

Dell Inspiron 11

Owner's Manual

Computer model: Inspiron 3137/3135/3138
Regulatory model: P19T
Regulatory type: P19T001/P19T002/P19T003



Notes, Cautions, and Warnings



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



CAUTION: A CAUTION indicates potential damage to hardware or loss of data if instructions are not followed.



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

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Before Working Inside Your Computer

Before You Begin

 **CAUTION:** To avoid data loss, save and close all open files and exit all open programs before turning off your computer.

- 1 Save and close all open files, exit all open programs, and turn off your computer. Point to the lower/upper-right corner of the screen to open the Charms sidebar and click **Settings**→ **Power**→ **Shut down**.

 **NOTE:** If you use a different operating system, see the documentation of your operating system for shut-down instructions.

- 2 After the computer shuts down, disconnect it from the electrical outlet.
- 3 Disconnect all cables — such as power and USB cables — from your computer.
- 4 Disconnect all peripherals, including media cards, connected to your computer.










Recommended Tools

The procedures in this document require the following tools:

- Phillips screwdriver
- Torx #5 (T5) screwdriver
- Plastic scribe

Safety Instructions

Use the following safety guidelines to protect your computer from potential damage and ensure your personal safety.

-  **WARNING:** Before working inside your computer, read the safety information that shipped with your computer. For more safety best practices, see the Regulatory Compliance home page at dell.com/regulatory_compliance.
-  **WARNING:** Disconnect all power sources before opening the computer cover or panels. After you finish working inside the computer, replace all covers, panels, and screws before connecting to the power source.
-  **CAUTION:** Only a certified service technician is authorized to remove the computer cover and access any of the components inside the computer. See the safety instructions for complete information about safety precautions, working inside your computer, and protecting against electrostatic discharge.
-  **CAUTION:** To avoid damaging the computer, make sure that the work surface is flat and clean.
-  **CAUTION:** When you disconnect a cable, pull on its connector or on its pull-tab, not on the cable itself. Some cables have connectors with locking tabs or thumb-screws that you must disengage before disconnecting the cable. When disconnecting cables, keep them evenly aligned to avoid bending any connector pins. When connecting cables, make sure that the ports and connectors are correctly oriented and aligned.
-  **CAUTION:** To avoid damaging the components and cards, handle them by their edges and avoid touching pins and contacts.
-  **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:** Press and eject any installed card from the media-card reader.
-  **CAUTION:** To disconnect a network cable, first unplug the cable from your computer and then unplug the cable from the network device.

After Working Inside Your Computer



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

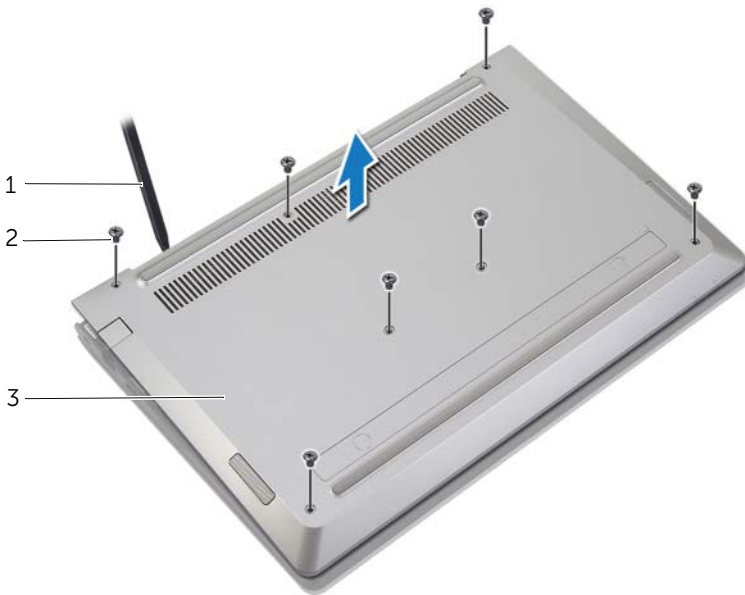
- 1 Replace all screws and make sure that no stray screws remain inside your computer.
- 2 Connect any cables, peripherals, and other parts you removed before working on your computer.
- 3 Connect your computer to the electrical outlet.
- 4 Turn on your computer.

Removing the Base Cover

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Procedure

- 1 Close the display, and turn the computer over.
- 2 Remove the screws that secure the base cover to the palm-rest assembly.
- 3 Using a plastic scribe, pry the base cover out of the palm-rest assembly.



1 plastic scribe

2 screws (7)

3 base cover

Replacing the Base Cover



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Procedure

- 1 Place the base cover on the palm-rest assembly and snap the base cover into place.
- 2 Replace the screws that secure the base cover to the palm-rest assembly.

Removing the Battery

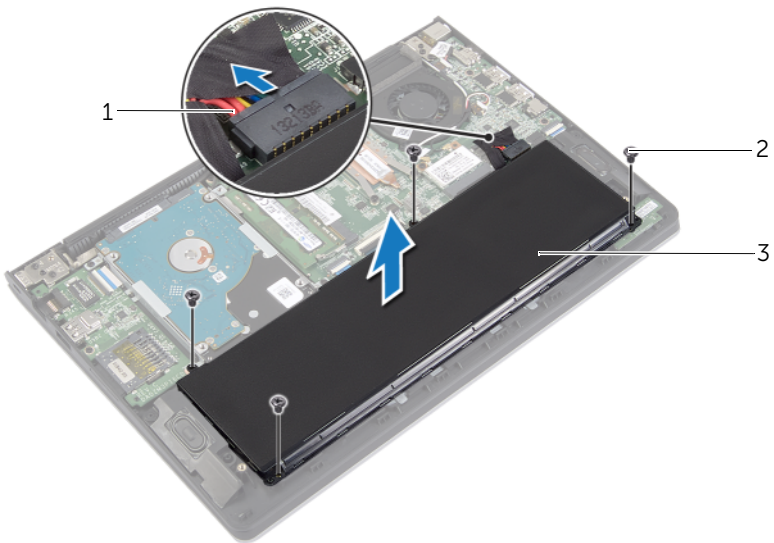
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Prerequisites

Remove the base cover. See "Removing the Base Cover" on page 10.

Procedure

- 1 Disconnect the battery cable from the system board.
- 2 Remove the screws that secure the battery to the palm-rest assembly.
- 3 Lift the battery, along with its cable, off the palm-rest assembly.



1 battery cable

2 screws (4)

3 battery

- 4 Turn the computer over, open the display, and press the power button for about five seconds to ground the system board.

