

Dell Vostro 15-3562

Owner's Manual



Notes, cautions, and warnings

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

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

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

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Working on your computer

Safety instructions

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: 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.

⚠ 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.

Before working inside your computer

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

- 1 Ensure that you follow the [Safety instructions](#).
- 2 Ensure that your work surface is flat and clean to prevent the computer cover from being scratched.
- 3 Turn off your computer (see [Turning off your computer](#)).
- 4 If the computer is connected to a docking device (docked), undock it.

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

- 5 Disconnect all network cables from the computer.
- 6 Disconnect your computer and all attached devices from their electrical outlets.
- 7 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.

- 8 Remove the main battery.
- 9 Turn the computer top-side up.

- 10 Open the display.
- 11 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.

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

Turning off your computer

Turning off your computer — Windows 10

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

- 1 Click or tap .
- 2 Click or tap  and then click or tap **Shut down**.

NOTE: 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 6 seconds to turn them off.

After working inside your computer

After you complete any replacement procedure, ensure that you connect 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 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

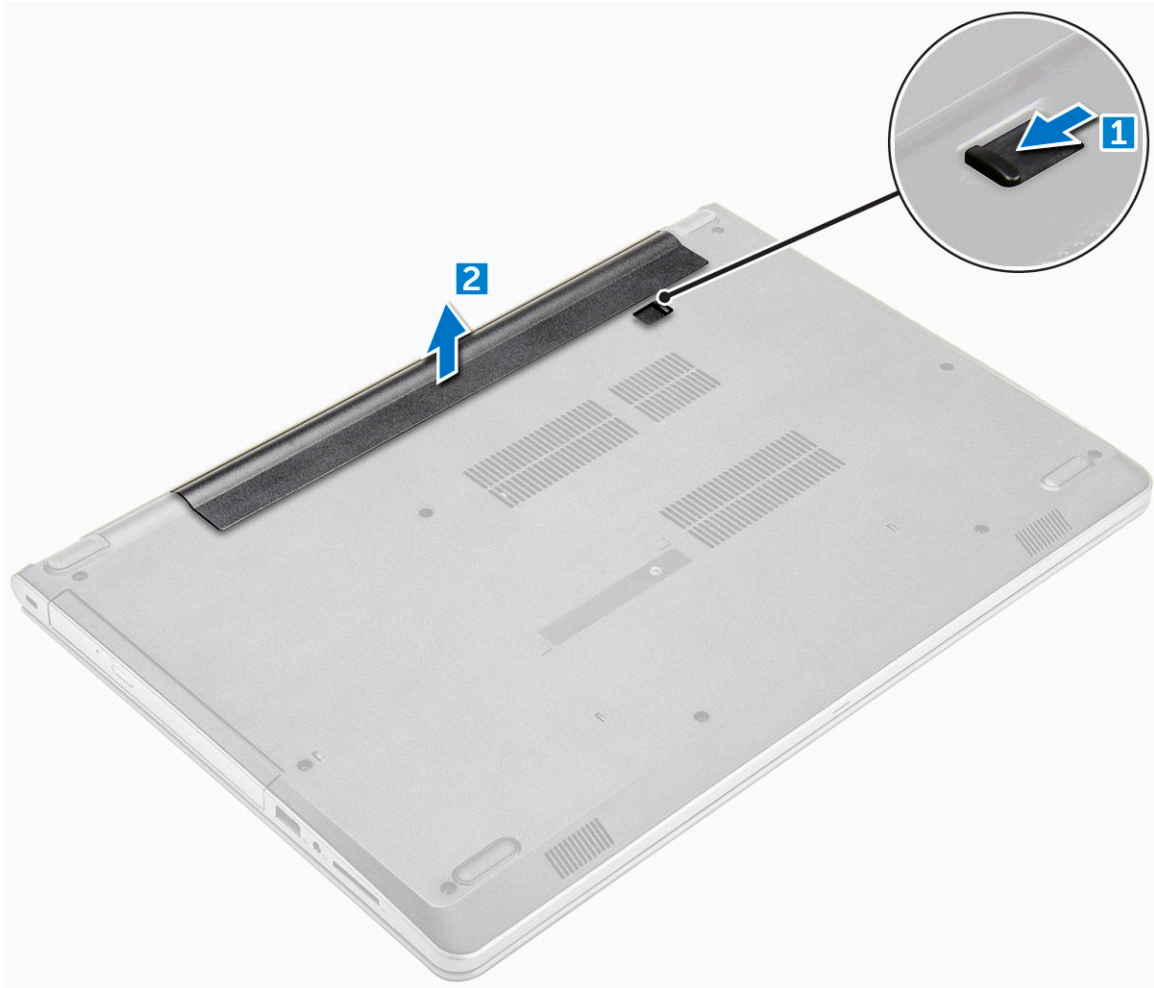
The procedures in this document require the following tools:

- Phillips #0 screwdriver
- Phillips #1 screwdriver
- Small plastic scribe

Battery

Removing the battery

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 To remove the battery:
 - a Slide the release latch to release the battery [1].
 - b Remove the battery from the computer [2].



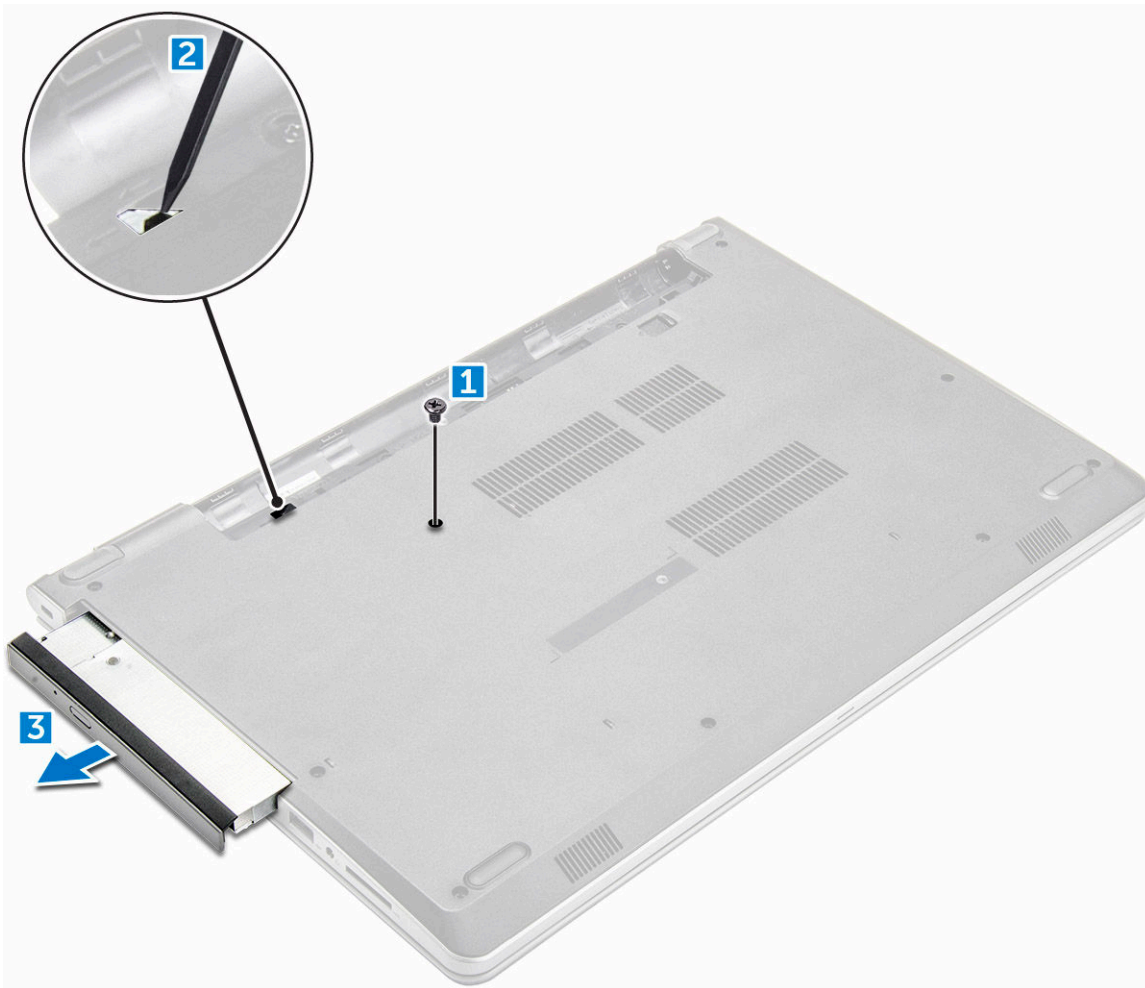
Installing the battery

- 1 Insert the battery into the slot and press until it clicks into place.
- 2 Follow the procedures in [After working inside your computer](#).

