
2,3	No memory or Random-Access Memory (RAM) detected
2,4	Memory or Random-Access Memory (RAM) 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](#).

Built-in self-test (BIST)

About this task

There are three different types of BIST to check the performance of display, power rail, and system board. These tests are important to evaluate if an LCD or system board needs a replacement.

1. **M-BIST:** M-BIST is the system board built-in self-test diagnostics tool that improves the diagnostics accuracy of system board embedded controller (EC) failures. M-BIST must be manually initiated before POST and can also run on a dead system .
2. **L-BIST:** L-BIST is an enhancement to the single LED error code diagnostics and is automatically initiated during POST.
3. **LCD-BIST:** LCD BIST is an enhanced diagnostic test that is introduced through Preboot System Assessment (PSA) on legacy systems.

Table 22. Functions

	M-BIST	L-BIST
Purpose	Evaluates the health condition of the system board.	Checks if the system board is supplying power to the LCD by performing an LCD Power Rail test.
Trigger	Press the <M> key and the power button.	Integrated into the single LED error code diagnostics. Automatically initiated during POST.
Indicator of fault	Battery LED light with Solid Amber	Battery LED error code of [2,8] blinks Amber x2, then pause, then blinks White x8.
Repair instruction	Indicates a problem with the system board.	Indicates a problem with the system board.

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.

Backup media and recovery options



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

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 23. Self-help resources

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

Contacting Dell

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

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

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