Replacing the Battery



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Procedure

- 1 Align the screw holes on the battery with the screw holes on the palm-rest assembly and place the battery on the palm-rest assembly.
- 2 Replace the screws that secure the battery to the palm-rest assembly.
- 3 Connect the battery cable to the system board.

Postrequisites

Replace the base cover. See "Replacing the Base Cover" on page 11.

Removing the Memory Module(s)

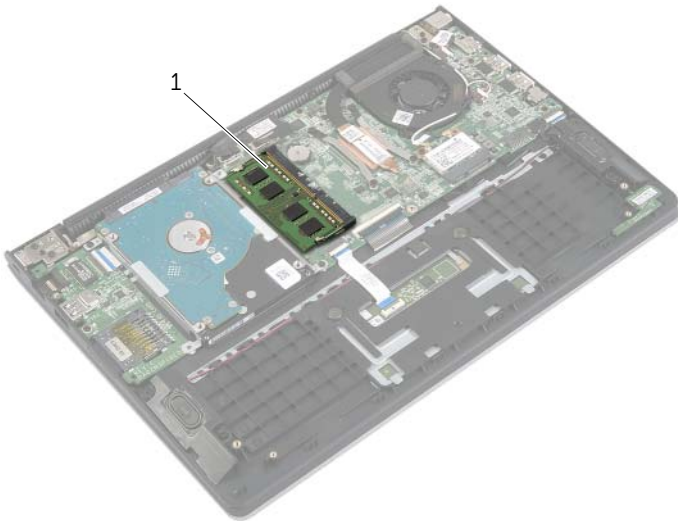
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Prerequisites

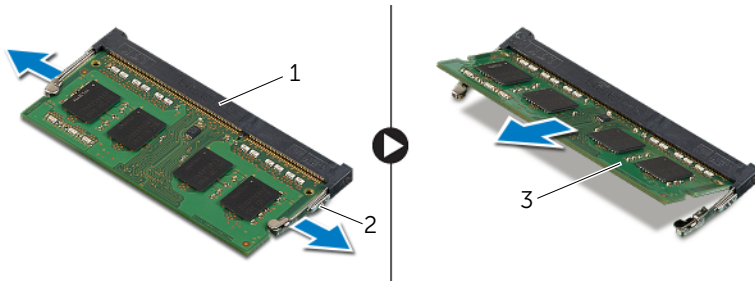
- 1 Remove the base cover. See "Removing the Base Cover" on page 10.
- 2 Remove the battery. See "Removing the Battery" on page 12.

Procedure

- 1 Use your fingertips to carefully spread apart the securing-clips on each end of the memory-module connector until the memory module pops up.
- 2 Remove the memory module from the memory-module connector.



1 memory module



1 memory-module connector

2 securing-clips (2)

3 memory module

Replacing the Memory Module(s)



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Procedure

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



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

Postrequisites

- 1 Replace the battery. See "Replacing the Battery" on page 13.
- 2 Replace the base cover. See "Replacing the Base Cover" on page 11.

Removing the Hard Drive



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CAUTION: To avoid data loss, do not remove the hard drive while the computer is in Sleep or On state.



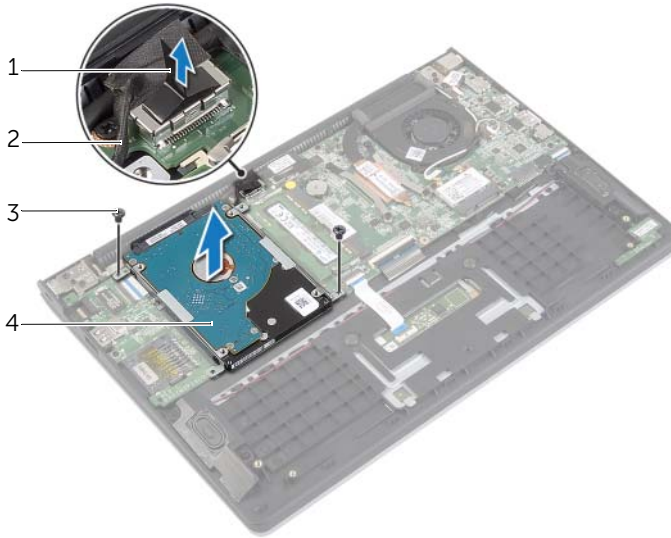
CAUTION: Hard drives are extremely fragile. Exercise care when handling the hard drive.

Prerequisites

- 1 Remove the base cover. See "Removing the Base Cover" on page 10.
- 2 Remove the battery. See "Removing the Battery" on page 12.

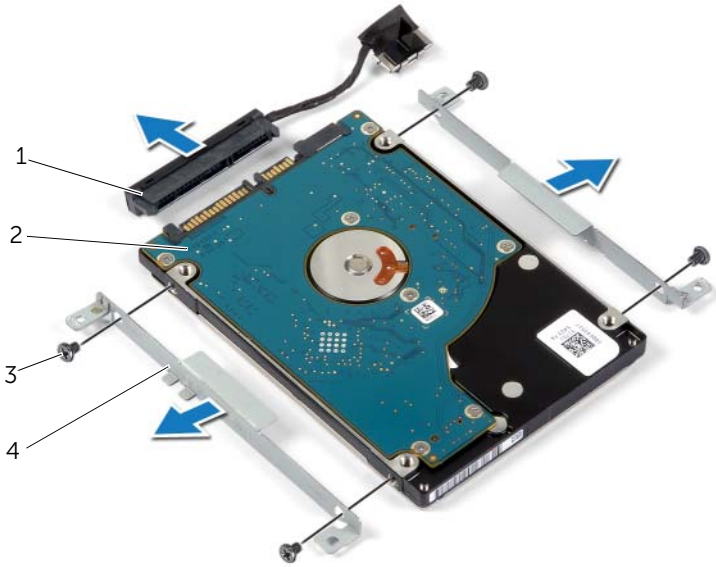
Procedure

- 1 Remove the screws that secure the hard-drive assembly to the palm-rest assembly.
- 2 Using the pull-tab, disconnect the hard drive cable from the system board.
- 3 Lift the hard-drive assembly, along with its cable, off the palm-rest assembly.



1	pull-tab	2	hard-drive cable
3	screws (2)	4	hard-drive assembly

- 4 Disconnect the interposer from the hard drive.
- 5 Remove the screws that secure the hard-drive brackets to the hard drive.