Optical drive

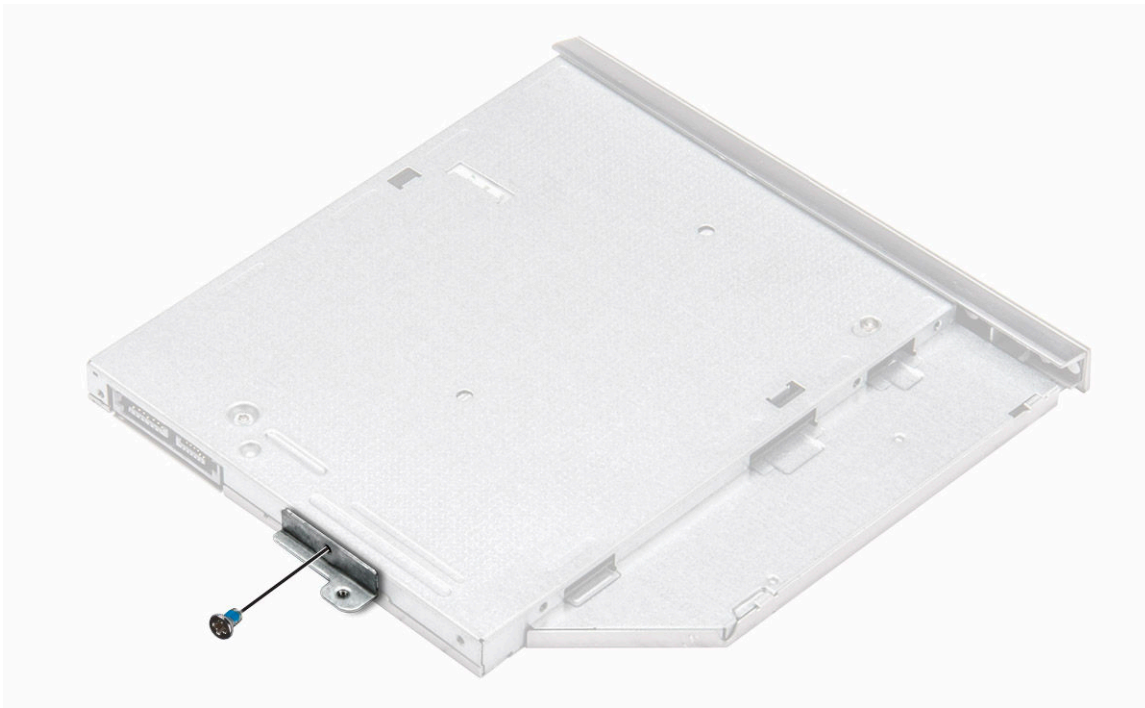
Removing the optical drive

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the [battery](#).
- 3 To remove the optical drive:
 - a Remove the M2L3 screw that secures the optical drive to the computer [1].
 - b Using a plastic scribe, push the tab in the direction of the arrow indicated on the chassis. [2].
 - c Slide the optical drive out of the computer [3].



Removing the optical drive bracket

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [battery](#)
 - b [optical drive](#)
- 3 To remove the optical drive from the bracket:
 - a Remove the M2L2(Big head05) screw that secures the optical drive bracket.
 - b Remove the optical drive bracket from the optical drive .



Installing the optical drive bracket

- 1 Install the optical drive bracket.
- 2 Tighten the M2L2(Big head05) screw to secure the optical drive bracket.
- 3 Install the:
 - a optical drive
 - b battery
- 4 Follow the procedure in [After working inside your computer](#).

Installing the optical drive

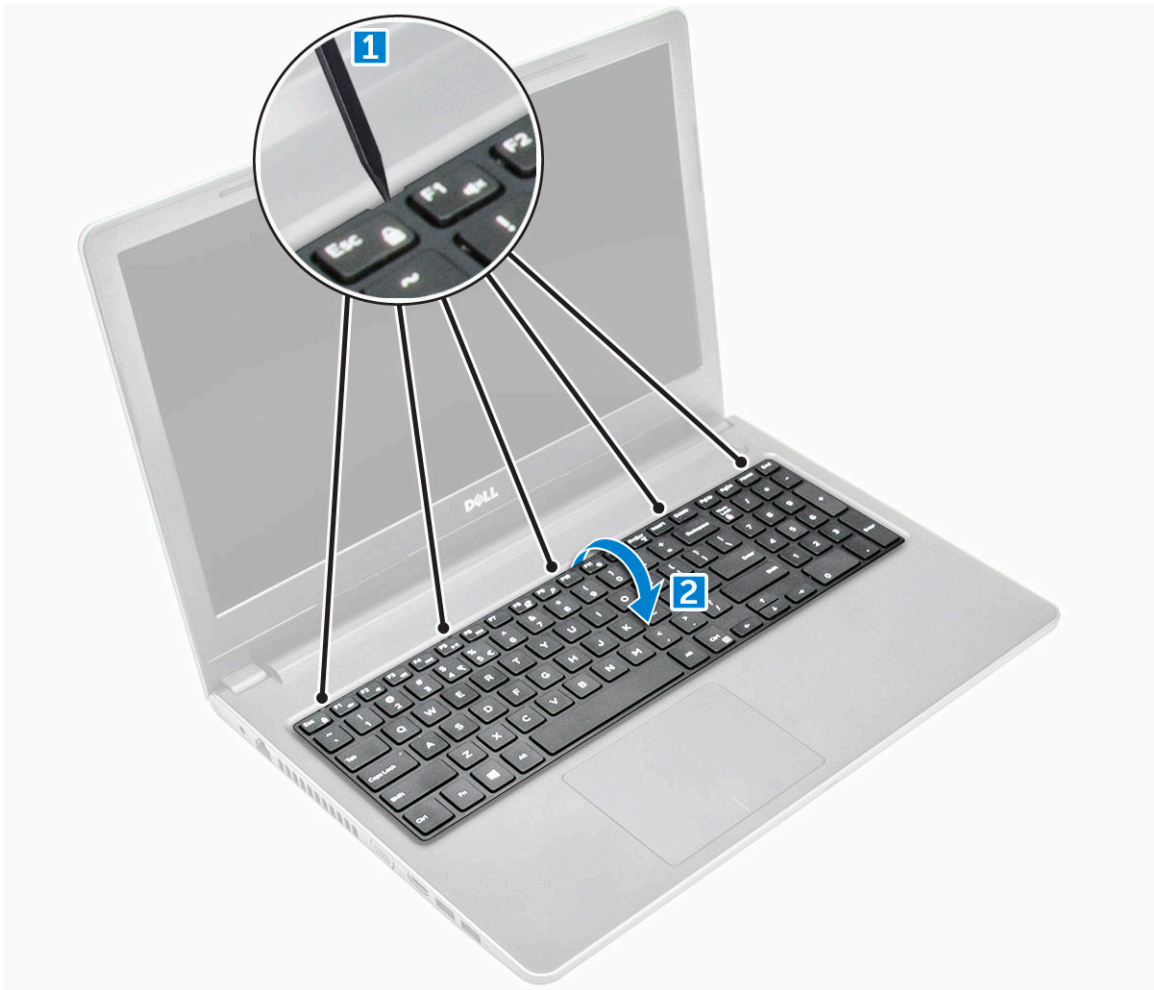
- 1 Insert the optical drive into the slot until it clicks into place.
- 2 Tighten the M2L3 screw to secure the optical drive to the computer.
- 3 Install the [battery](#).
- 4 Follow the procedure in [After working inside your computer](#).

Keyboard

Removing the keyboard

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the [battery](#).
- 3 To remove the keyboard:
 - a Using a plastic scribe, release the five tabs from the slots located above the keyboard [1].
 - b Flip the keyboard on the palm rest to access the keyboard connector cable under the keyboard [2].





- 4 To remove the keyboard cable:
 - a Disconnect the keyboard cable from the system board.
 - b Remove the keyboard from the computer.



Installing the keyboard

- 1 Connect the keyboard cable to the connector on the system board.
- 2 Slide the keyboard to align it with the tabs.
- 3 Press along the top edges to lock the keyboard in place.
- 4 Install the [battery](#).
- 5 Follow the procedure in [After working inside your computer](#).

