Notes, Cautions, and Warnings

- **NOTE**: A NOTE indicates important information that helps you make better use of your computer.
- **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 on Your Computer

Before Working Inside Your Computer

Use the following safety guidelines to help protect your computer from potential damage and to help to ensure your personal safety. Unless otherwise noted, each procedure included in this document assumes that the following conditions exist:

- You have read the safety information that shipped with your computer.
- A component can be replaced or—if purchased separately—installed by performing the removal procedure in reverse order.

⚠️ WARNING: Before working inside your computer, read the safety information that shipped with your computer. For additional safety best practices information, see the Regulatory Compliance Homepage at www.dell.com/regulatory_compliance

⚠️ CAUTION: Many repairs may only be done by a certified service technician. You should only perform troubleshooting and simple repairs as authorized in your product documentation, or as directed by the online or telephone service and support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. Read and follow the safety instructions that came with the product.

⚠️ CAUTION: To avoid electrostatic discharge, ground yourself by using a wrist grounding strap or by periodically touching an unpainted metal surface, such as a connector on the back of the computer.

⚠️ CAUTION: Handle components and cards with care. Do not touch the components or contacts on a card. Hold a card by its edges or by its metal mounting bracket. Hold a component such as a processor by its edges, not by its pins.

⚠️ 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; if you are disconnecting this type of cable, press in on the locking tabs before you disconnect the cable. As you pull connectors apart, keep them evenly aligned to avoid bending any connector pins. Also, before you connect a cable, ensure that both connectors are correctly oriented and aligned.

⚠️ NOTE: The color of your computer and certain components may appear differently than shown in this document.

To avoid damaging your computer, perform the following steps before you begin working inside the computer.

1. Ensure that your work surface is flat and clean to prevent the computer cover from being scratched.
2. Turn off your computer (see Turning Off Your Computer).
3. If the computer is connected to a docking device (docked) such as the optional Media Base or Battery Slice, undock it.
   ⚠️ CAUTION: To disconnect a network cable, first unplug the cable from your computer and then unplug the cable from the network device.
4. Disconnect all network cables from the computer.
5. Disconnect your computer and all attached devices from their electrical outlets.
6. Close the display and turn the computer upside-down on a flat work surface.

   **NOTE:** To avoid damaging the system board, you must remove the main battery before you service the computer.

7. Remove the main battery.

8. Turn the computer top-side up.

9. Open the display.

10. Press the power button to ground the system board.

    **CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before opening the display.

    **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.

11. Remove any installed ExpressCards or Smart Cards from the appropriate slots.

### Turning Off Your Computer

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

1. Shut down the operating system:

   - In Windows 8:
     
     * Using a touch-enabled device:
       
       a. Swipe in from the right edge of the screen, opening the Charms menu and select **Settings**.
       
       b. Select the 

       * Using a mouse:
         
         a. Point to upper-right corner of the screen and click **Settings**.
         
         b. Click the and select **Shut down**.

   - In Windows 7:

     1. Click **Start**.
     2. Click **Shut Down**.

     or

     1. Click **Start**.
     2. Click the arrow in the lower-right corner of the **Start** menu as shown below, and then click **Shut Down**.

2. Ensure that the computer and all attached devices are turned off. If your computer and attached devices did not automatically turn off when you shut down your operating system, press and hold the power button for about 4 seconds to turn them off.
After Working Inside Your Computer

After you complete any replacement procedure, ensure you connect any external devices, cards, and cables before turning on your computer.

⚠️ **CAUTION:** To avoid damage to the computer, use only the battery designed for this particular Dell computer. Do not use batteries designed for other Dell computers.

1. Connect any external devices, such as a port replicator, battery slice, or media base, and replace any cards, such as an ExpressCard.
2. Connect any telephone or network cables to your computer.
   ⚠️ **CAUTION:** To connect a network cable, first plug the cable into the network device and then plug it into the computer.
3. Replace the battery.
4. Connect your computer and all attached devices to their electrical outlets.
5. Turn on your computer.
Removing and Installing Components

This section provides detailed information on how to remove or install the components from your computer.

Recommended Tools

The procedures in this document may require the following tools:

- Small flat-blade screwdriver
- Phillips screwdriver
- Small plastic scribe

Removing the Secure Digital (SD) Card

1. Follow the procedures in Before Working Inside Your Computer.
2. Press in on the SD card to release it from the computer.
3. Slide the SD card out of the computer.

Installing the Secure Digital (SD) Card

1. Slide the SD card into its slot until it clicks into place.
2. Follow the procedures in After Working Inside Your Computer.
Removing the ExpressCard

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Press in on the ExpressCard to release it from the computer.
3. Slide the ExpressCard out of the computer.

Installing the ExpressCard

1. Slide the ExpressCard into its slot until it clicks into place.
2. Follow the procedures in *After Working Inside Your Computer*.

Removing the Battery

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Slide the release latches to unlock the battery.
3. Remove the battery from the computer.

Installing the Battery

1. Slide the battery into its slot until it clicks into place.
2. Follow the procedures in *After Working Inside Your Computer*.

Removing the Subscriber Identity Module (SIM) card

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the battery.
3. Press in on the SIM card to release it from the computer.
4. Slide the SIM card out from the computer.

Installing the SIM Card

1. Slide the SIM card into its compartment.
2. Install the battery.
3. Follow the procedures in After Working Inside Your Computer.

Removing the Hard Drive

1. Follow the procedures in Before Working Inside Your Computer.
2. Remove the battery.
3. Remove the screws that secure the hard drive to the computer.
4. Slide the hard drive out of the computer.

5. Remove the screw that secures the hard-drive bracket to the hard drive.

6. Pull the hard-drive bracket out of the hard drive.

7. Remove the hard-drive isolations from the hard drive.
Installing the Hard Drive

1. Install the hard-drive isolations on the hard drive.
2. Attach the hard-drive bracket to the hard drive.
3. Tighten the screw that secures the hard-drive bracket to the hard drive.
4. Slide and insert the hard drive into its slot.
5. Tighten the screws to secure the hard drive to the computer.
6. Install the battery.
7. Follow the procedures in *After Working Inside Your Computer*.

Removing the Optical Drive

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the battery.
3. Push in the eject handle on the optical drive to release it.
4. Slide and remove the hard drive out of the computer.
5. Remove the screw that secures the drive latch to the optical drive.

6. Remove the drive latch from the optical drive.

7. Remove the screws that secure the drive-latch bracket to the optical drive.

8. Remove the drive-latch bracket from the optical drive.
9. Pull and remove the drive caddy away from the optical drive.

Installing the Optical Drive

1. Secure the optical drive caddy to the optical drive.
2. Secure the drive-latch bracket to the optical drive.
3. Tighten the screw to secure the optical-drive latch to the optical drive.
4. Secure the drive latch to the optical drive.
5. Tighten the screw to secure the optical drive latch.
6. Slide the optical drive into its slot.
7. Flip the computer, and push in the eject handle to secure the optical drive.
8. Install the battery.
9. Follow the procedures in *After Working Inside Your Computer*.

Removing the Base Cover

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the battery.
3. Remove the screws that secure the base cover to the computer.
4. Lift the base cover to remove it from the computer.

Installing the Base Cover

1. Place the base cover to align with the screw holes on the computer.
2. Tighten the screws to secure the base cover to the computer.
3. Install the battery.
4. Follow the procedures in *After Working Inside Your Computer*.

Removing the Keyboard Trim

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the battery.
3. Using a plastic scribe, pry under the keyboard trim to release it from the computer.
4. Pry the keyboard trim along the sides and bottom.
5. Lift up to remove the keyboard trim from the unit.

Installing the Keyboard Trim
1. Align the keyboard trim to its slot.
2. Press along the sides of the keyboard trim until it clicks in place.
3. Install the battery.
4. Follow the procedures in After Working Inside Your Computer.

Removing the Keyboard
1. Follow the procedures in Before Working Inside Your Computer.
2. Remove the battery.
3. Remove the keyboard trim.
4. Remove the screws that secure the keyboard to computer.
5. Remove the screws that secure the keyboard to palmrest assembly.
6. Lift and turn the keyboard to access the keyboard cable.