1	interposer	2	hard-drive
3	screws (4)	4	hard-drive brackets (2)

Replacing the Hard Drive



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CAUTION: To avoid data loss, do not remove the hard drive while the computer is in Sleep or On state.



CAUTION: Hard drives are extremely fragile. Exercise care when handling the hard drive.

Procedure

- 1 Align the screw holes on the hard drive with the screw holes on the hard-drive bracket.
- 2 Replace the screws that secure the hard-drive brackets to the hard drive.
- 3 Connect the interposer to the hard drive.
- 4 Align the screw holes on the hard-drive assembly with the screw holes on the palm-rest assembly.
- 5 Replace the screws that secure the hard-drive assembly to the palm-rest assembly.
- 6 Connect the hard-drive cable to the system board.

Postrequisites

- 1 Replace the battery. See "Replacing the Battery" on page 13.
- 2 Replace the base cover. See "Replacing the Base Cover" on page 11.

Removing the Wireless Card

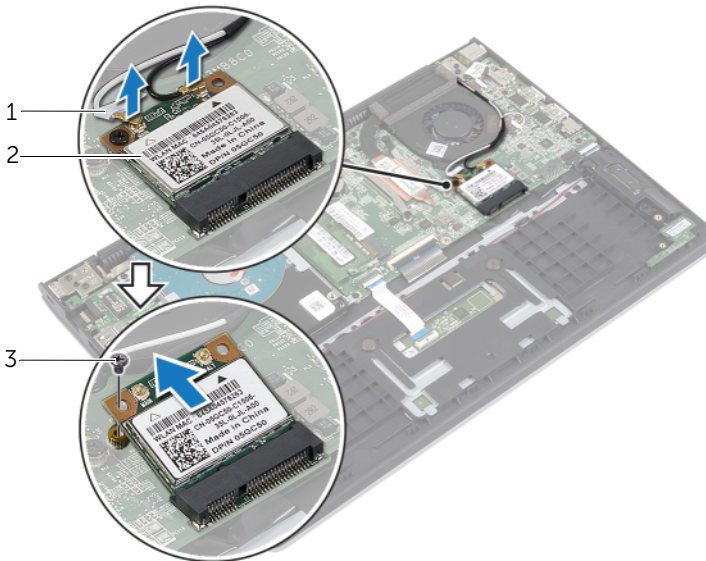
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Prerequisites

- 1 Remove the base cover. See "Removing the Base Cover" on page 10.
- 2 Remove the battery. See "Removing the Battery" on page 12.

Procedure

- 1 Disconnect the antenna cables from the wireless card.
- 2 Remove the screw that secures the wireless card to the system board.
- 3 Slide and remove the wireless card out of the wireless-card connector.




1 antenna cables (2)

2 screw

3 wireless card

Replacing the Wireless Card

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Procedure

 **CAUTION:** To avoid damage to the wireless card, do not place any cables under it.

- 1 Insert the wireless card into the wireless-card connector and replace the screw that secures the wireless card to the system board.
- 2 Connect the antenna cables to the wireless card.

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

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

Postrequisites

- 1 Replace the battery. See "Replacing the Battery" on page 13.
- 2 Replace the base cover. See "Replacing the Base Cover" on page 11.

Removing the Speakers

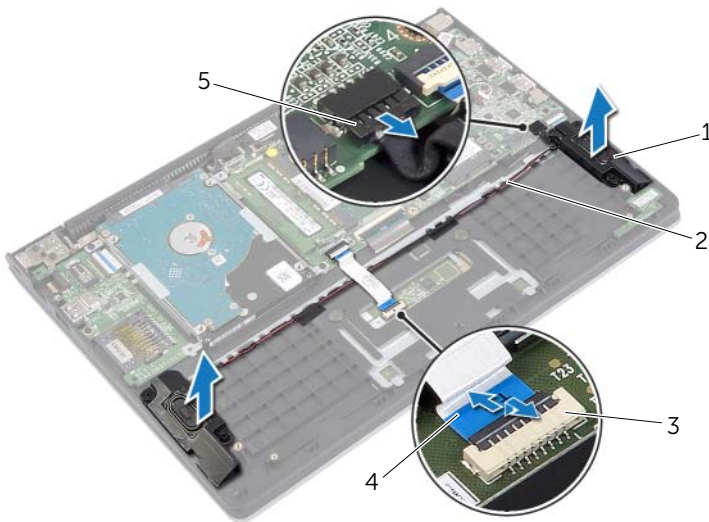
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Prerequisites

- 1 Remove the base cover. See "Removing the Base Cover" on page 10.
- 2 Remove the battery. See "Removing the Battery" on page 12.

Procedure

- 1 Lift the latch and disconnect the touchpad cable from the touchpad.
- 2 Gently peel off the touchpad cable from the palm-rest assembly.
- 3 Lift the speakers and remove the speaker cables from the routing guides on the palm-rest assembly.
- 4 Disconnect the speaker cable from the system board.



1	speakers (2)	2	routing guides
3	latch	4	touchpad cable
5	speaker cable		

Replacing the Speakers



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Procedure

- 1 Using the alignment posts, place the speakers on the palm-rest assembly.
- 2 Connect the speakers cable to the system board.
- 3 Route the speaker cable through the routing guides on the palm-rest assembly.
- 4 Slide the touchpad cable into the touchpad-cable connector and press the latch to secure the cable.

Postrequisites

- 1 Replace the battery. See "Replacing the Battery" on page 13.
- 2 Replace the base cover. See "Replacing the Base Cover" on page 11.

Removing the Coin-Cell Battery

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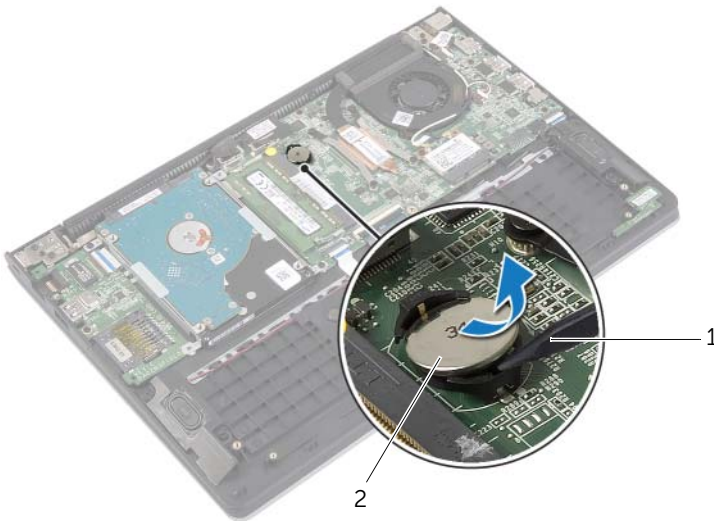
⚠ CAUTION: Removing the coin-cell battery resets the BIOS settings to default. It is recommended that you note the BIOS settings before removing the coin-cell battery.