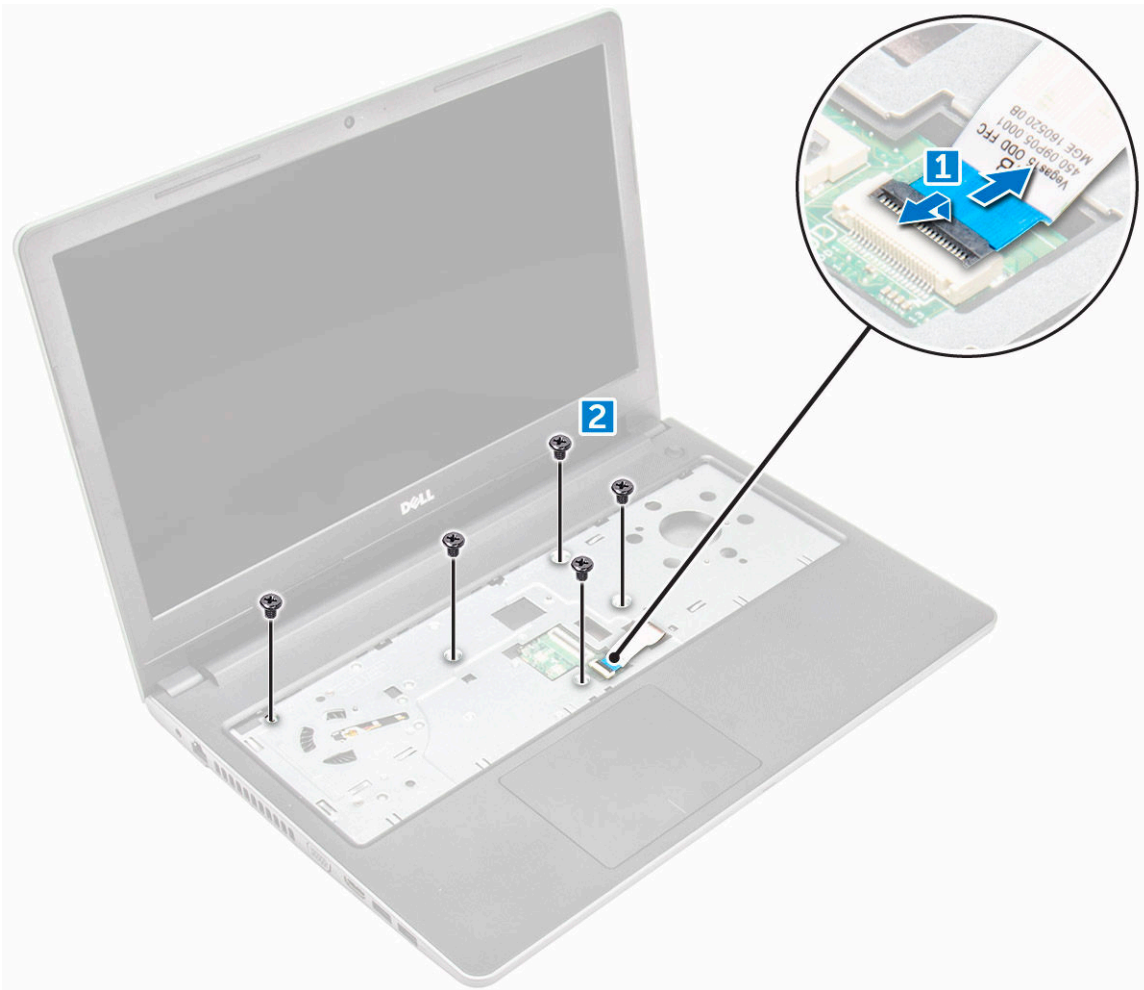
Base cover

Removing the base cover

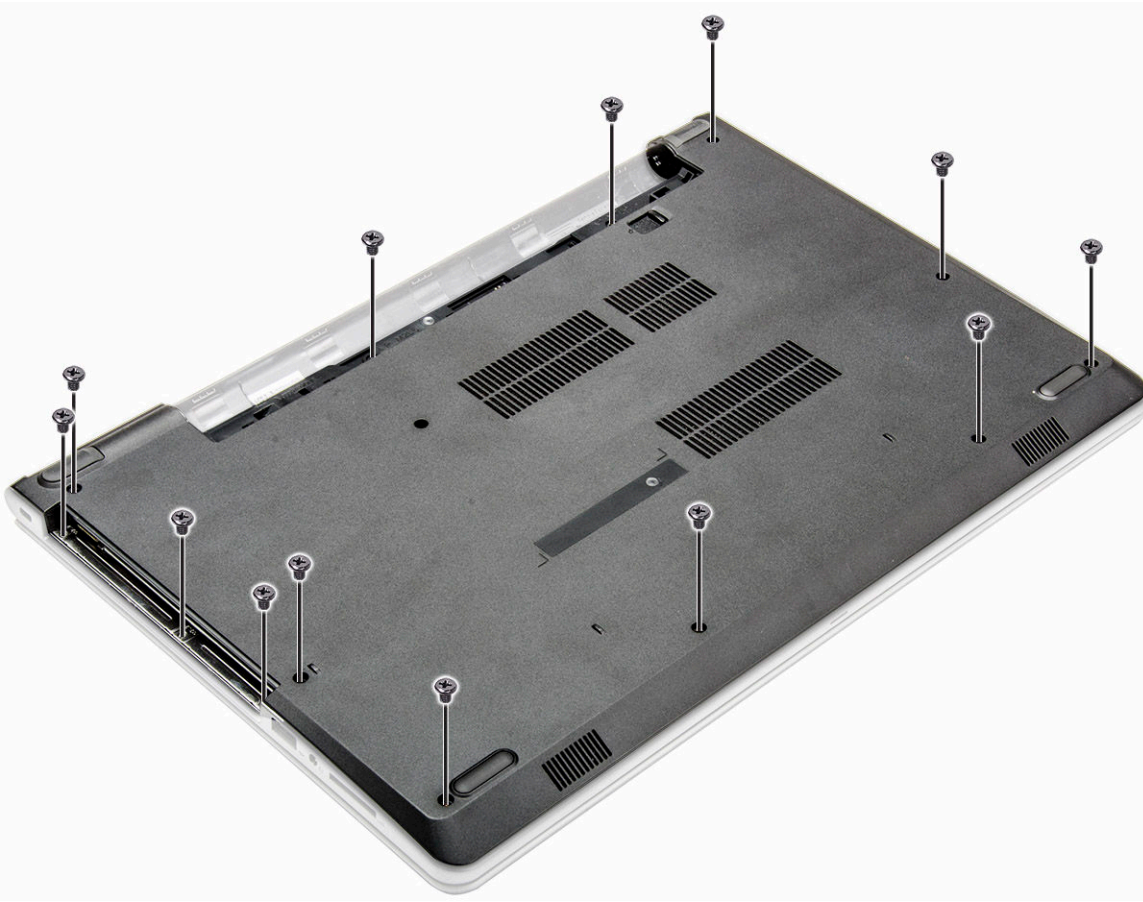
- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [battery](#)
 - b [optical drive](#)
 - c [keyboard](#)
- 3 To remove the base cover:
 - a Disconnect the optical drive connector and lift it to remove it from the system board [1].