7. Disconnect the keyboard cable from the system board.

8. Remove the keyboard from the computer.

9. Disconnect the keyboard cable from the keyboard.
10. Remove the keyboard cable from the keyboard.

Installing the Keyboard

1. Connect the keyboard cable and secure it to the keyboard using the tape.
2. Connect the keyboard cable to the system board.
3. Slide the keyboard into its compartment and ensure that it clicks into place.
4. Tighten the screws to secure the keyboard on the palmrest.
5. Flip the computer and tighten the screws to secure the keyboard.
6. Install the keyboard trim.
7. Install the battery.
8. Follow the procedures in After Working Inside Your Computer.

Removing the Wireless Local Area Network (WLAN) Card

1. Follow the procedures in Before Working Inside Your Computer.
2. Remove the battery.
3. Remove the base cover.
4. Disconnect the antenna cables from the WLAN card and remove the screw that secures the WLAN card to the computer. Remove the WLAN card from the computer.

Installing the WLAN Card

1. Insert the WLAN card into its connector at a 45-degree angle into its slot.
2. Connect the antenna cables to their respective connectors marked on the WLAN card.
3. Tighten the screw to secure the WLAN card to the computer.
4. Install:
   a) base cover
   b) battery
5. Follow the procedures in After Working Inside Your Computer.
Removing the Bluetooth Module

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the battery.
3. Remove the base cover.
4. Disconnect the bluetooth cable from the system board.

5. Remove the bluetooth cable from its routing on the computer.

6. Remove the screw that secures the bluetooth module to the computer.
7. Remove the Bluetooth module from the computer.

8. Disconnect the Bluetooth cable from the Bluetooth module.

Installing the Bluetooth Module

1. Connect the Bluetooth cable to the Bluetooth card.
2. Connect the other end of the Bluetooth cable to the system board.
3. Place the Bluetooth card in its location in the computer.
4. Tighten the screw to secure the Bluetooth card to the system board.
5. Install:
   a) base cover
   b) battery
6. Follow the procedures in After Working Inside Your Computer.

Removing the Memory

1. Follow the procedures in Before Working Inside Your Computer.
2. Remove the battery.
3. Remove the base cover.
4. Pry the securing clips away from the memory module until it pops up.

5. Remove the memory module from its connector on the system board by drawing the module from the system board at 45-degree angle.

6. Repeat steps 2 and 3 to remove the second memory module.

### Installing the Memory

1. Insert the memory module into the memory socket.
2. Press the securing clips to secure the memory module to the system board.
3. Install:
   a) base cover
   b) battery
4. Follow the procedures in *After Working Inside Your Computer*.

### Removing the Coin-Cell Battery

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the:
   a) battery
   b) base cover
3. Disconnect the coin-cell battery cable from the system board.

4. Remove the coin-cell battery from the computer.

**Installing the Coin-Cell Battery**

1. Place the coin-cell battery in its slot.
2. Connect the coin-cell battery cable.
3. Install:
   a) base cover
   b) battery
4. Follow the procedures in *After Working Inside Your Computer*.

**Removing the Palmrest**

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove:
   a) SD card
   b) ExpressCard
   c) battery
   d) hard drive
   e) optical drive
   f) base cover
   g) keyboard trim
   h) keyboard
   i) bluetooth module
3. Remove the screws that secure the palmrest assembly to the base of the computer.

4. Remove the screws that secure the palmrest assembly to the front of the computer.

5. Disconnect the LED-board cable from the system board.

6. Disconnect the touchpad cable from the system board.
7. Disconnect the power LED cable from the system board.

8. Lift the palmrest up and away from the computer.

Installing the Palmrest

1. Align the palmrest assembly to its original position in the computer and snap it into place.
2. Connect the following cables to the system board:
   a) power LED cable
   b) touchpad cable
   c) LED-board cable
3. Tighten the screws to secure the palmrest assembly to the front of the computer.
4. Tighten the screws to secure the palmrest assembly to the base of the computer.
5. Install:
   a) bluetooth module
   b) keyboard
   c) keyboard trim
   d) base cover
   e) optical drive
   f) hard drive
   g) battery
   h) ExpressCard
   i) SD card
6. Follow the procedures in *After Working Inside Your Computer.*
Removing the Media Board

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove:
   a) SD card
   b) ExpressCard
   c) battery
   d) hard drive
   e) optical drive
   f) base cover
   g) keyboard trim
   h) keyboard
   i) bluetooth module
   j) palmrest
3. Disconnect the media-board cable from the system board.
4. Remove the screws that secure the media board to the computer.
5. Remove the media board from the computer.
Installing the Media Board

1. Place the media board in its compartment.
2. Tighten the screws to secure the media board.
3. Connect the media-board cable to the system board.
4. Install:
   a) palmrest
   b) bluetooth module
   c) keyboard
   d) keyboard trim
   e) base cover
   f) optical drive
   g) hard drive
   h) battery
   i) ExpressCard
   j) SD card
5. Follow the procedures in *After Working Inside Your Computer*.

Removing the ExpressCard Cage

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove:
   a) SD card
   b) ExpressCard
   c) battery
   d) hard drive
   e) optical drive
   f) base cover
   g) keyboard trim
   h) keyboard
   i) bluetooth module
   j) palmrest
3. Disconnect the ExpressCard cable from the system board.
4. Remove the screws that secure the ExpressCard cage to the computer.

5. Remove the ExpressCard cage from the computer.

Installing the ExpressCard Cage

1. Insert the ExpressCard cage into its compartment.
2. Tighten the screws to secure the ExpressCard cage to the computer.
3. Connect the ExpressCard cable to the system board.
4. Install:
   a) palmrest
   b) bluetooth module
   c) keyboard
   d) keyboard trim
   e) base cover
   f) optical drive
   g) hard drive
   h) battery
   i) ExpressCard
   j) SD card
5. Follow the procedures in *After Working Inside Your Computer.*
Removing the Speakers

1. Follow the procedures in Before Working Inside Your Computer.
2. Remove:
   a) SD card
   b) ExpressCard
   c) battery
   d) hard drive
   e) optical drive
   f) base cover
   g) keyboard trim
   h) keyboard
   i) bluetooth module
   j) palmrest

3. Disconnect the speaker cable from the system board.

4. Release the speaker cable from the computer.

5. Remove the screws that secure the speakers to the computer.
6. Remove the speakers from the computer.

Installing the Speakers

1. Align the speakers to their original position and tighten the screws to secure the speakers to the computer.
2. Route the speaker cable on the computer and connect it to the system board.
3. Install:
   a) palmrest
   b) bluetooth module
   c) keyboard
   d) keyboard trim
   e) base cover
   f) optical drive
   g) hard drive
   h) battery
   i) ExpressCard
   j) SD card
4. Follow the procedures in After Working Inside Your Computer.

Removing the Display-Hinge Covers

1. Follow the procedures in Before Working Inside Your Computer.
2. Remove:
   a) SD card
   b) ExpressCard
   c) battery
   d) hard drive
   e) optical drive
   f) base cover
   g) keyboard trim
   h) keyboard
   i) bluetooth module
   j) palmrest
3. Remove the screws that secure the display-hinge covers to the computer.

4. Remove the display-hinge covers from the computer.

Installing the Display Hinge Covers

1. Tighten the screws to secure the display hinge covers to the computer.
2. Install:
   a) palmrest
   b) bluetooth module
   c) keyboard
   d) keyboard trim
   e) base cover
   f) optical drive
   g) hard drive
   h) battery
   i) ExpressCard
   j) SD card
3. Follow the procedures in After Working Inside Your Computer.
Removing the Display Assembly

1. Follow the procedures in Before Working Inside Your Computer.
2. Remove:
   a) SD card
   b) ExpressCard
   c) battery
   d) hard drive
   e) optical drive
   f) base cover
   g) keyboard trim
   h) keyboard
   i) bluetooth module
   j) palmrest

3. Release the antenna cables from their routing on the computer.

4. Remove the screws that secure the display assembly to the computer.

5. Remove the screw that secures the left display hinge to the computer.
6. Remove the screws that secure the Low-Voltage Differential Signaling (LVDS) support bracket.

7. Lift up and remove the LVDS support bracket.

8. Disconnect the LVDS cable from the system board.

9. Pull the antenna cables from the opening on the system board.
10. Remove the display assembly from the computer.

Installing the Display Assembly

1. Route the antennae cables through the opening on the system board.
2. Connect the LVDS cable to the system board.
3. Tighten the screws to secure the LVDS support bracket to the system board.
4. Tighten the screw to secure the left display hinge to the computer.
5. Tighten the screws to secure the display assembly to the computer.
6. Route the antenna cables through their routing channel.
7. Install:
   a) palmrest
   b) bluetooth module
   c) keyboard
   d) keyboard trim
   e) base cover
   f) optical drive
   g) hard drive
   h) battery
   i) ExpressCard
   j) SD card
8. Follow the procedures in *After Working Inside Your Computer*. 