Prerequisites

- 1 Remove the base cover. See "Removing the Base Cover" on page 10.
- 2 Remove the battery. See "Removing the Battery" on page 12.

Procedure


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




1 plastic scribe

2 coin-cell battery

Replacing the Coin-Cell Battery

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 **WARNING:** The battery may explode if installed incorrectly. Replace the battery only with the same or equivalent type. Discard used batteries according to the manufacturer's instructions.

Procedure

With the positive-side facing up, snap the coin-cell battery into the battery socket on the system board.

Postrequisites

- 1 Replace the battery. See "Replacing the Battery" on page 13.
- 2 Replace the base cover. See "Replacing the Base Cover" on page 11.

Removing the I/O Board

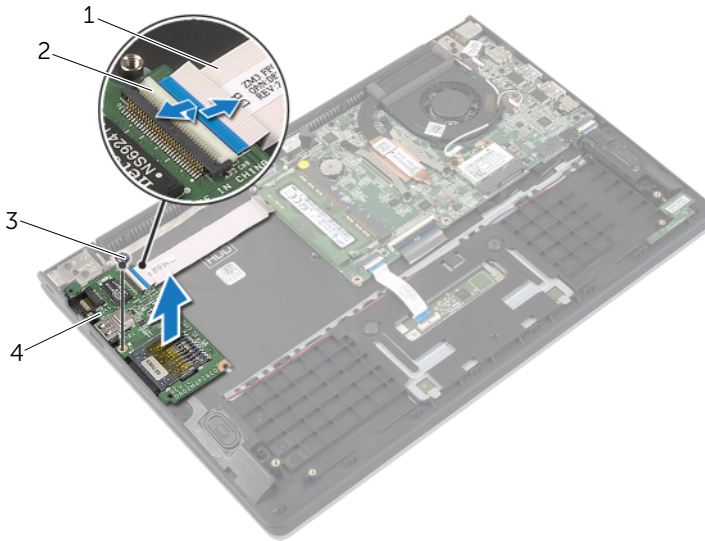
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Prerequisites

- 1 Remove the base cover. See "Removing the Base Cover" on page 10.
- 2 Remove the battery. See "Removing the Battery" on page 12.
- 3 Remove the hard-drive. See "Removing the Hard Drive" on page 17.

Procedure

- 1 Lift the latch and disconnect the I/O-board cable from the I/O board.
- 2 Remove the screw that secures the I/O board to the palm-rest assembly.
- 3 Lift the I/O board off the palm-rest assembly.



1	I/O-board cable	2	latch
3	screw	4	I/O board

Replacing the I/O Board



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Procedure

- 1 Using the alignment posts, place the I/O board on the palm-rest assembly.
- 2 Slide the I/O-board cable into the I/O board connector and press down on the connector latch to secure the cable.

Postrequisites

- 1 Replace the hard drive. See "Replacing the Hard Drive" on page 20
- 2 Replace the battery. See "Replacing the Battery" on page 13.
- 3 Replace the base cover. See "Replacing the Base Cover" on page 11.

Removing the Fan

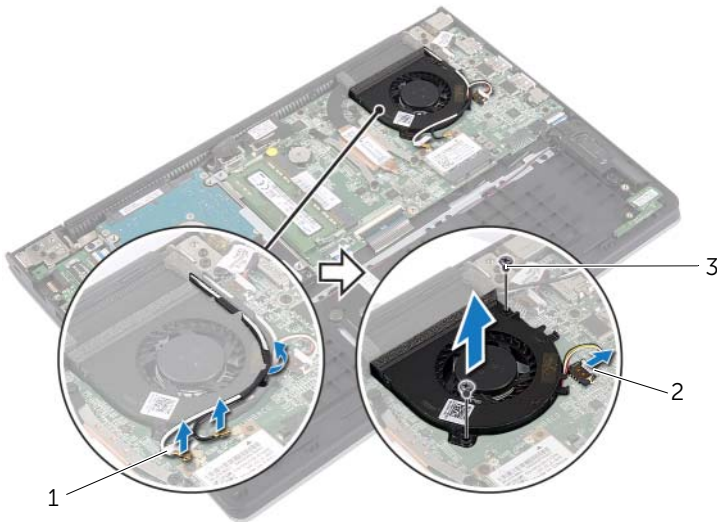
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Prerequisites

- 1 Remove the base cover. See "Removing the Base Cover" on page 10.
- 2 Remove the battery. See "Removing the Battery" on page 12.

Procedure

- 1 Disconnect the antenna cables from the wireless card.
- 2 Remove the antenna cables from the routing guides on the fan.
- 3 Disconnect the fan cable from the system board.
- 4 Remove the screws that secure the fan to the computer base.
- 5 Lift the fan off the palm-rest assembly.



1 antenna cables (2)

2 fan cable

3 screws (2)

Replacing the Fan



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Procedure

- 1 Align the screw holes on the fan with the screw holes on the system board.
- 2 Replace the screws that secure the fan to the computer base.
- 3 Connect the fan cable to the system board.
- 4 Route the antenna cables using the routing guides on the fan.
- 5 Connect the antenna cables to the wireless card.

Postrequisites

- 1 Replace the battery. See "Replacing the Battery" on page 13.
- 2 Replace the base cover. See "Replacing the Base Cover" on page 11.

Removing the Heat Sink

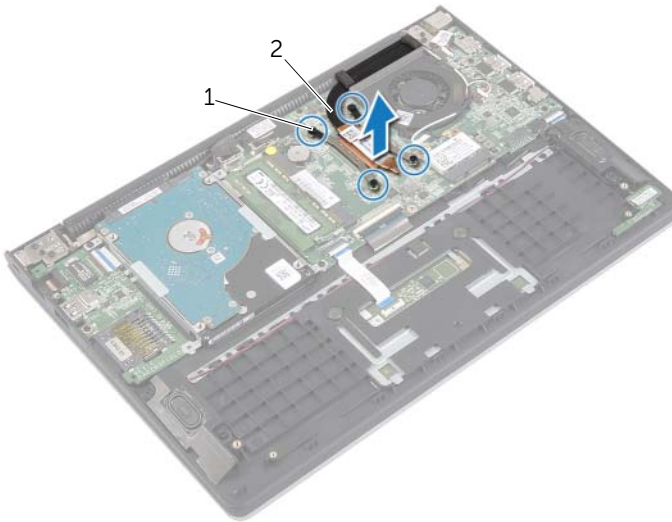
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Prerequisites

- 1 Remove the base cover. See "Removing the Base Cover" on page 10.
- 2 Remove the battery. See "Removing the Battery" on page 12.