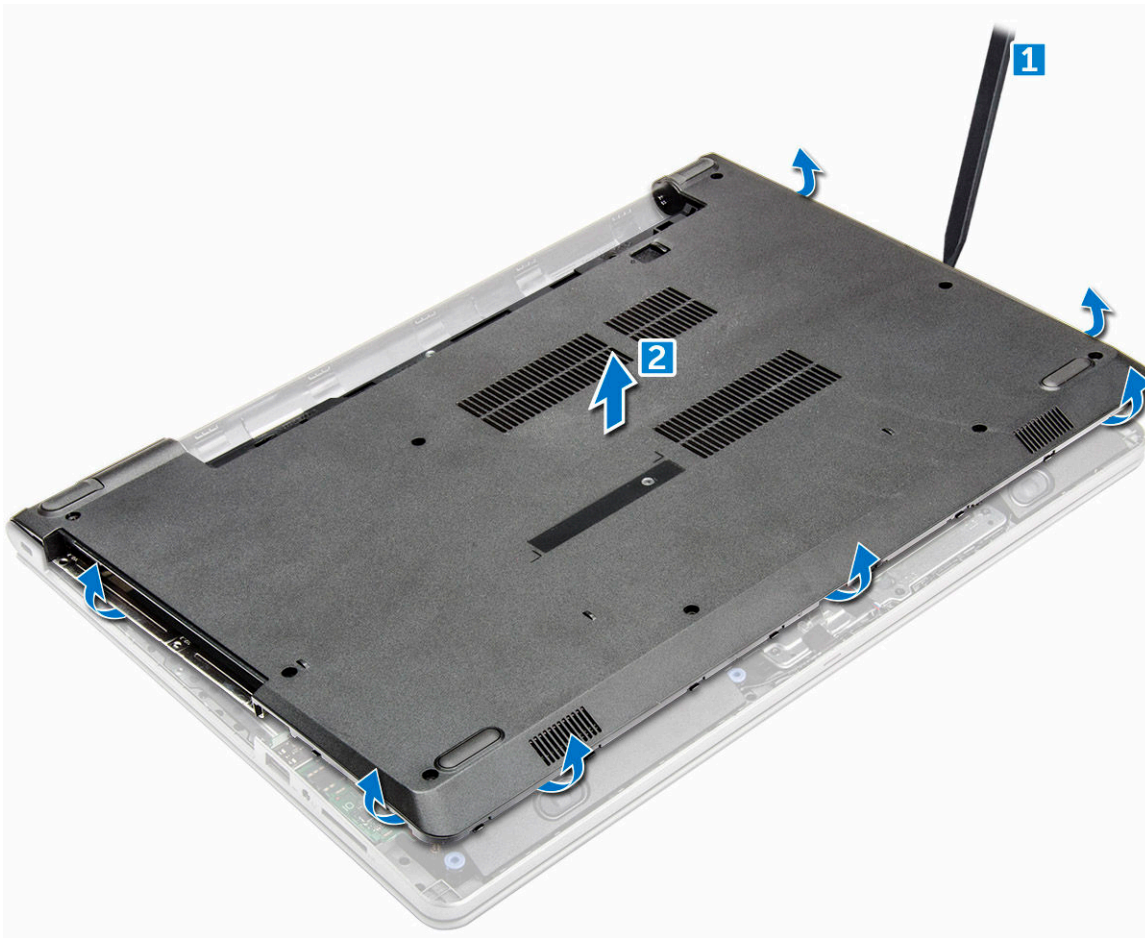
b Remove the M2L5 screws that secure the base cover [2].



4 Flip the computer and remove the screws (8 screws - M2.5L8; 3 screws - M2L2; 2 screws- M2L2) that secure the base cover to the computer.



- 5 To remove the base cover:
 - a Use a scribe to pry the edges of the base cover [1].
 - b Lift the base cover and remove it from the computer [2].



Installing the base cover

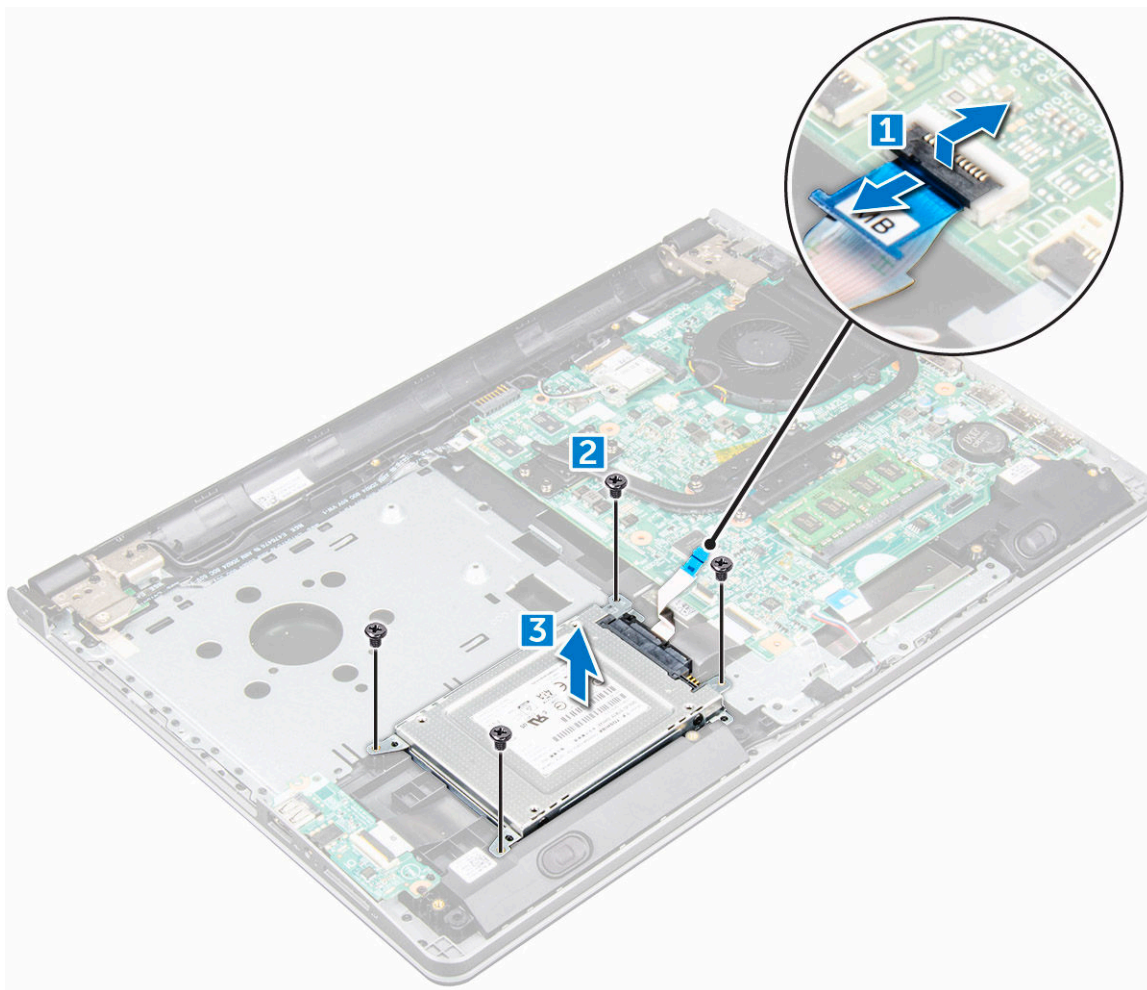
- 1 Align the base cover with the screw holders on the computer.
- 2 Press the edges of the cover until it clicks into place.
- 3 Tighten the (8 screws - M2.5L8; 3 screws - M2L2; 2 screws- M2L2) screws to secure the base cover to the computer.
- 4 Flip the computer over.
- 5 Open the display and connect the optical drive connector to the system board.
- 6 Tighten the screws to secure the base cover to the palm rest.
- 7 Install the:
 - a keyboard
 - b optical drive
 - c battery
- 8 Follow the procedure in [After working inside your computer](#).

Hard drive

Removing the hard drive assembly

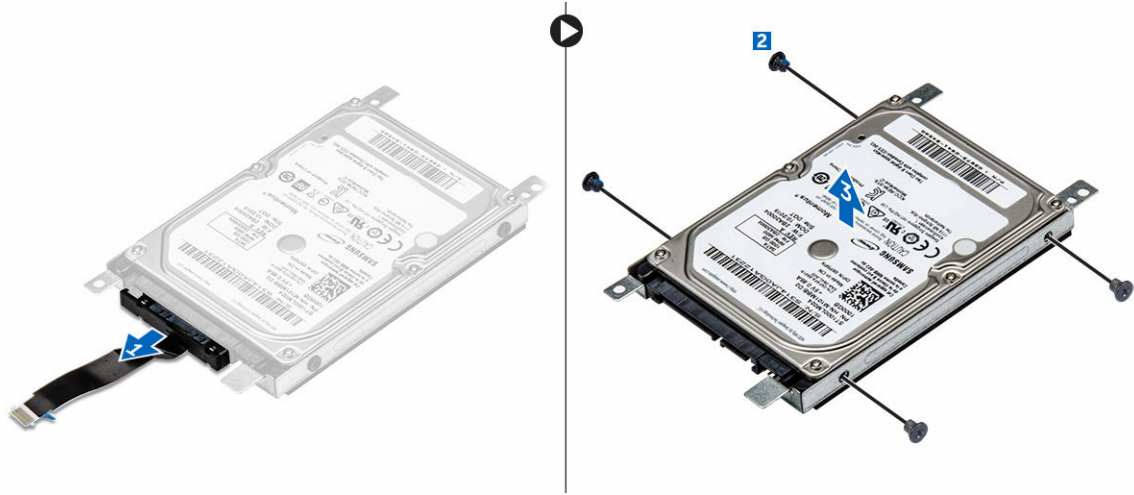
- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a battery

- b optical drive
 - c keyboard
 - d base cover
- 3 To remove the hard drive assembly:
- a Disconnect the hard drive cable from the connector on the system board [1].
 - b Remove the M2L3 screws that secure the hard drive assembly to the computer [2].
 - c Lift the hard drive assembly away from the computer [3].