Removing the System Board

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove:
   a) SD card
   b) ExpressCard
   c) battery
   d) hard drive
   e) optical drive
   f) base cover
   g) keyboard trim
   h) keyboard
   i) bluetooth module
   j) palmrest
   k) media board
   l) display-hinge covers
   m) display assembly
3. Disconnect the coin-cell battery cable from the system board.
4. Disconnect the ExpressCard cable from the system board.
5. Disconnect the speaker cable from the system board.

6. Remove the screws that secure the system board to the computer.

7. Lift the left edge of system board partially to a 45-degree angle.

8. Disconnect the power-connector cable from the system board.
9. Remove the system board from the computer.

Installing the System Board

1. Connect the power connector cable to the system board.
2. Tighten the screws to secure the system board to the computer.
3. Connect the following cables to the system board:
   a) speaker
   b) ExpressCard
   c) coin-cell battery
4. Install:
   a) display assembly
   b) display hinge covers
   c) media board
   d) palmrest
   e) bluetooth module
   f) keyboard
   g) keyboard trim
   h) base cover
   i) optical drive
   j) hard drive
   k) battery
   l) ExpressCard
   m) SD card
5. Follow the procedures in After Working Inside Your Computer.
Removing the Heat Sink

1. Follow the procedures in *Before Working Inside Your Computer.*

2. Remove:
   a) SD card  
   b) ExpressCard  
   c) battery  
   d) hard drive  
   e) optical drive  
   f) base cover  
   g) keyboard trim  
   h) keyboard  
   i) bluetooth module  
   j) palmrest  
   k) media board  
   l) display hinge covers  
   m) display assembly  
   n) system board

3. Disconnect the heat sink cable from the system board.

4. Remove the screws that secure the heat sink to the system board.
5. Remove the heat sink from the system board.

Installing the Heat Sink

1. Place the heat sink into its original position on the system board.
2. Tighten the screws to secure the heat sink to the system board.
3. Connect the heat-sink cable to the system board.
4. Install:
   a) system board
   b) display assembly
   c) display hinge covers
   d) media board
   e) palmrest
   f) bluetooth module
   g) keyboard
   h) keyboard trim
   i) base cover
   j) optical drive
   k) hard drive
   l) battery
   m) ExpressCard
   n) SD card
5. Follow the procedures in After Working Inside Your Computer.
Removing the Power Connector Port

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove:
   a) SD card
   b) ExpressCard
   c) battery
   d) hard drive
   e) optical drive
   f) base cover
   g) keyboard trim
   h) keyboard
   i) bluetooth module
   j) palmrest
   k) media board
   l) display hinge covers
   m) display assembly
   n) system board
3. Remove the screw that secures the power connector port to the computer.
4. Remove the power connector bracket from the computer.
5. Remove the power connector port from the computer.

Installing the Power-Connector Port

1. Place the power-connector port on the computer.
2. Place the power-connector bracket over the power-connector port.
3. Tighten the screw to secure the power-connector bracket to the computer.
4. Install:
   a) system board
   b) display assembly
   c) display hinge covers
   d) media board
   e) palmrest
   f) bluetooth module
   g) keyboard
   h) keyboard trim
   i) base cover
   j) optical drive
   k) hard drive
   l) battery
   m) ExpressCard
   n) SD card

5. Follow the procedures in After Working Inside Your Computer.
Removing the Input/Output (I/O) Board

1. Follow the procedures in *Before Working Inside Your Computer*.

2. Remove:
   a) SD card
   b) ExpressCard
   c) battery
   d) hard drive
   e) optical drive
   f) base cover
   g) keyboard trim
   h) keyboard
   i) bluetooth module
   j) palmrest
   k) media board
   l) display hinge covers
   m) display assembly
   n) system board

3. Remove the screw that secures the I/O board to the computer.

4. Remove the I/O board from the computer.

Installing the I/O Board

1. Place the I/O board in its compartment.

2. Tighten the screws to secure the I/O board.
3. Install:
   a) system board
   b) display assembly
   c) display hinge covers
   d) media board
   e) palmrest
   f) bluetooth module
   g) keyboard
   h) keyboard trim
   i) base cover
   j) optical drive
   k) hard drive
   l) battery
   m) ExpressCard
   n) SD card

4. Follow the procedures in *After Working Inside Your Computer*.

**Removing the Display Bezel**

1. Follow the procedures in *Before Working Inside Your Computer*.
2. Remove the battery.
3. Pry up the bottom edge of the display bezel.

4. Pry up the left, right and top edges of the LCD bezel.
5. Remove the display bezel from the display assembly.

Installing the Display Bezel

1. Place the display bezel onto the display assembly.
2. Starting from the top corner, press on the display bezel and work around the entire bezel until it clicks onto the display assembly.
3. Press on the left and right edges of the display bezel.
4. Install the battery.
5. Follow the procedures in After Working Inside Your Computer.

Removing the Display Panel

1. Follow the procedures in Before Working Inside Your Computer.
2. Remove the battery.
3. Remove the display bezel.
4. Remove the screws that secure the display panel to the display assembly.
5. Flip and place the display panel over.

6. Peel off the LVDS cable connector tape and disconnect the LVDS cable from the display panel.

7. Remove the display panel from the display assembly.

Installing the Display Panel

1. Connect the display cable (LVDS cable) to its connector on the display panel.
2. Place the display panel to its original position on the display assembly.
3. Tighten the screws to secure the display panel to the display assembly.
4. Install:
   a) display bezel
   b) battery
5. Follow the procedures in After Working Inside Your Computer.
Removing the Camera and Microphone Module

1. Follow the procedures in *Before Working Inside Your Computer.*
2. Remove:
   a) battery
   b) display bezel
3. Remove the screws that secure the camera and microphone module to the display assembly.
4. Disconnect the camera and microphone module cable from the module.
5. Remove the camera and microphone module from the display assembly.

Installing the Camera and Microphone Module

1. Install the camera and microphone module into its slot on the display panel.
2. Tighten the screw to secure the camera to the display assembly.
3. Connect the camera and microphone cable to the camera.
4. Install:
   a) display bezel
   b) battery

5. Follow the procedures in *After Working Inside Your Computer*.

**Removing the LED Board**

1. Follow the procedures in *Before Working Inside Your Computer*.

2. Remove:
   a) battery
   b) display bezel
   c) display panel

3. Remove the screw that secures the LED board to the display assembly.

4. Remove the LED-board support plate from the display assembly.

5. Disconnect the LED-board cable from the LED board.
6. Remove the screw that secures the LED board to the LED-board support plate.

7. Remove the LED board from the LED-board support plate.

Installing the LED Board

1. Tighten the screw to secure the LED board to the LED board support plate.
2. Place the LED board plate in its compartment in the display assembly.
3. Connect the LED board cable to the LED board.
4. Tighten the screw to secure the LED board support plate to the display assembly.
5. Install:
   a) display panel
   b) display bezel
   c) battery
6. Follow the procedures in After Working Inside Your Computer.
Removing the Display-Hinge Walls

1. Follow the procedures in *Before Working Inside Your Computer.*
2. Remove:
   a) SD card
   b) ExpressCard
   c) battery
   d) hard drive
   e) optical drive
   f) base cover
   g) keyboard trim
   h) keyboard
   i) bluetooth module
   j) palmrest
   k) media board
   l) display hinge covers
   m) display assembly
   n) display bezel
   o) display panel
   p) power LED board
3. Remove the screw that secures the left display-hinge wall to the display assembly.
4. Slide and remove the left display-hinge wall out of the display assembly.
5. Peel off the adhesive tape that secures the antenna cables to the display assembly.

6. Remove the antenna cables from the opening in the right display-hinge wall.

7. Remove the screw that secures the right display-hinge wall to the display assembly.

8. Slide and remove the right display-hinge wall out of the display assembly.
Installing the Display-Hinge Walls

1. Place both the display-hinge walls on the panel.

2. Insert the antenna cables into their opening on the right display-hinge wall and secure them using the adhesive tape to the display assembly.