Procedure

- 1 Loosen the captive screws that secure the heat sink to the system board.
- 2 Lift the heat sink off the system board.



1 captive screws (4)

2 heat sink

Replacing the Heat Sink



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Procedure



NOTE: The original thermal grease can be reused, if the original system board and heat sink are reinstalled together. If either the system board or the heat sink is replaced, use the thermal pad provided in the kit to make sure that thermal conductivity is achieved.

- 1 Align the screws on the heat sink with the screw holes on the system board.
- 2 Tighten the captive screws that secure the heat sink to the system board.

Postrequisites

- 1 Replace the battery. See "Replacing the Battery" on page 13.
- 2 Replace the base cover. See "Replacing the Base Cover" on page 11.

Removing the Power-Adapter Port

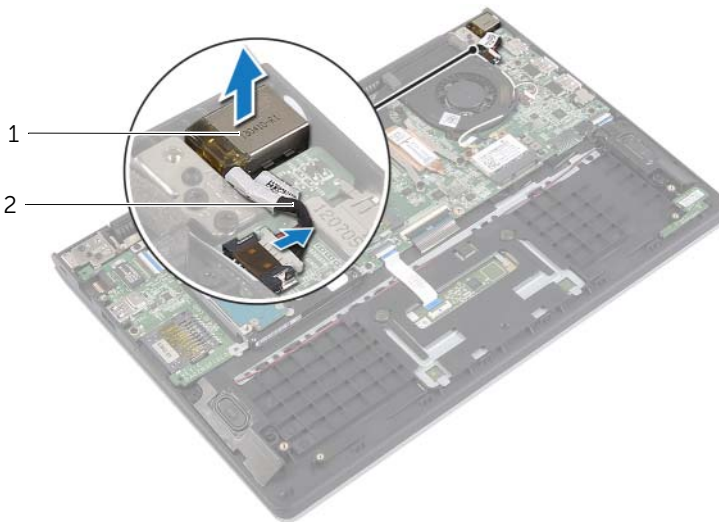
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Prerequisites

- 1 Remove the base cover. See "Removing the Base Cover" on page 10.
- 2 Remove the battery. See "Removing the Battery" on page 12.

Procedure

- 1 Disconnect the power-adapter port cable from the system board.
- 2 Lift the power-adapter port off the palm-rest assembly.



1 power-adapter port

2 power-adapter port cable

Replacing the Power-Adapter Port



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For more safety best practices, see the Regulatory Compliance home page at dell.com/regulatory_compliance.

Procedure

- 1 Place the power-adapter port in the slot on the palm-rest assembly.
- 2 Connect the power-adapter port cable to the system board.

Postrequisites

- 1 Replace the battery. See "Replacing the Battery" on page 13.
- 2 Replace the base cover. See "Replacing the Base Cover" on page 11.

Removing the System Board



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Prerequisites

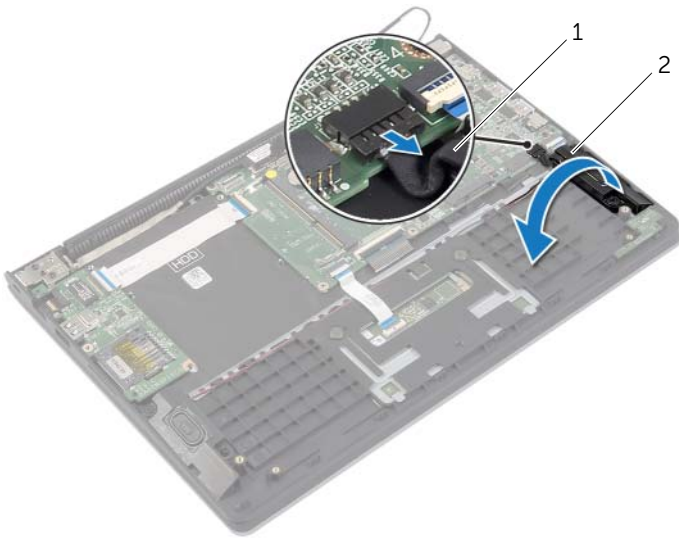
- 1 Remove the base cover. See "Removing the Base Cover" on page 10.
- 2 Remove the battery. See "Removing the Battery" on page 12.
- 3 Remove the memory module. See "Removing the Memory Module(s)" on page 14.
- 4 Remove the hard-drive. Follow step 2 and step 3 in "Removing the Hard Drive" on page 17.
- 5 Remove the coin-cell battery. See "Removing the Coin-Cell Battery" on page 25.
- 6 Remove the wireless card. See "Removing the Wireless Card" on page 21.
- 7 Remove the fan. See "Removing the Fan" on page 29.
- 8 Remove the heat sink. See "Removing the Heat Sink" on page 31.

Procedure

NOTE: Replacing the system board removes any changes you have made to the BIOS using System Setup. Enter the Service Tag of your computer in the BIOS and make the desired changes again after you replace the system board. For more information on entering the Service Tag in the BIOS, see "Replacing the System Board" on page 39.

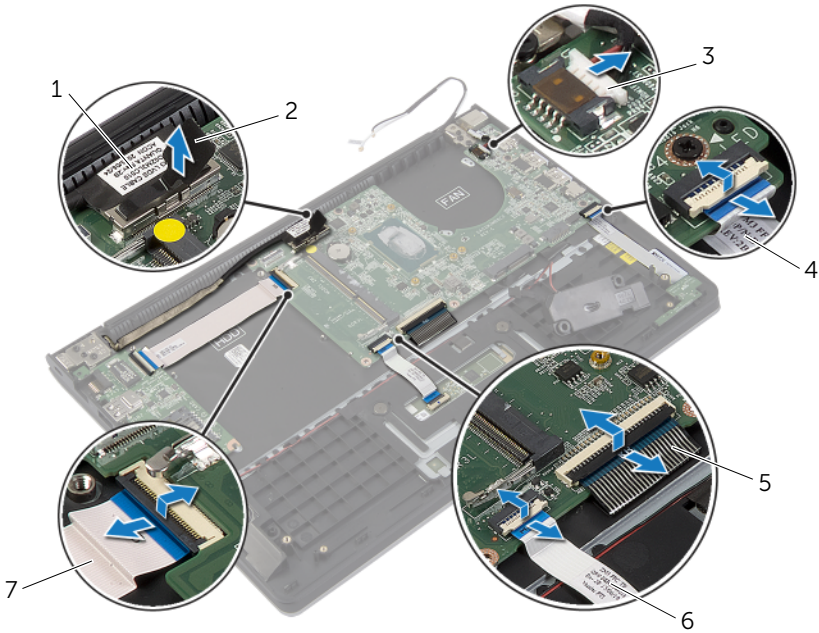
NOTE: Before disconnecting the cables from the system board, note the location of the connectors so that you can reconnect them correctly after you replace the system board.