Removing the hard drive from the hard drive bracket

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
- a battery
 - b optical drive
 - c keyboard
 - d base cover
 - e hard drive assembly
- 3 To remove the hard drive from the hard drive assembly:
- a Pull the hard drive cable connector to remove it from the hard drive [1].
 - b Remove the M3L3 screws that secure the hard drive bracket to the hard drive [2].
 - c Lift the hard drive from the hard drive bracket [3].



Installing the hard drive into the hard drive bracket

- 1 Align the screw holders and insert the hard drive into the hard drive bracket.
- 2 Tighten the M3L3 screws to secure the hard drive to the hard drive bracket.
- 3 Connect the hard drive cable connector to the hard drive.
- 4 Install the:
 - a [hard drive assembly](#)
 - b [base cover](#)
 - c [keyboard](#)
 - d [optical drive](#)
 - e [battery](#)
- 5 Follow the procedure in [After working inside your computer](#)

Installing the hard drive assembly

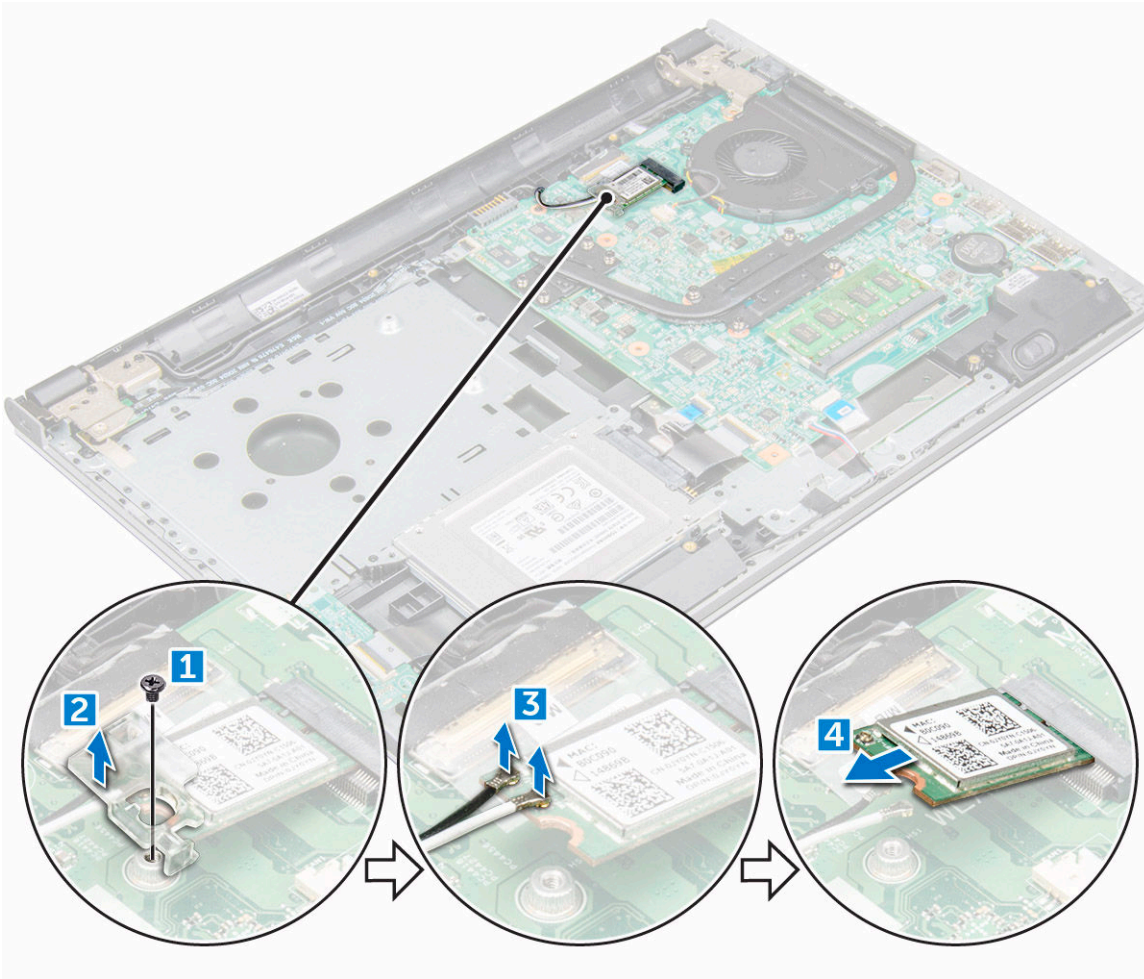
- 1 Insert the hard drive assembly into the slot on the computer.
- 2 Tighten the M2L3 screws to secure the hard drive assembly to the computer.
- 3 Connect the hard drive cable to the connector on the system board.
- 4 Install the:
 - a [base cover](#)
 - b [keyboard](#)
 - c [optical drive](#)
 - d [battery](#)
- 5 Follow the procedures in [After working inside your computer](#).

WLAN card

Removing the WLAN card

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [battery](#)
 - b [optical drive](#)

- c keyboard
 - d base cover
- 3 To remove the WLAN card:
- a Remove the M2L3 screw that secures the tab to the WLAN card [1].
 - b Lift the tab that secures the WLAN card [2].
 - c Disconnect the WLAN cables from the connectors on the WLAN card [3].
 - d Slide the WLAN card from the connector on the system board [3].



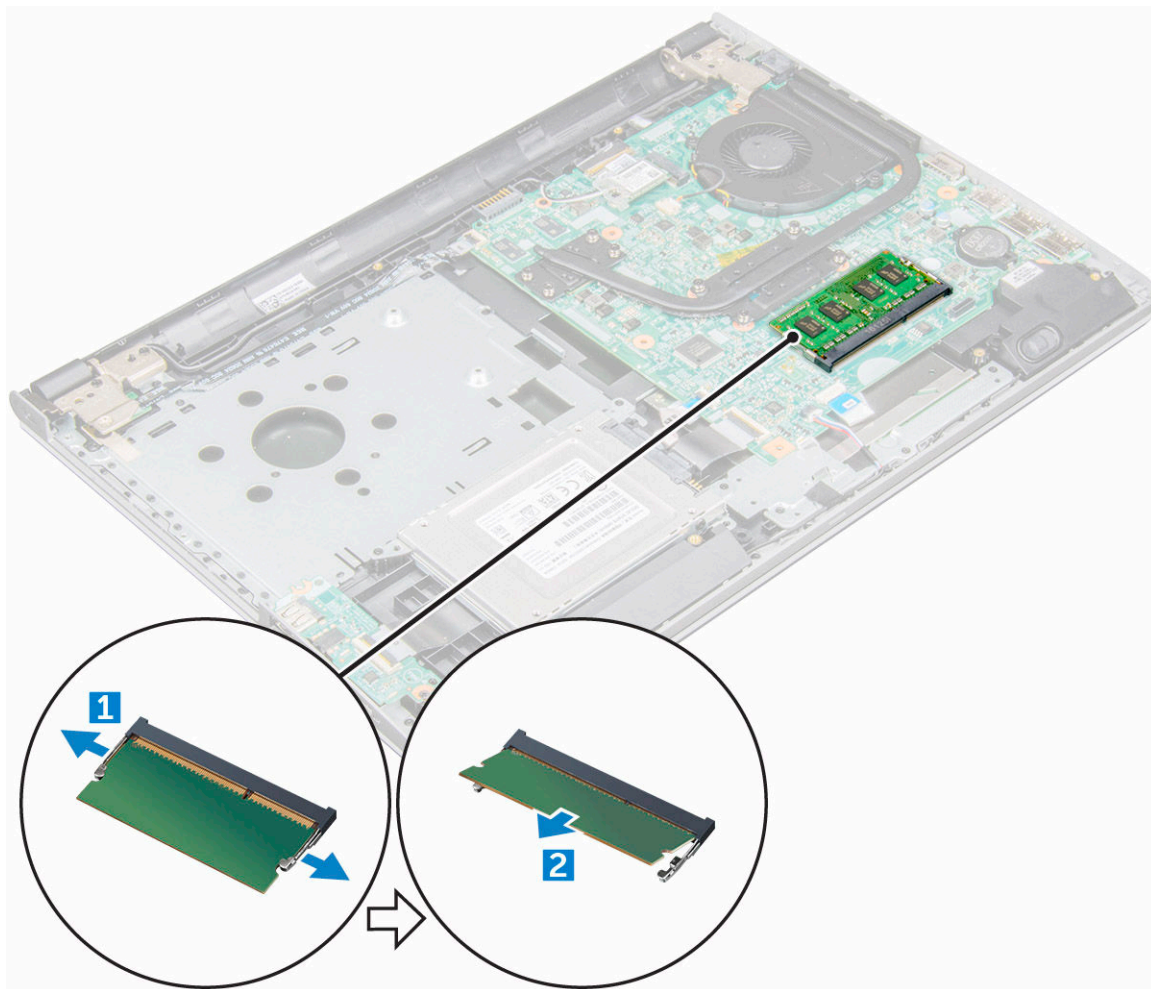
Installing the WLAN card

- 1 Install the WLAN card to the connector on the system board.
- 2 Connect the WLAN cables to the connectors on the WLAN card.
- 3 Place the securing tab on the WLAN card and tighten the M2L3 screw on the computer.
- 4 Install the:
 - a base cover
 - b keyboard
 - c optical drive
 - d battery
- 5 Follow the procedure in [After working inside your computer](#).