3. Tighten the screws to secure the display-hinge walls to secure them to the display assembly.

4. Install:
   a) power LED board
   b) display panel
   c) display bezel
   d) display assembly
   e) display hinge covers
   f) media board
   g) palmrest
   h) bluetooth module
   i) keyboard
   j) keyboard trim
   k) base cover
   l) optical drive
   m) hard drive
   n) battery
   o) ExpressCard
   p) SD card

5. Follow the procedures in After Working Inside Your Computer.

Removing the Display Hinges

1. Follow the procedures in Before Working Inside Your Computer.

2. Remove:
   a) SD card
   b) ExpressCard
   c) battery
   d) hard drive
   e) optical drive
   f) base cover
   g) keyboard trim
   h) keyboard
   i) bluetooth module
   j) palmrest
   k) media board
   l) display hinge covers
   m) display assembly
   n) display bezel
   o) display panel
   p) power LED board
3. Remove the screw that secures the left display hinge to the display assembly.

4. Remove the left display hinge wall out of the display assembly.

5. Repeat steps 3 and 4 to remove the right display hinge.

Installing the Display Hinges

1. Place both the display hinges on the panel.
2. Tighten the screws to secure the display hinges.
3. Install:
   a) power LED board
   b) display panel
   c) display bezel
   d) display assembly
   e) display hinge covers
   f) media board
   g) palmrest
   h) bluetooth module
   i) keyboard
   j) keyboard trim
   k) base cover
   l) optical drive
   m) hard drive
   n) battery
   o) ExpressCard
   p) SD card
4. Follow the procedures in After Working Inside Your Computer.
Removing the LVDS and Camera Cable

1. Follow the procedures in Before Working Inside Your Computer.
2. Remove:
   a) SD card
   b) ExpressCard
   c) battery
   d) hard drive
   e) optical drive
   f) base cover
   g) keyboard trim
   h) keyboard
   i) bluetooth module
   j) palmrest
   k) media board
   l) display hinge covers
   m) display assembly
   n) display bezel
   o) display panel
   p) power LED board
   q) display hinge walls
3. Remove the adhesive tape that secures LVDS and camera cable to the display assembly.
4. Disconnect the camera cable from camera and microphone module.
5. Pry up the LVDS and camera cable from the display assembly.

6. Remove the LVDS and camera cable from the display assembly cover.

Installing the LVDS and Camera Cable

1. Route the LVDS and camera cable on the display assembly.
2. Fix the adhesive tape to secure the cable.
3. Connect the LVDS and camera cable to the camera and microphone module.
4. Install:
   a) display hinge walls
   b) power LED board
   c) display panel
   d) display bezel
   e) display assembly
   f) display hinge covers
   g) media board
   h) palmrest
   i) bluetooth module
   j) keyboard
   k) keyboard trim
   l) base cover
   m) optical drive
   n) hard drive
   o) battery
   p) ExpressCard
   q) SD card
5. Follow the procedures in After Working Inside Your Computer.
Docking Port Information

The docking port is used for connecting the laptop to a docking station (optional).

1. Docking Port
System Setup

System Setup enables you to manage your computer hardware and specify BIOS-level options. From the System Setup, you can:

- Change the NVRAM settings after you add or remove hardware
- View the system hardware configuration
- Enable or disable integrated devices
- Set performance and power management thresholds
- Manage your computer security

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
  
  **NOTE:** XXX denotes the SATA drive number.
- Optical Drive
- Diagnostics

  **NOTE:** Choosing Diagnostics, will display the ePSA diagnostics screen.

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

Navigation Keys

The following table displays the system setup navigation keys.

**NOTE:** For most of the system setup options, changes that you make are recorded but do not take effect until you re-start the system.

**Table 1. Navigation Keys**

<table>
<thead>
<tr>
<th>Keys</th>
<th>Navigation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up arrow</td>
<td>Moves to the previous field.</td>
</tr>
<tr>
<td>Down arrow</td>
<td>Moves to the next field.</td>
</tr>
</tbody>
</table>
Keys

- `<Enter>`: Allows you to select 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.
- `<Esc>`: Moves to the previous page till 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.
- `<F1>`: Displays the System Setup help file.

### System Setup Options

**NOTE:** For the standard graphics browser only.

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

#### Table 2. General

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Information</td>
<td>This section lists the primary hardware features of your computer.</td>
</tr>
<tr>
<td>Battery Information</td>
<td>Displays the charge status of the battery.</td>
</tr>
<tr>
<td>Boot Sequence</td>
<td>Allows you to change the order in which the computer attempts to find an operating system. All the options are selected.</td>
</tr>
<tr>
<td>Date/Time</td>
<td>Allows you to set the date and time.</td>
</tr>
</tbody>
</table>

#### Table 3. System Configuration

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Integrated NIC</td>
<td>Allows you to configure the integrated network controller. The options are:</td>
</tr>
<tr>
<td></td>
<td>• Disabled</td>
</tr>
<tr>
<td>Option</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Parallel Port</strong></td>
<td>Allows you to define and set how the parallel port on the docking station operates. You can set the parallel port to:</td>
</tr>
<tr>
<td></td>
<td>• Disabled</td>
</tr>
<tr>
<td></td>
<td>• AT</td>
</tr>
<tr>
<td></td>
<td>• PS2</td>
</tr>
<tr>
<td></td>
<td>• ECP</td>
</tr>
<tr>
<td><strong>Serial Port</strong></td>
<td>Identifies and defines the serial port settings. You can set the serial port to:</td>
</tr>
<tr>
<td></td>
<td>• Disabled</td>
</tr>
<tr>
<td></td>
<td>• <strong>COM1</strong> (Default Setting)</td>
</tr>
<tr>
<td></td>
<td>• COM2</td>
</tr>
<tr>
<td></td>
<td>• COM3</td>
</tr>
<tr>
<td></td>
<td>• COM4</td>
</tr>
<tr>
<td><strong>NOTE</strong></td>
<td>The operating system may allocate resources even if the setting is disabled.</td>
</tr>
<tr>
<td><strong>SATA Operation</strong></td>
<td>Allows you to configure the internal SATA hard-drive controller. The options are:</td>
</tr>
<tr>
<td></td>
<td>• Disabled</td>
</tr>
<tr>
<td></td>
<td>• ATA</td>
</tr>
<tr>
<td></td>
<td>• AHCI</td>
</tr>
<tr>
<td></td>
<td>• <strong>RAID On</strong> (Default Setting)</td>
</tr>
<tr>
<td><strong>NOTE</strong></td>
<td>SATA is configured to support RAID mode.</td>
</tr>
<tr>
<td><strong>Drives</strong></td>
<td>Allows you to configure the SATA drives on board. The options are:</td>
</tr>
<tr>
<td></td>
<td>• SATA-0</td>
</tr>
<tr>
<td></td>
<td>• SATA-1</td>
</tr>
<tr>
<td></td>
<td>• SATA-4</td>
</tr>
<tr>
<td></td>
<td>• SATA-5</td>
</tr>
<tr>
<td><strong>SMART Reporting</strong></td>
<td>This field controls whether hard drive errors for integrated drives are reported during system startup. This technology is part of the SMART (Self Monitoring Analysis and Reporting Technology) specification.</td>
</tr>
<tr>
<td>Option</td>
<td>Description</td>
</tr>
<tr>
<td>------------------------</td>
<td>-------------</td>
</tr>
<tr>
<td><strong>Enable SMART Reporting</strong> — This option is disabled by default.</td>
<td>USB Configuration  Allows you to define the USB configuration. The options are:</td>
</tr>
<tr>
<td><strong>Enable Boot Support</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Enable External USB Port</strong></td>
<td>Default Setting: both the options are enabled.</td>
</tr>
<tr>
<td><strong>Enable USB PowerShare</strong></td>
<td>USB PowerShare Allows you to configure the behavior of the USB PowerShare feature. This option is disabled by default.</td>
</tr>
<tr>
<td><strong>Disabled (Default Setting)</strong></td>
<td>Keyboard Illumination Allows you to choose the operating mode of the keyboard illumination feature. The options are:</td>
</tr>
<tr>
<td><strong>Level is 50%</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Level is 100%</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Enable Stealth Mode</strong></td>
<td>Stealth Mode Control Allows you to set the mode that turns off all light and sound emissions from the system. This option is disabled by default.</td>
</tr>
<tr>
<td><strong>Enable Internal Modem</strong></td>
<td>Miscellaneous Devices Allows you enable or disable the various on board devices. The options are:</td>
</tr>
<tr>
<td><strong>Enable Microphone</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Enable eSATA Ports</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Enable Hard Drive Free Fall Protection</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Enable Module Bay</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Enable ExpressCard</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Enable Camera</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Enable Media Card</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Disable Media Card</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Default Setting: All devices are enabled</strong></td>
<td></td>
</tr>
</tbody>
</table>
Table 4. Video