- 1 Disconnect the speaker cable from the system board.
- 2 Gently lift the right speaker to remove it from the alignment posts and place it on the palm rest.



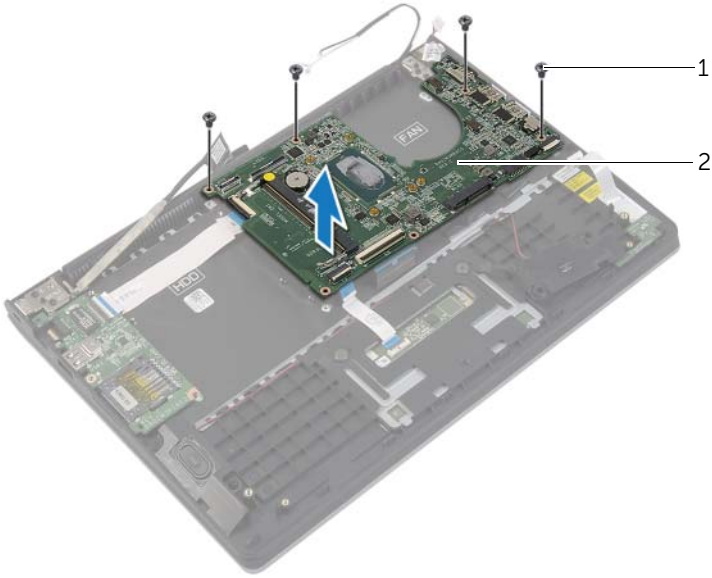
1	speaker cable	2	right speaker
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- 3 Using the pull tab, disconnect the display cable from the system board.
- 4 Lift the latches and disconnect the status-light cable, keyboard cable, touchpad cable, and I/O board cable from the system board.
- 5 Disconnect the power-adaptor port cable from the system board.



1	display cable	2	pull-tab
3	power-adaptor port cable	4	status-lights cable
5	keyboard cable	6	touchpad cable
7	I/O board cable		


- 6 Remove the screws that secure the system board to the palm-rest assembly.
- 7 Lift the system board off the palm-rest assembly.




1 screws (4)

2 system board

Replacing the System Board

-  **WARNING:** Before working inside your computer, read the safety information that shipped with your computer and follow the steps in "Before Working Inside Your Computer" on page 7. After working inside your computer, follow the instructions in "After Working Inside Your Computer" on page 9. For more safety best practices, see the Regulatory Compliance home page at dell.com/regulatory_compliance.

Procedure

-  **CAUTION:** Make sure that no cables are placed under the system board.
- 1 Align the screw holes on the system board with the screw holes on the palm-rest assembly.
 - 2 Replace the screws that secure the system board to the palm-rest assembly.
 - 3 Slide the status-light cable, keyboard cable, touchpad cable, and I/O board cable in the respective connectors, and press down on the latches to secure the cables.
 - 4 Connect the display cable and power-adapter port cable to the system board.
 - 5 Using the alignment posts, place the right speaker on the palm-rest assembly.
 - 6 Connect the speaker cable to the system board.

Postrequisites

- 1 Replace the heat sink. See "Replacing the Heat Sink" on page 32.
- 2 Replace the fan. See "Replacing the Fan" on page 30.
- 3 Replace the wireless card. See "Replacing the Wireless Card" on page 22.
- 4 Replace the hard drive. See "Replacing the Hard Drive" on page 20.
- 5 Replace the memory. See "Replacing the Memory Module(s)" on page 16.
- 6 Replace the battery. See "Replacing the Battery" on page 13.
- 7 Replace the base cover. See "Replacing the Base Cover" on page 11.

Entering the Service Tag in the BIOS

- 1 Turn on the computer.
- 2 At the Dell logo, press <F2> to enter System Setup.
- 3 Navigate to the **Main** tab and type the Service Tag in the **Service Tag** field.

Removing the Display Assembly

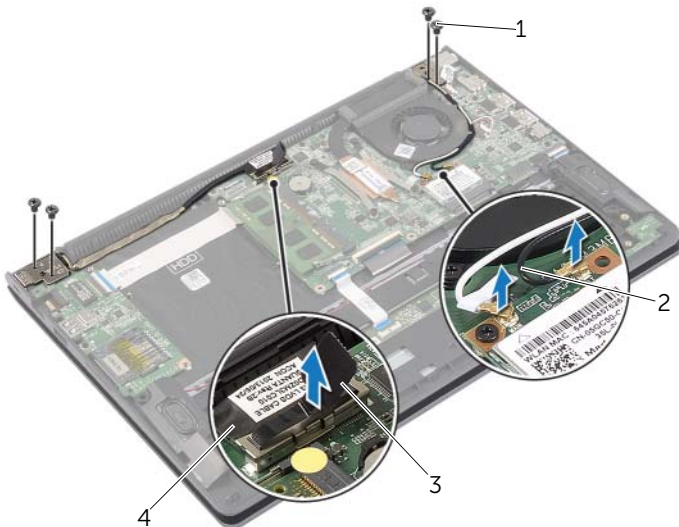
⚠ WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in "Before Working Inside Your Computer" on page 7. After working inside your computer, follow the instructions in "After Working Inside Your Computer" on page 9. For more safety best practices, see the Regulatory Compliance home page at dell.com/regulatory_compliance.

Prerequisites

- 1 Remove the base cover. See "Removing the Base Cover" on page 10.
- 2 Remove the battery. See "Removing the Battery" on page 12.
- 3 Remove the hard-drive. Follow step 2 and step 3 in "Removing the Hard Drive" on page 17.