Memory module

Removing the memory module

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [battery](#)
 - b [optical drive](#)
 - c [keyboard](#)
 - d [base cover](#)
- 3 To remove memory module:
 - a Pull the clips securing the memory module until the memory module pops up [1].
 - b Remove the memory module from the system board [2].



Installing the memory module

- 1 Insert the memory module into the memory socket.
- 2 Press the memory module until the clips secure the memory module.
- 3 Install the:

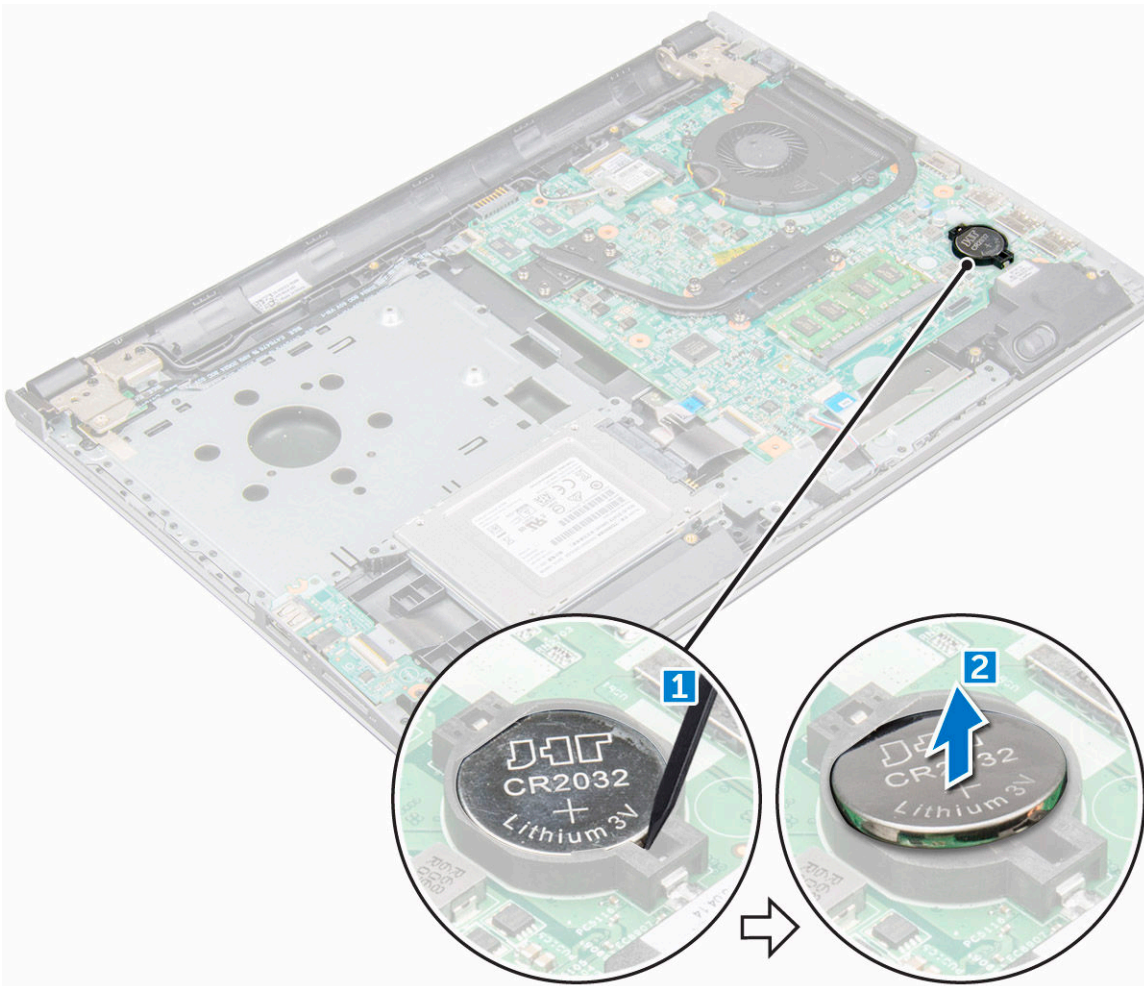
- a base cover
- b keyboard
- c optical drive
- d battery

4 Follow the procedures in [After working inside your computer](#).

Coin cell battery

Removing the coin cell battery

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a battery
 - b optical drive
 - c keyboard
 - d base cover
- 3 Use a plastic scribe to lift the battery out of the slot.



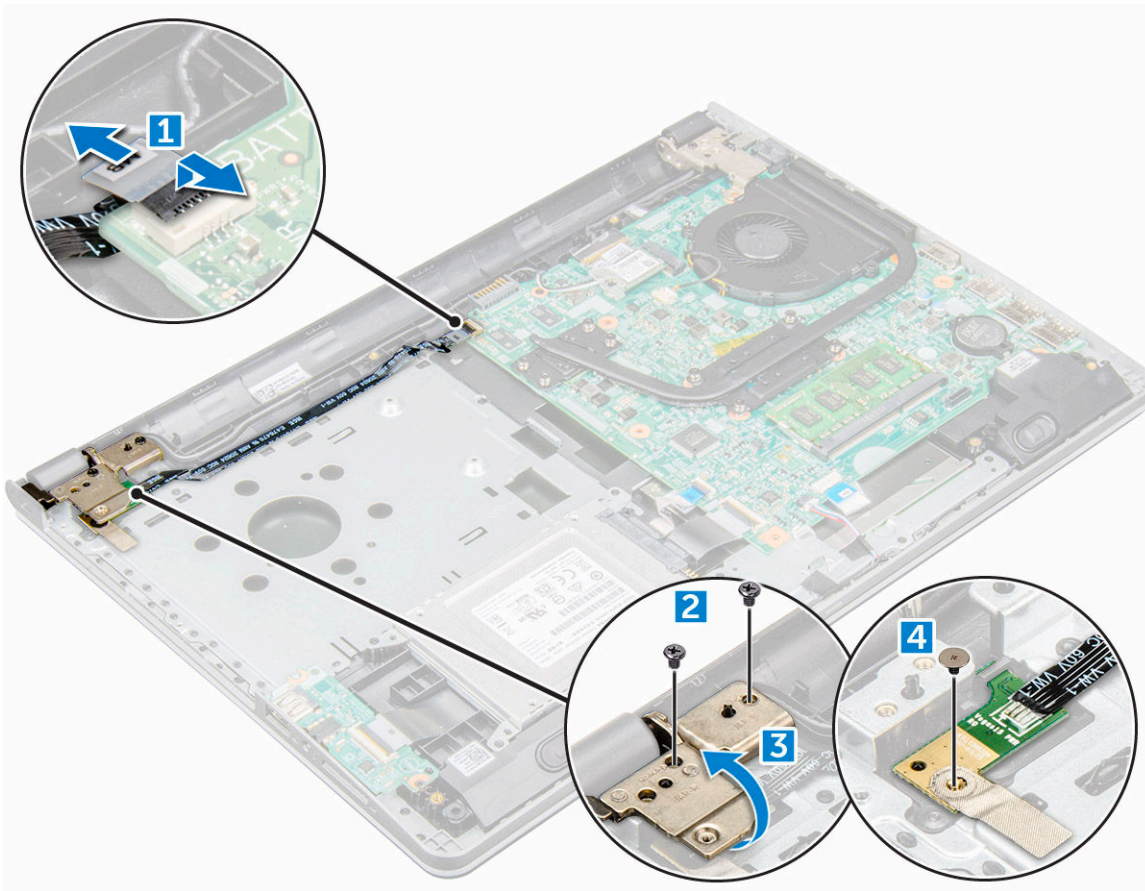
Installing the coin cell battery

- 1 Insert the coin cell battery into the battery slot.
- 2 Press the battery until it clicks into place.
- 3 Install the:
 - a [battery](#)
 - b [keyboard](#)
 - c [optical drive](#)
 - d [battery](#)
- 4 Follow the procedures in [After working inside your computer](#).