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>LCD Brightness</td>
<td>Allows you to set the panel brightness when the ambient sensor is Off.</td>
</tr>
<tr>
<td>Optimus</td>
<td>Allows you to enable or disable the NVIDIA Optimus technology.</td>
</tr>
<tr>
<td></td>
<td>• Enable Optimus — Default Setting.</td>
</tr>
</tbody>
</table>

Table 5. Security

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intel TXT (LT-SX) Configuration</td>
<td>This option is disabled by default.</td>
</tr>
<tr>
<td>Admin Password</td>
<td>Allows you to set, change, or delete the administrator (admin) password.</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> You must set the admin password before you set the system or hard drive password.</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> Successful password changes take effect immediately.</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> Deleting the admin password automatically deletes the system password and the hard drive password.</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> Successful password changes take effect immediately.</td>
</tr>
<tr>
<td>Default Setting: <strong>Not set</strong></td>
<td></td>
</tr>
<tr>
<td>System Password</td>
<td>Allows you to set, change or delete the system password.</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> Successful password changes take effect immediately.</td>
</tr>
<tr>
<td>Default Setting: <strong>Not set</strong></td>
<td></td>
</tr>
<tr>
<td>Internal HDD-0 Password</td>
<td>Allows you to set, change, or delete the administrator (admin) password.</td>
</tr>
<tr>
<td>Default Setting: <strong>Not set</strong></td>
<td></td>
</tr>
<tr>
<td>Strong Password</td>
<td>Allows you to enforce the option to always set strong passwords.</td>
</tr>
<tr>
<td>Default Setting: <strong>Not set</strong></td>
<td></td>
</tr>
<tr>
<td>Password Configuration</td>
<td>You can define the length of your password. Min = 4, Max = 32</td>
</tr>
<tr>
<td>Password Bypass</td>
<td>Allows you to enable or disable the permission to bypass the System and the Internal HDD password, when they are set. The options are:</td>
</tr>
<tr>
<td></td>
<td>• Disabled (Default Setting)</td>
</tr>
<tr>
<td></td>
<td>• Reboot bypass</td>
</tr>
<tr>
<td>Password Change</td>
<td>Allows you to enable the disable permission to the System and Hard Drive passwords when the admin password is set.</td>
</tr>
<tr>
<td>Default Setting: <strong>Allow Non-Admin Password Changes</strong> is not selected</td>
<td></td>
</tr>
<tr>
<td>Non-Admin Setup Changes</td>
<td>This option lets you determine whether changes to the setup option are permitted when an administrator password is set. The option is disabled.</td>
</tr>
<tr>
<td></td>
<td>• Allows Wireless Switch Changes</td>
</tr>
<tr>
<td>TPM Security</td>
<td>Allows you to enable the Trusted Platform Module (TPM) during POST.</td>
</tr>
<tr>
<td>Default Setting: The option is disabled.</td>
<td></td>
</tr>
<tr>
<td>CPU XD Support</td>
<td>Allows you to enable the Execute Disable mode of the processor.</td>
</tr>
<tr>
<td>Option</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Computrace</strong></td>
<td>Allows you to activate or disable the optional Computrace software The options are:</td>
</tr>
<tr>
<td></td>
<td>• <strong>Deactivate</strong> (Default Setting)</td>
</tr>
<tr>
<td></td>
<td>• Disable</td>
</tr>
<tr>
<td></td>
<td>• Activate</td>
</tr>
<tr>
<td><strong>NOTE:</strong> The Activate and Disable options will permanently activate or disable the feature and no further changes will be allowed</td>
<td></td>
</tr>
<tr>
<td><strong>CPU XD Support</strong></td>
<td>Allows you to enable the Execute Disable mode of the processor.</td>
</tr>
<tr>
<td></td>
<td>Default Setting: <strong>Enable CPU XD Support</strong></td>
</tr>
<tr>
<td><strong>OROM Keyboard Access</strong></td>
<td>Allows you to set an option to enter the Option ROM Configuration screens using hotkeys during boot. The options are:</td>
</tr>
<tr>
<td></td>
<td>• <strong>Enable</strong> (Default Setting)</td>
</tr>
<tr>
<td></td>
<td>• One Time Enable</td>
</tr>
<tr>
<td></td>
<td>• Disable</td>
</tr>
<tr>
<td><strong>Admin Setup Lockout</strong></td>
<td>Allows you to prevent users from entering Setup when an Administrator password is set.</td>
</tr>
<tr>
<td></td>
<td>Default Setting: <strong>Disabled</strong></td>
</tr>
</tbody>
</table>

### Table 6. Performance

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Multi Core Support</strong></td>
<td>This field specifies whether the process will have one or all cores enabled. The performance of some applications will improve with the additional cores. This option is enabled by default. Allows you to enable or disable multi-core support for the processor. The options are:</td>
</tr>
<tr>
<td></td>
<td>• <strong>All</strong> (Default Setting)</td>
</tr>
<tr>
<td></td>
<td>• 1</td>
</tr>
<tr>
<td></td>
<td>• 2</td>
</tr>
<tr>
<td><strong>Intel SpeedStep</strong></td>
<td>Allows you to enable or disable the Intel SpeedStep feature.</td>
</tr>
<tr>
<td></td>
<td>Default Setting: <strong>Enable Intel SpeedStep</strong></td>
</tr>
<tr>
<td><strong>C States Control</strong></td>
<td>Allows you to enable or disable the additional processor sleep states.</td>
</tr>
<tr>
<td></td>
<td>Default Setting: The options <strong>C states, C3, C6, Enhanced C-states, and C7</strong> options are enabled.</td>
</tr>
<tr>
<td><strong>Intel TurboBoost</strong></td>
<td>Allows you to enable or disable the Intel TurboBoost mode of the processor.</td>
</tr>
<tr>
<td></td>
<td>Default Setting: <strong>Enable Intel TurboBoost</strong></td>
</tr>
<tr>
<td>Option</td>
<td>Description</td>
</tr>
<tr>
<td>------------------------</td>
<td>------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Hyper-Thread Control</td>
<td>Allows you to enable or disable the HyperThreading in the processor. Default Setting: <strong>Enabled</strong></td>
</tr>
</tbody>
</table>

### Table 7. Power Management

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AC Behavior</td>
<td>Allows the computer to power on automatically, when AC adapter is plugged. The option is disabled.</td>
</tr>
<tr>
<td></td>
<td>• Wake on AC</td>
</tr>
<tr>
<td>Auto On Time</td>
<td>Allows you to set the time at which the computer must turn on automatically. The options are:</td>
</tr>
<tr>
<td></td>
<td>• <strong>Disabled</strong> (Default Setting)</td>
</tr>
<tr>
<td></td>
<td>• Every Day</td>
</tr>
<tr>
<td></td>
<td>• Weekdays</td>
</tr>
<tr>
<td>USB Wake Support</td>
<td>Allows you to enable the USB devices to wake the computer from standby mode. The option is disabled</td>
</tr>
<tr>
<td></td>
<td>• Enable USB Wake Support</td>
</tr>
<tr>
<td>Wireless Radio Control</td>
<td>Allows you to control the WLAN and WWAN radio. The options are:</td>
</tr>
<tr>
<td></td>
<td>• Control WLAN radio</td>
</tr>
<tr>
<td></td>
<td>• Control WWAN radio</td>
</tr>
<tr>
<td></td>
<td>Default Setting: both the options are disabled.</td>
</tr>
<tr>
<td>Wake on LAN/WLAN</td>
<td>This option allows the computer to power up from the off state when triggered by a special LAN signal. Wake-up from the Standby state is unaffected by this setting and must be enabled in the operating system. This feature only works when the computer is connected to AC power supply.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Disabled</strong> - Does not allow the system to power on by special LAN signals when it receives a wake-up signal from the LAN or wireless LAN. (Default Setting)</td>
</tr>
<tr>
<td></td>
<td>• LAN Only - Allows the system to be powered on by special LAN signals.</td>
</tr>
<tr>
<td></td>
<td>• WLAN Only</td>
</tr>
<tr>
<td></td>
<td>• LAN or WLAN</td>
</tr>
<tr>
<td>Block Sleep</td>
<td>Allows you to block the computer from entering into the sleep state. This option is disabled by default.</td>
</tr>
<tr>
<td></td>
<td>• Block Sleep (S3)</td>
</tr>
<tr>
<td>Primary Battery Configuration</td>
<td>Allows you to define how to use the battery charge, when AC is plugged in. The options are:</td>
</tr>
<tr>
<td></td>
<td>• Adaptive (Default Setting)</td>
</tr>
<tr>
<td></td>
<td>• Standard Charge</td>
</tr>
<tr>
<td></td>
<td>• Express Charge</td>
</tr>
<tr>
<td></td>
<td>• Primarily AC use</td>
</tr>
</tbody>
</table>
### Battery Slice Configuration
Allows you to define how to charge the battery. The options are:
- **Standard Charge**
- **Express Charge** (Default Setting)