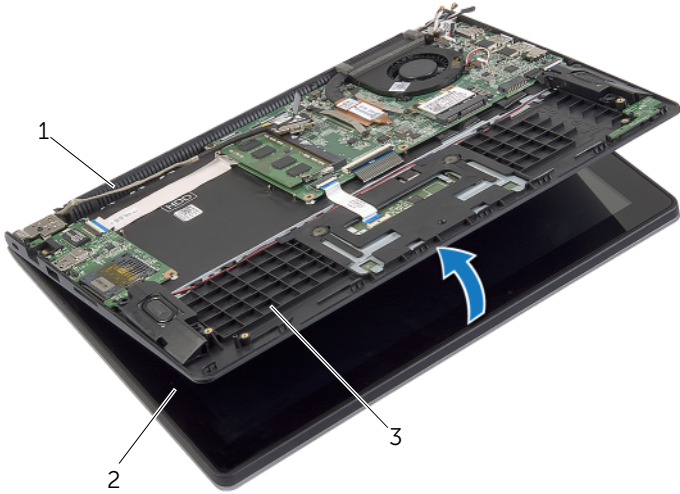
Procedure

- 1 Using the pull tabs, disconnect the display cable from the system board.
- 2 Disconnect the antenna cable from the wireless card and remove the cable from the routing guides on the fan.
- 3 Remove the screws that secure the display assembly to the palm-rest assembly.



1	screws (4)	2	antenna cables (2)
3	pull-tab	4	display cable

- 4 Open the palm-rest assembly as far as possible to release the display hinge from the palm-rest assembly.



1 display hinge

2 display assembly

3 palm-rest assembly

- 5 Lift the palm-rest assembly away from the display assembly.



1 palm-rest assembly

Replacing the Display Assembly



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For more safety best practices, see the Regulatory Compliance home page at dell.com/regulatory_compliance.

Procedure

- 1 Place the palm-rest assembly on the display assembly.
- 2 Align the screw holes on the palm-rest assembly with the screw holes on the display hinges and press down the display hinges to close the palm-rest assembly.
- 3 Replace the screws that secure the display assembly to the palm-rest assembly.
- 4 Connect the display cables to the system board.
- 5 Route the antenna cables through the routing guides on the fan.
- 6 Connect the antenna cables to the wireless card.

Postrequisites

- 1 Replace the hard drive. See "Replacing the Hard Drive" on page 20.
- 2 Replace the battery. See "Replacing the Battery" on page 13.
- 3 Replace the base cover. See "Replacing the Base Cover" on page 11.

Removing the Palm Rest



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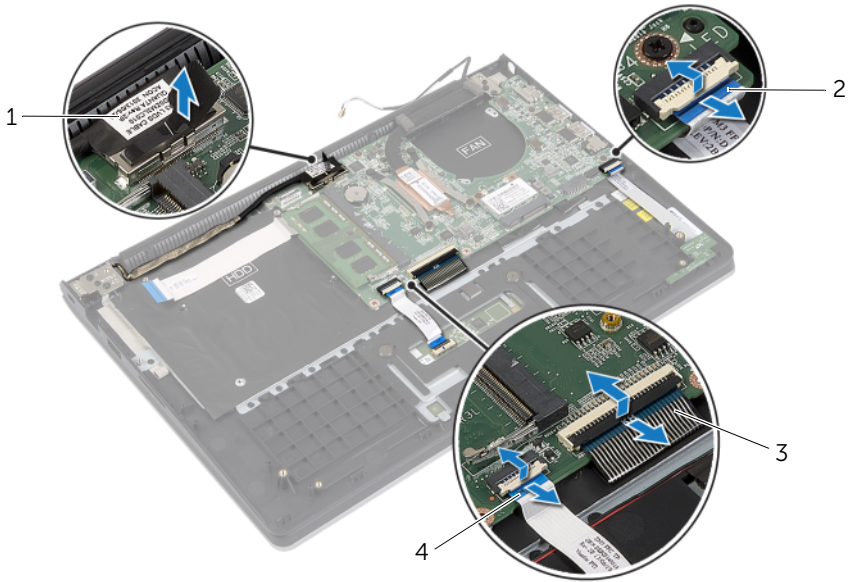
For more safety best practices, see the Regulatory Compliance home page at dell.com/regulatory_compliance.

Prerequisites

- 1 Remove the base cover. See "Removing the Base Cover" on page 10.
- 2 Remove the battery. See "Removing the Battery" on page 12.
- 3 Remove the hard drive. See "Removing the Hard Drive" on page 17.
- 4 Remove the speakers. See "Removing the Speakers" on page 23.
- 5 Remove the fan. See "Removing the Fan" on page 29.
- 6 Remove the I/O board. See "Removing the I/O Board" on page 27.
- 7 Remove the power-adaptor port. See "Removing the Power-Adapter Port" on page 33.

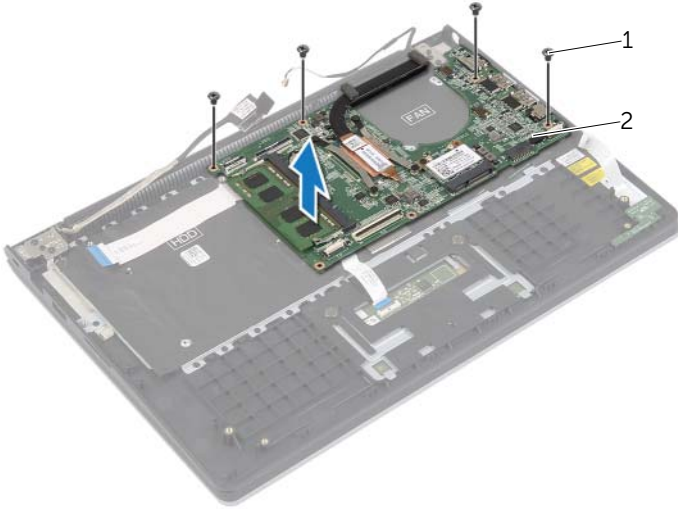
Procedure

- 1 Lift the latches and disconnect the touchpad cable, keyboard cable, and status-lights cable from the system board.
- 2 Using the pull tabs, disconnect the display cable from the system board.