Power button board

Removing the power button board

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [battery](#)
 - b [optical drive](#)
 - c [keyboard](#)
 - d [base cover](#)
- 3 To remove the power button board:
 - a Disconnect the system board cable from the computer [1].
 - b Remove the display hinge screws (M2.5L8) from the computer [2, 3].
 - c Flip the display hinge to reveal the power button board beneath the hinge.
 - d Remove the screw [M2L2(Big head07)] that secures the power button board to the chassis [4].
 - e Peel the system board cable from the chassis and the peel the tape that holds the power button board.
 - f Slide the Power button board away from the chassis.



Installing the power button board

- 1 Place the button board on the chassis.
- 2 Affix the tape that holds the power button board.
- 3 Affix the system board cable to the chassis.
- 4 Place the power button board and tighten the screw.
- 5 Connect the system board cable to the power button board.
- 6 Tighten the screws to secure it to the power button board.
- 7 Install the:
 - a base cover
 - b keyboard
 - c optical drive
 - d battery
- 8 Follow the procedures in [After working inside your computer](#).

Heat sink

Removing the heat sink

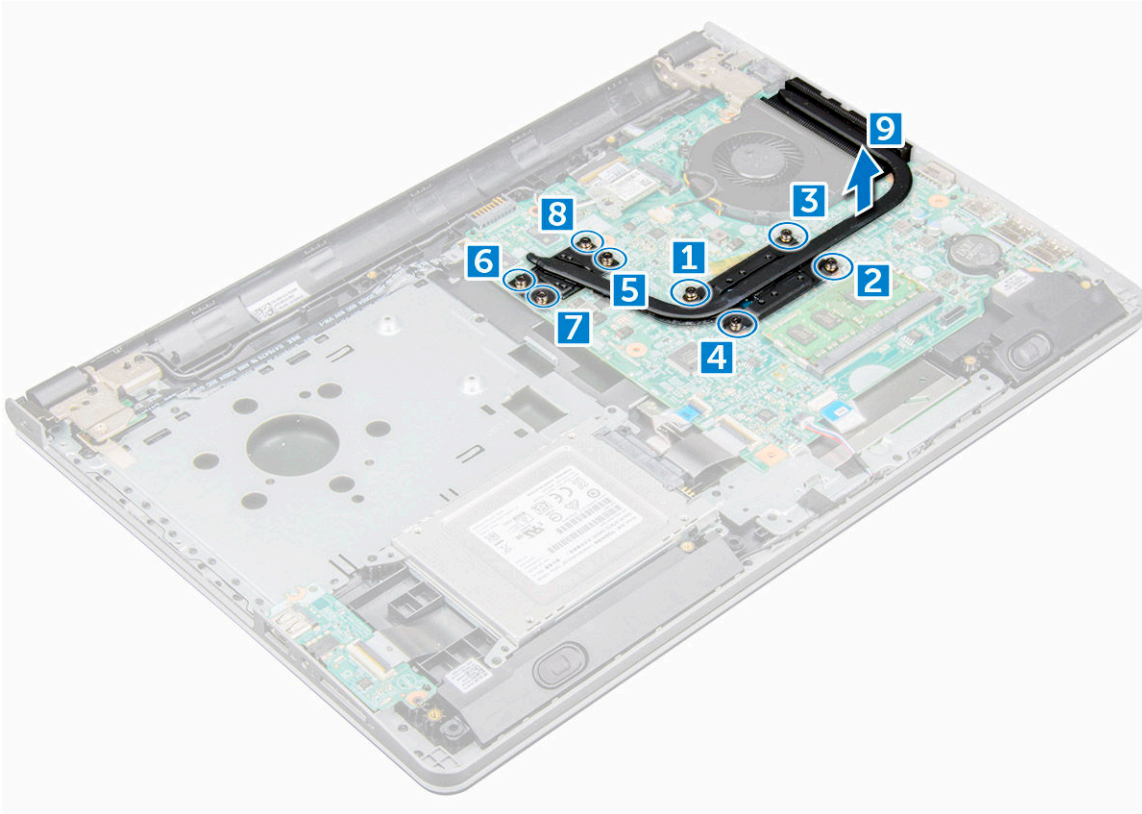
- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a battery



- b optical drive
 - c keyboard
 - d base cover
- 3 To remove the heat sink:
- a Loosen the captive screws that secure the heat sink to the system board [1, 2, 3, 4,5, 6, 7,8].

i | **NOTE:** Loosen the screws in the order of the callout numbers [1, 2, 3, 4,5, 6, 7,8]. These screws are retention screws and cannot be fully removed.

- b Remove the heat sink from the system board [9].



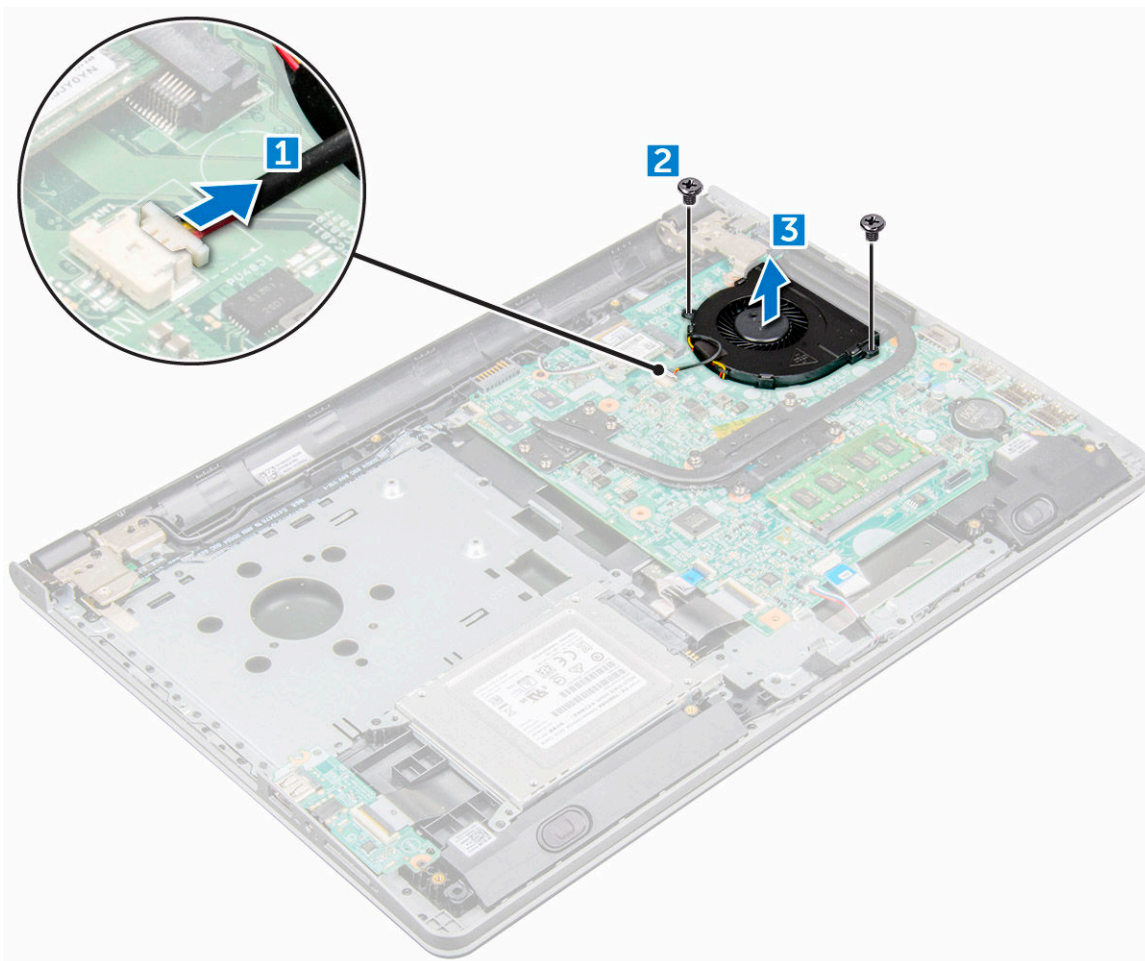
Installing the heat sink

- 1 Align the screws on the heat sink with the screw holders on the system board.
 - 2 Tighten the captive screws to secure it to the system board.
- i** | **NOTE:** Secure the screws in the order of the callout numbers [1, 2, 3, 4, 5, 6, 7, 8].
- 3 Install the:
 - a base cover
 - b keyboard
 - c optical drive
 - d battery
 - 4 Follow the procedures in [After working inside your computer](#).