### Table 8. POST Behavior

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Adapter Warnings</strong></td>
<td>Allows you to activate the adapter warning messages when certain power adapters are used. This option is enabled by default.</td>
</tr>
<tr>
<td></td>
<td>• Enable Adapter Warnings</td>
</tr>
<tr>
<td><strong>Mouse/Touchpad</strong></td>
<td>Allows you to define how the computer handles the mouse and touchpad input. The options are:</td>
</tr>
<tr>
<td></td>
<td>• Serial Mouse</td>
</tr>
<tr>
<td></td>
<td>• PS2 Mouse</td>
</tr>
<tr>
<td></td>
<td>• Touchpad/PS-2 Mouse (Default Setting)</td>
</tr>
<tr>
<td><strong>Numlock Enable</strong></td>
<td>Specifies if the NumLock function can be enabled when the computer boots. This option is enabled by default.</td>
</tr>
<tr>
<td></td>
<td>• Enable Numlock</td>
</tr>
<tr>
<td><strong>Fn Key Emulation</strong></td>
<td>Allows you to match the &lt;Scroll Lock&gt; key feature of PS-2 keyboard with the &lt;Fn&gt; key feature in an internal keyboard. The option is enabled by default.</td>
</tr>
<tr>
<td></td>
<td>• Enable Fn Key Emulation</td>
</tr>
<tr>
<td><strong>Keyboard Errors</strong></td>
<td>Specifies whether keyboard-related errors are reported when it boots. This option is enabled by default.</td>
</tr>
<tr>
<td></td>
<td>• Enable Keyboard Error Detection</td>
</tr>
<tr>
<td><strong>POST Hotkeys</strong></td>
<td>Specifies whether the sign-on screen displays a message, that displays the keystroke sequence required to enter the BIOS Boot Option Menu.</td>
</tr>
<tr>
<td></td>
<td>• Enable F12 Boot Option menu - This option is enabled by default.</td>
</tr>
<tr>
<td><strong>Fastboot</strong></td>
<td>Allows you to speed up the boot processes. The options are:</td>
</tr>
<tr>
<td></td>
<td>• Minimal</td>
</tr>
<tr>
<td></td>
<td>• Thorough (Default Setting)</td>
</tr>
<tr>
<td></td>
<td>• Auto</td>
</tr>
</tbody>
</table>

NOTE: All charging modes may not be available for all the batteries.
### Table 9. Virtualization Support

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Virtualization</td>
<td>Specifies whether a Virtual Machine Monitor (VMM) can utilize the additional hardware capabilities provided by Intel Virtualization Technology.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Enable Intel Virtualization Technology</strong> - Default Setting.</td>
</tr>
<tr>
<td>VT for Direct I/O</td>
<td>Enables or disables the Virtual Machine Monitor (VMM) from utilizing the additional hardware capabilities provided by Intel Virtualization technology for direct I/O.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Enable Intel Virtualization Technology for Direct I/O</strong> — Default Setting.</td>
</tr>
</tbody>
</table>

### Table 10. Wireless

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wireless Switch</td>
<td>Allows you to determine which wireless device can be controlled by the wireless switch. The options are:</td>
</tr>
<tr>
<td></td>
<td>• WWAN</td>
</tr>
<tr>
<td></td>
<td>• Bluetooth</td>
</tr>
<tr>
<td></td>
<td>• WLAN</td>
</tr>
<tr>
<td></td>
<td>All options are enabled by default.</td>
</tr>
<tr>
<td>Wireless Device Enable</td>
<td>Allows you to enable or disable the wireless devices. The options are:</td>
</tr>
<tr>
<td></td>
<td>• WWAN</td>
</tr>
<tr>
<td></td>
<td>• Bluetooth</td>
</tr>
<tr>
<td></td>
<td>• WLAN</td>
</tr>
<tr>
<td></td>
<td>All options are enabled by default.</td>
</tr>
</tbody>
</table>

### Table 11. Maintenance

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Tag</td>
<td>Displays the service tag of your computer.</td>
</tr>
<tr>
<td>Asset Tag</td>
<td>Allows you to create a system asset tag if an asset tag is not already set. This option is not set by default.</td>
</tr>
</tbody>
</table>

### Table 12. System Logs

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BIOS events</td>
<td>Displays the system event log and allows you to clear the log.</td>
</tr>
<tr>
<td></td>
<td>• Clear Log</td>
</tr>
</tbody>
</table>

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**Updating the BIOS**

It is recommended to update your BIOS (system setup), on replacing the system board or if an update is available. For laptops, ensure that your computer battery is fully charged and connected to a power outlet.

1. Re-start the computer.
2. Go to [dell.com/support](http://dell.com/support).
3. Enter the Service Tag or Express Service Code and click Submit.
   - **NOTE:** To locate the Service Tag, click Where is my Service Tag?
   - **NOTE:** If you cannot find your Service Tag, click Detect My Product. Proceed with the instructions on screen.
4. If you are unable to locate or find the Service Tag, click the Product Category of your computer.
5. Choose the Product Type from the list.
6. Select your computer model and the Product Support page of your computer appears.
7. Click Get drivers and click View All Drivers.
   - The Drivers and Downloads page opens.
8. On the Drivers and Downloads screen, under the Operating System drop-down list, select BIOS.
9. Identify the latest BIOS file and click Download File.
   - You can also analyze which drivers need an update. To do this for your product, click Analyze System for Updates and follow the instructions on the screen.
10. Select your preferred download method in the Please select your download method below window; click Download File.
    - The File Download window appears.
11. Click Save to save the file on your computer.
12. Click Run to install the updated BIOS settings on your computer.
    - Follow the instructions on the screen.

**System and Setup Password**

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

<table>
<thead>
<tr>
<th>Password Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>System password</td>
<td>Password that you must enter to log on to your system.</td>
</tr>
<tr>
<td>Setup password</td>
<td>Password that you must enter to access and make changes to the BIOS settings of your computer.</td>
</tr>
</tbody>
</table>

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

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

**NOTE:** Your computer is shipped with the system and setup password feature disabled.

**Assigning a System Password and Setup Password**

You can assign a new System Password and/or Setup Password or change an existing System Password and/or Setup Password only when Password Status is Unlocked. If the Password Status is Locked, you cannot change the System Password.
NOTE: If the password jumper is disabled, the existing System Password and Setup Password is deleted and you need not provide the system password to log on to the computer.

To enter a system setup, press <F2> immediately after a power-on or re-boot.

1. In the System BIOS or System Setup screen, select System Security and press <Enter>. The System Security screen appears.
2. In the System Security screen, verify that Password Status is Unlocked.
3. Select System Password, enter your system password, and press <Enter> or <Tab>. Use the following guidelines to assign the system password:
   - A password can have up to 32 characters.
   - The password can contain the numbers 0 through 9.
   - Only lower case letters are valid, upper case letters are not allowed.
   - Only the following special characters are allowed: space, ("), (+), (,), (-), (.), (/), (;), ([), (]), (`).
   Re-enter the system password when prompted.
4. Type the system password that you entered earlier and click OK.
5. Select Setup Password, type your system password and press <Enter> or <Tab>. A message prompts you to re-type the setup password.
6. Type the setup password that you entered earlier and click OK.
7. Press <Esc> and a message prompts you to save the changes.
8. Press <Y> to save the changes. The computer reboots.

Deleting or Changing an Existing System and/or Setup Password

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.

To enter the System Setup, press <F2> immediately after a power-on or reboot.