1	display cable	2	status-light cable
3	keyboard cable	4	touchpad cable

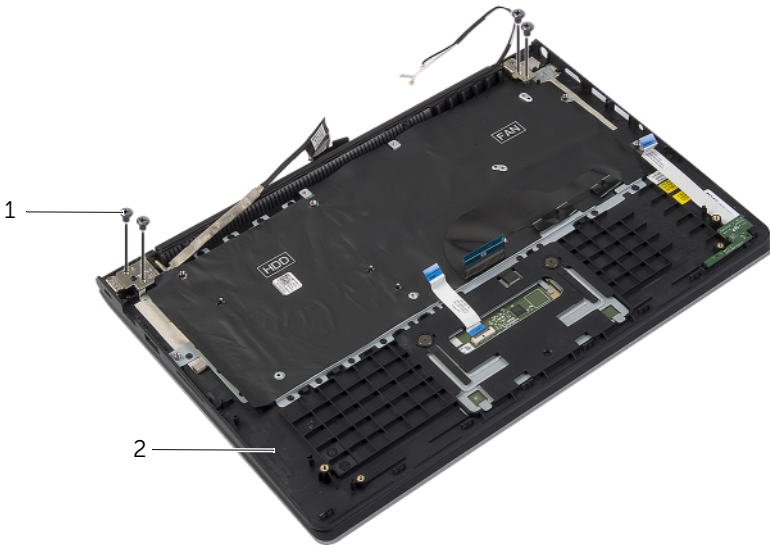
3 Remove the screws that secure the system board to the palm-rest assembly.



1 screws (4)

2 system board

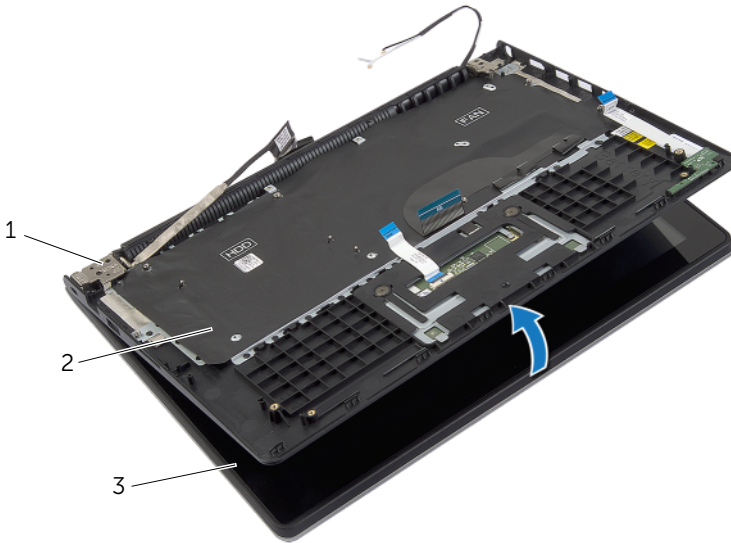
4 Remove the screws that secure the palm-rest assembly to the display assembly.



1 screws (4)

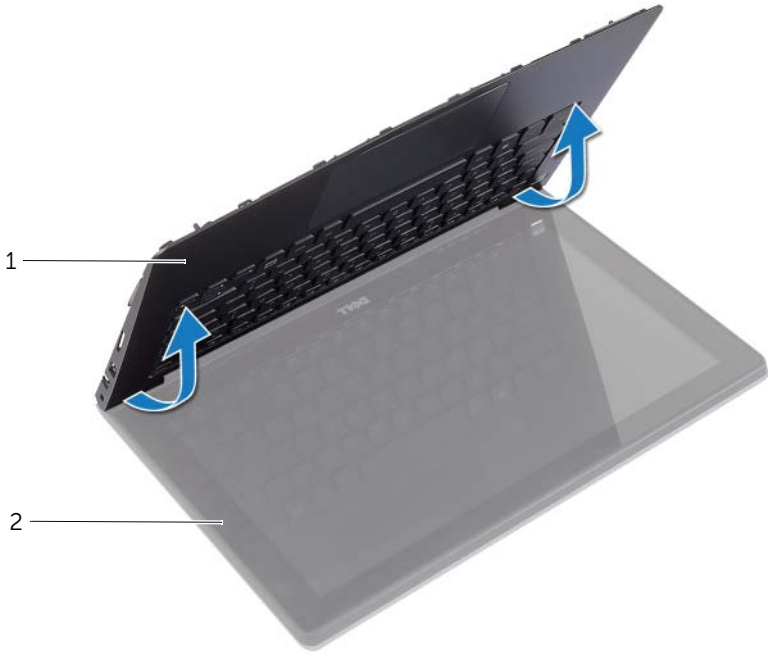
2 palm-rest assembly

- 5 Open the palm-rest assembly as far as possible to release the display hinge from the palm-rest assembly.



1	display hinges (2)	2	palm-rest assembly
3	display assembly		

6 Lift the palm-rest assembly away from the display assembly.



1 palm-rest assembly

2 display assembly



1 palm-rest assembly

Replacing the Palm Rest



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For more safety best practices, see the Regulatory Compliance home page at dell.com/regulatory_compliance.

Procedure

- 1 Place the palm-rest assembly on the display assembly.
- 2 Align the screw holes on the palm-rest assembly with the screw holes on the display hinges and press down the display hinges to close the palm-rest assembly.
- 3 Replace the screws that secure the palm-rest assembly to the display assembly.
- 4 Replace the screws that secure the system board to the palm-rest assembly.
- 5 Connect the display cable, touchpad cable, keyboard cable, and status-lights cable to the system board.

Postrequisites

- 1 Replace the power-adaptor port. See "Replacing the Power-Adapter Port" on page 34.
- 2 Replace the I/O board. See "Replacing the I/O Board" on page 28.
- 3 Replace the fan. See "Replacing the Fan" on page 30.
- 4 Replace the speakers. See "Replacing the Speakers" on page 24.
- 5 Replace the hard drive. See "Replacing the Hard Drive" on page 20.
- 6 Replace the battery. See "Replacing the Battery" on page 13.
- 7 Replace the base cover. See "Replacing the Base Cover" on page 11.

Flashing the BIOS

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

- 1 Turn on the computer.
- 2 Go to **dell.com/support**.
- 3 If you have your computer's Service Tag, type your computer's Service Tag and click **Submit**.

If you do not have your computer's Service Tag, click **Detect Service Tag** to allow automatic detection of the Service Tag.



NOTE: If the Service Tag cannot be detected automatically, select your product under the product categories.

- 4 Click **Drivers and Downloads**.
- 5 In the **Operating System** drop-down, select the operating system installed on your computer.
- 6 Click **BIOS**.
- 7 Click **Download File** to download the latest version of the BIOS for your computer.
- 8 On the next page, select **Single-file download** and click **Continue**.
- 9 Save the file and once the download is complete, navigate to the folder where you saved the BIOS update file.
- 10 Double-click the BIOS update file icon and follow the instructions on the screen.