1. In the System BIOS or System Setup screen, select System Security and press <Enter>. The System Security screen is displayed.
2. In the System Security screen, verify that Password Status is Unlocked.
3. Select System Password, alter or delete the existing system password and press <Enter> or <Tab>.
4. Select Setup Password, alter or delete the existing setup password and press <Enter> or <Tab>. If you change the System and/or Setup password, re-enter the new password when promoted. If you delete the System and/or Setup password, confirm the deletion when promoted.
5. Press <Esc> and a message prompts you to save the changes.
6. Press <Y> to save the changes and exit from the System Setup. The computer reboots.
Diagnostics

If you experience a problem with your computer, run the ePSA diagnostics before contacting Dell for technical assistance. The purpose of running diagnostics is to test your computer's hardware without requiring additional equipment or risking data loss. If you are unable to fix the problem yourself, service and support personnel can use the diagnostics results to help you solve the problem.

Enhanced Pre-Boot System Assessment (ePSA) Diagnostics

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

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

⚠️ CAUTION: Use the system diagnostics to test only your computer. Using this program with other computers may cause invalid results or error messages.

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

1. Power-on the computer.
2. As the computer boots, press the <F12> key as the Dell logo appears.
3. On the boot menu screen, select the Diagnostics option.
   The Enhanced Pre-boot System Assessment window is displayed, listing all devices detected in the computer. The diagnostics starts running the tests on all the detected devices.
4. If you wish to run a diagnostic test on a specific device, press <Esc> and click Yes to stop the diagnostic test.
5. Select the device from the left pane and click Run Tests.
6. If there are any issues, error codes are displayed.
   Note the error code and contact Dell.

Device Status Lights

<table>
<thead>
<tr>
<th>Table 13. Device Status Lights</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔥</td>
</tr>
<tr>
<td>📡</td>
</tr>
</tbody>
</table>
Turns on steadily or blinks to indicate battery charge status.

Turns on when wireless networking is enabled.

The device status LEDs are usually located either on the top or left side of the keyboard. They are used to display the storage, battery and wireless devices connectivity and activity. Apart from that they can be useful as a diagnostic tool when there’s a possible failure to the system.

The following table lists how to read the LED codes when possible errors occur.

<table>
<thead>
<tr>
<th>Storage LED</th>
<th>Power LED</th>
<th>Wireless LED</th>
<th>Fault Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blinking</td>
<td>Solid</td>
<td>Solid</td>
<td>A possible processor failure has occurred.</td>
</tr>
<tr>
<td>Solid</td>
<td>Blinking</td>
<td>Solid</td>
<td>The memory modules are detected but has encountered an error.</td>
</tr>
<tr>
<td>Blinking</td>
<td>Blinking</td>
<td>Blinking</td>
<td>A system board failure has occurred.</td>
</tr>
<tr>
<td>Blinking</td>
<td>Blinking</td>
<td>Solid</td>
<td>A possible graphics card/video failure has occurred.</td>
</tr>
<tr>
<td>Blinking</td>
<td>Blinking</td>
<td>Off</td>
<td>System failed on hard drive initialization OR System failed in Option ROM initialization.</td>
</tr>
<tr>
<td>Blinking</td>
<td>Off</td>
<td>Blinking</td>
<td>The USB controller encountered a problem during initialization.</td>
</tr>
<tr>
<td>Solid</td>
<td>Blinking</td>
<td>Blinking</td>
<td>No memory modules are installed/detected.</td>
</tr>
<tr>
<td>Blinking</td>
<td>Solid</td>
<td>Blinking</td>
<td>The display encountered a problem during initialization.</td>
</tr>
<tr>
<td>Off</td>
<td>Blinking</td>
<td>Blinking</td>
<td>The modem is preventing the system from completing POST</td>
</tr>
<tr>
<td>Off</td>
<td>Blinking</td>
<td>Off</td>
<td>Memory failed to initialize or memory is unsupported.</td>
</tr>
</tbody>
</table>

### Battery Status Lights

If the computer is connected to an electrical outlet, the battery light operates as follows:

- **Alternately blinking amber light and white light**: An unauthenticated or unsupported non-Dell AC adapter is attached to your laptop.

- **Alternately blinking amber light with steady white light**: Temporary battery failure with AC adapter present.

- **Constantly blinking amber light**: Fatal battery failure with AC adapter present.

- **Light off**: Battery in full charge mode with AC adapter present.

- **White light on**: Battery in charge mode with AC adapter present.
## Technical Specifications

**NOTE:** Offerings may vary by region. The following specifications are only those required by law to ship with your computer. For comprehensive specification of your computer go to Specifications' section in your Owner's Manual available on the support site at dell.com/support. For more information about the configuration of your computer, go to Help and Support in your Windows operating system and select the option to view information about your computer.

### System Information

<table>
<thead>
<tr>
<th>Feature</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chipset</td>
<td>Mobile Intel 7 series chipset</td>
</tr>
<tr>
<td>DRAM bus width</td>
<td>64-bit</td>
</tr>
<tr>
<td>Flash EPROM</td>
<td>SPI 64 Mbits</td>
</tr>
<tr>
<td>PCIe Gen1 bus</td>
<td>100 MHz</td>
</tr>
<tr>
<td>External Bus Frequency</td>
<td>DMI (5 GT/s)</td>
</tr>
</tbody>
</table>

### Processor

<table>
<thead>
<tr>
<th>Types</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intel Core i3 series</td>
</tr>
<tr>
<td>Intel Core i5 series</td>
</tr>
<tr>
<td>Intel Core i7 series</td>
</tr>
</tbody>
</table>

- L3 cache up to 4 MB
- External bus frequency 1333 MHz

### Memory

<table>
<thead>
<tr>
<th>Feature</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Memory connector</td>
<td>two SODIMM slots</td>
</tr>
<tr>
<td>Memory capacity</td>
<td>1 GB, 2 GB, or 4 GB</td>
</tr>
<tr>
<td>Memory type</td>
<td>DDR3 SDRAM (1600 MHz)</td>
</tr>
<tr>
<td>Minimum memory</td>
<td>2 GB</td>
</tr>
<tr>
<td>Maximum memory</td>
<td>16 GB</td>
</tr>
</tbody>
</table>

### Audio

<table>
<thead>
<tr>
<th>Feature</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>four-channel high-definition audio</td>
</tr>
<tr>
<td>Controller</td>
<td>IDT92HD93</td>
</tr>
<tr>
<td>Stereo conversion</td>
<td>24-bit (analog-to-digital and digital-to-analog)</td>
</tr>
<tr>
<td>Interface:</td>
<td></td>
</tr>
</tbody>
</table>
## Audio

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal</td>
<td>high-definition audio</td>
</tr>
<tr>
<td>External</td>
<td>microphone-in/stereo headphones/external speakers connector</td>
</tr>
<tr>
<td>Speakers</td>
<td>two</td>
</tr>
<tr>
<td>Internal speaker amplifier</td>
<td>1 W (RMS) per channel</td>
</tr>
<tr>
<td>Volume controls</td>
<td>keyboard function keys, program menus</td>
</tr>
</tbody>
</table>

## Video

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>integrated on system board</td>
</tr>
<tr>
<td>Controller</td>
<td>Intel HD Graphics</td>
</tr>
</tbody>
</table>

## Communications

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network adapter</td>
<td>10/100/1000 Mb/s Ethernet (RJ-45)</td>
</tr>
<tr>
<td>Wireless</td>
<td>internal wireless local area network (WLAN) and wireless wide area network (WWAN)</td>
</tr>
</tbody>
</table>

## Ports and Connectors

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audio</td>
<td>one microphone/stereo headphone/speakers connector</td>
</tr>
<tr>
<td>Video: Latitude E6230</td>
<td>one 19-pin HDMI connector and one VGA connector</td>
</tr>
<tr>
<td>Latitude E6330</td>
<td>one 19-pin mini-HDMI connector and one VGA connector</td>
</tr>
<tr>
<td>Network adapter</td>
<td>one RJ-45 connector</td>
</tr>
<tr>
<td>USB</td>
<td>two USB 3.0-compliant connectors and one eSATA/USB 2.0 compliant- connector</td>
</tr>
<tr>
<td>Memory card reader</td>
<td>one 8-in-1 memory card reader</td>
</tr>
<tr>
<td>Docking port</td>
<td>one</td>
</tr>
<tr>
<td>Subscriber Identity Module (SIM) card</td>
<td>one</td>
</tr>
</tbody>
</table>

## Contactless Smart Card

<table>
<thead>
<tr>
<th>Supported Smart Cards/Technologies</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISO14443A</td>
<td>— 106 kbps, 212 kbps, 424 kbps, and 848 kbps</td>
</tr>
<tr>
<td>ISO14443B</td>
<td>— 106 kbps, 212 kbps, 424 kbps, and 848 kbps</td>
</tr>
<tr>
<td>ISO15693</td>
<td>— 106 kbps, 212 kbps, 424 kbps, and 848 kbps</td>
</tr>
<tr>
<td>HID iClass FIPS201</td>
<td>NXP Desfire</td>
</tr>
</tbody>
</table>

## Display

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>HD, WLED</td>
</tr>
<tr>
<td>Size</td>
<td>12.5”</td>
</tr>
</tbody>
</table>

Latitude E6230
<table>
<thead>
<tr>
<th>Display</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Latitude E6330</td>
<td>13.3”</td>
</tr>
<tr>
<td>Dimensions:</td>
<td></td>
</tr>
<tr>
<td>Latitude E6230</td>
<td></td>
</tr>
<tr>
<td>Height</td>
<td>300.90 mm (11.84 inches)</td>
</tr>
<tr>
<td>Width</td>
<td>180.00 mm (7.08 inches)</td>
</tr>
<tr>
<td>Diagonal</td>
<td>317.30 mm (12.49 inches)</td>
</tr>
<tr>
<td>Active area (X/Y)</td>
<td>276.61mm x 155.52 mm</td>
</tr>
<tr>
<td>Latitude E6330</td>
<td></td>
</tr>
<tr>
<td>Height</td>
<td>314.10 mm (12.36 inches)</td>
</tr>
<tr>
<td>Width</td>
<td>188.70 mm (7.42 inches)</td>
</tr>
<tr>
<td>Diagonal</td>
<td>336.60 mm (13.25 inches)</td>
</tr>
<tr>
<td>Active area (X/Y)</td>
<td>293.42 mm x 164.97 mm</td>
</tr>
<tr>
<td>Maximum resolution</td>
<td>1366 x 768 pixels at 263 K colors</td>
</tr>
<tr>
<td>Maximum Brightness</td>
<td>200 nits</td>
</tr>
<tr>
<td>Operating angle</td>
<td>0° (closed) to 135°</td>
</tr>
<tr>
<td>Refresh rate</td>
<td>60 Hz</td>
</tr>
<tr>
<td>Minimum Viewing angles:</td>
<td></td>
</tr>
<tr>
<td>Horizontal</td>
<td>+/- 40°</td>
</tr>
<tr>
<td>Vertical</td>
<td>+10°/-30°</td>
</tr>
<tr>
<td>Pixel pitch</td>
<td>0.2148 mm</td>
</tr>
<tr>
<td>Keyboard</td>
<td></td>
</tr>
<tr>
<td>Number of keys</td>
<td>United States: 86 keys, United Kingdom: 87 keys, Brazil: 87 keys, and Japan: 90 keys</td>
</tr>
<tr>
<td>Layout</td>
<td>QWERTY/AZERTY/Kanji</td>
</tr>
<tr>
<td>Touchpad</td>
<td></td>
</tr>
<tr>
<td>Active Area:</td>
<td></td>
</tr>
<tr>
<td>X-axis</td>
<td>80.00 mm</td>
</tr>
<tr>
<td>Y-axis</td>
<td>40.70 mm</td>
</tr>
<tr>
<td>Battery</td>
<td></td>
</tr>
<tr>
<td>Type</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3-cell (32 WHr) Lithium-ion battery with ExpressCharge</td>
</tr>
<tr>
<td></td>
<td>6-cell (65 WHr) Lithium-ion battery with ExpressCharge</td>
</tr>
</tbody>
</table>
### Battery

- 6-cell (58 W hr) Lithium-ion battery

**Dimensions:**

**3-cell**

<table>
<thead>
<tr>
<th>Depth</th>
<th>29.97 mm (1.18 inches)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Height</td>
<td>19.80 mm (0.78 inch)</td>
</tr>
<tr>
<td>Width</td>
<td>208.00 mm (8.19 inches)</td>
</tr>
</tbody>
</table>

**6-cell**

<table>
<thead>
<tr>
<th>Depth</th>
<th>54.10 mm (2.13 inches)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Height</td>
<td>20.85 mm (0.82 inch)</td>
</tr>
<tr>
<td>Width</td>
<td>214.00 mm (8.43 inches)</td>
</tr>
</tbody>
</table>

**Weight:**

<table>
<thead>
<tr>
<th>3-cell</th>
<th>172.37 g (0.38 lb)</th>
</tr>
</thead>
<tbody>
<tr>
<td>6-cell</td>
<td>335.66 g (0.74 lb)</td>
</tr>
</tbody>
</table>

**Voltage**

11.10 VDC

**Temperature range:**

- **Operating:** 0 °C to 35 °C (32 °F to 95 °F)
- **Non-Operating:** –40 °C to 65 °C (–40 °F to 149 °F)

**Coin-cell battery**

3 V CR2032 lithium coin cell

### AC Adapter

<table>
<thead>
<tr>
<th>Type</th>
<th>65 W and 90 W</th>
</tr>
</thead>
<tbody>
<tr>
<td>Input voltage</td>
<td>100 VAC to 240 VAC</td>
</tr>
<tr>
<td>Input current (maximum)</td>
<td>1.50 A/1.60 A/1.70 A</td>
</tr>
<tr>
<td>Input frequency</td>
<td>50 Hz to 60 Hz</td>
</tr>
<tr>
<td>Output power</td>
<td>65 W and 90 W</td>
</tr>
<tr>
<td>Output current</td>
<td>3.34 A and 4.62 A (continuous)</td>
</tr>
<tr>
<td>Rated output voltage</td>
<td>19.5 +/- 1.0 VDC</td>
</tr>
</tbody>
</table>

**Temperature range:**

- **Operating:** 0 °C to 40 °C (32 °F to 104 °F)
- **Non-Operating:** –40 °C to 70 °C (–40 °F to 158 °F)
<table>
<thead>
<tr>
<th>Physical</th>
<th>Latitude E6230</th>
<th>Latitude E6330</th>
</tr>
</thead>
<tbody>
<tr>
<td>Height</td>
<td>22.40 mm to 24.70 mm (0.88 inch to 0.97 inch)</td>
<td>25.40 mm to 30.10 mm (1 inch to 1.19 inches)</td>
</tr>
<tr>
<td>Width</td>
<td>309.00 mm (12.16 inches)</td>
<td>335.00 mm (13.19 inches)</td>
</tr>
<tr>
<td>Depth</td>
<td>226.00 mm (8.89 inches)</td>
<td>223.30 mm (8.79 inches)</td>
</tr>
<tr>
<td>Weight</td>
<td>1.43 kg (3.14 lb)</td>
<td>1.65 kg (3.64 lb)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Environmental</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Temperature:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operating</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Latitude E6230</td>
<td>10 °C to 35 °C (50 °F to 95 °F)</td>
<td></td>
</tr>
<tr>
<td>Latitude E6330</td>
<td>0 °C to 35 °C (32 °F to 95 °F)</td>
<td></td>
</tr>
<tr>
<td>Storage</td>
<td>−40 °C to 65 °C (−40 °F to 149 °F)</td>
<td></td>
</tr>
<tr>
<td>Relative humidity (maximum):</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operating</td>
<td>10 % to 90 % (non condensing)</td>
<td></td>
</tr>
<tr>
<td>Storage</td>
<td>5 % to 95 % (non condensing)</td>
<td></td>
</tr>
<tr>
<td>Altitude (maximum):</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operating</td>
<td>−15.24 m to 3048 m (−50 ft to 10,000 ft)</td>
<td></td>
</tr>
<tr>
<td>Non-Operating</td>
<td>−15.24 m to 10,668 m (−50 ft to 35,000 ft)</td>
<td></td>
</tr>
<tr>
<td>Airborne contaminant level</td>
<td>G1 as defined by ISA-71.04–1985</td>
<td></td>
</tr>
</tbody>
</table>
Contacting Dell

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

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

1. Visit dell.com/support
2. Select your support category.
3. Verify your country or region in the Choose a Country/Region drop-down menu at the top of page.
4. Select the appropriate service or support link based on your need.