System fan

Removing the system fan

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [battery](#)
 - b [optical drive](#)
 - c [keyboard](#)
 - d [base cover](#)
- 3 To remove the system fan:
 - a Disconnect the system fan connector cable from the system board [1].
 - b Remove the M2L2 screws that secure the system fan to the computer [2].
 - c Lift and remove the system fan from the chassis [3].



Installing the system fan

- 1 Align the system fan on the chassis.
- 2 Secure the system fan to the computer by tightening the M2L5 screws.
- 3 Connect the system fan connector cable to the system board connector.

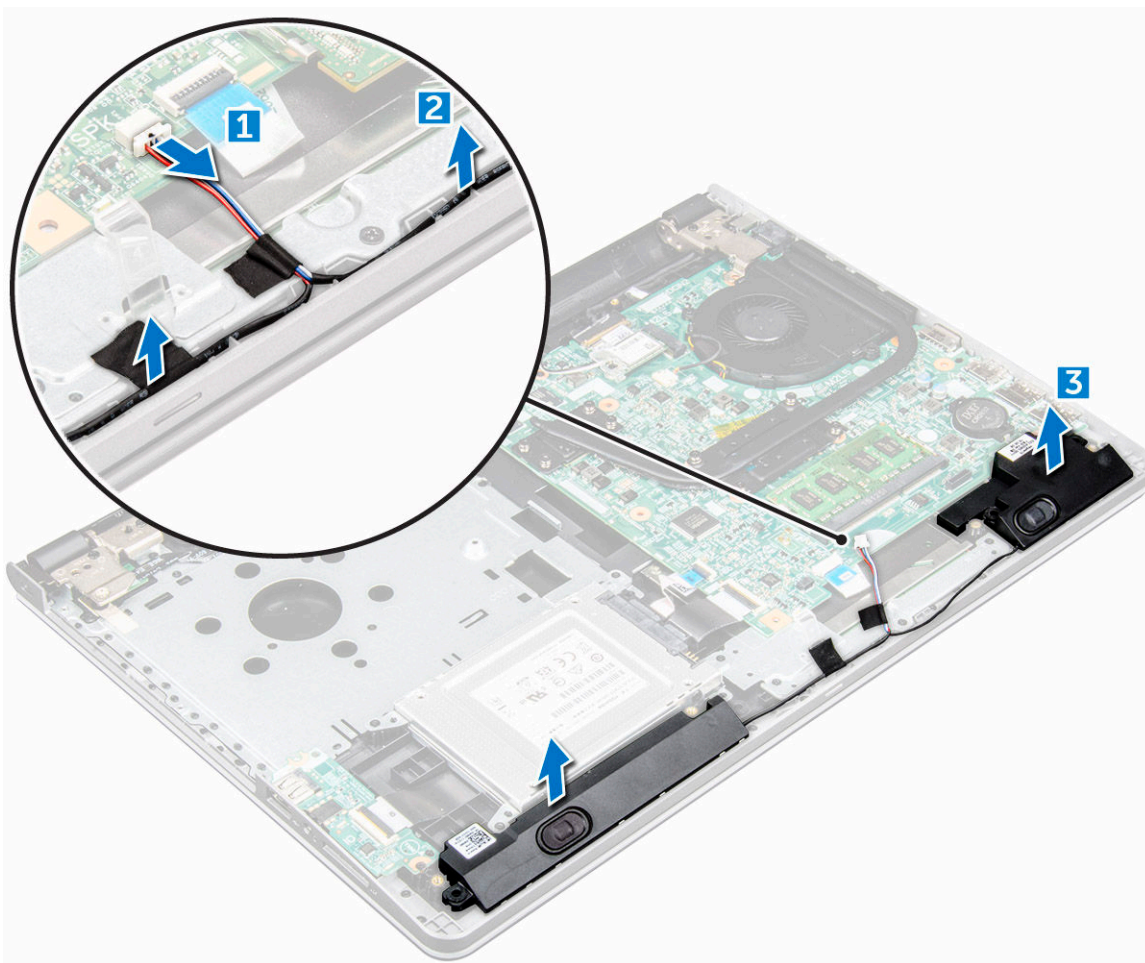


- 4 Install the:
 - a base cover
 - b keyboard
 - c optical drive
 - d battery
- 5 Follow the procedures in [After working inside your computer](#).

Speaker

Removing the speakers

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a battery
 - b optical drive
 - c keyboard
 - d base cover
- 3 To remove the speakers:
 - a Disconnect the speaker cable from the computer [1].
 - b Remove the speakers from the computer [2].



Installing the speakers

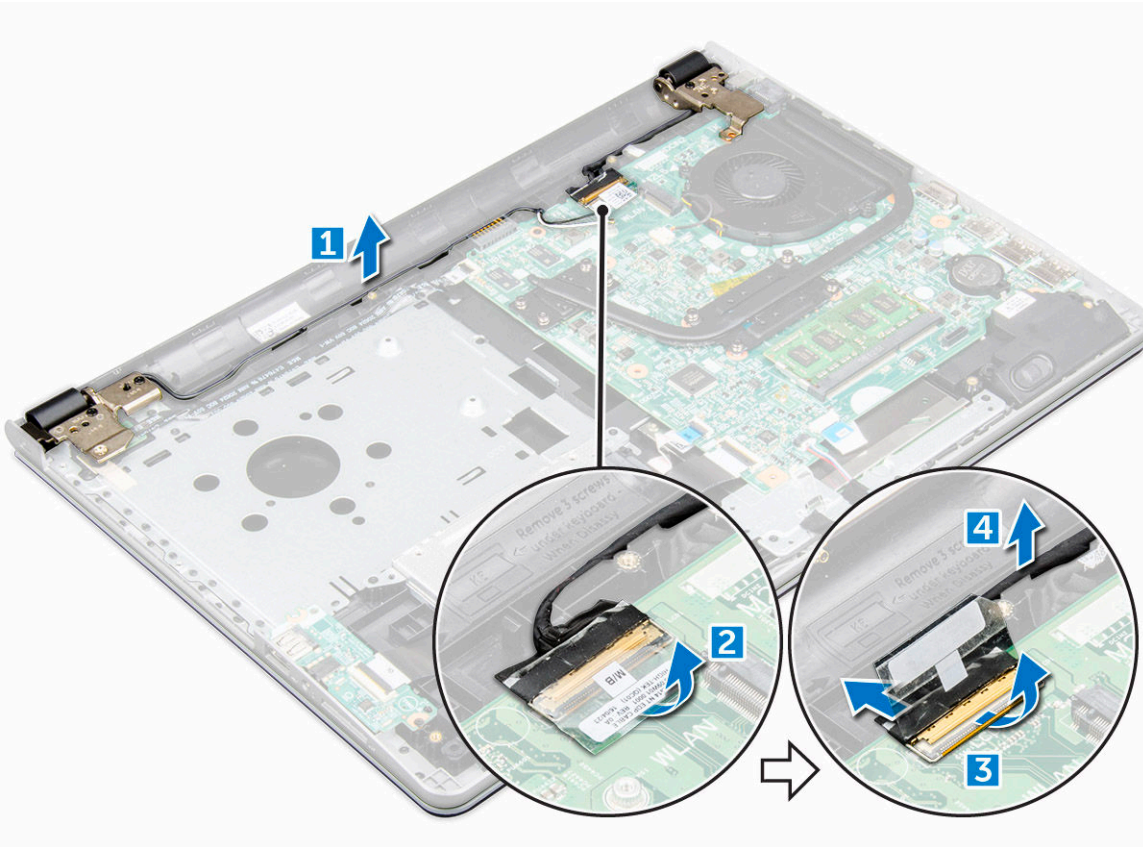
- 1 Place the speakers into the slots on the computer.
- 2 Connect the speaker cable to the system board.
- 3 Install the:
 - a [base cover](#)
 - b [keyboard](#)
 - c [optical drive](#)
 - d [battery](#)
- 4 Follow the procedure in [After working inside your computer](#)

Display assembly

Removing the display assembly

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [battery](#)
 - b [optical drive](#)
 - c [keyboard](#)
 - d [base cover](#)
 - e [hard drive assembly](#)
 - f [WLAN card](#)
- 3 To remove the display assembly:
 - a Unroute the WLAN cable [1].
 - b Peel white adhesive tape [2].
 - c Lift the locking tab [3].
 - d Disconnect the eDP cable [4].





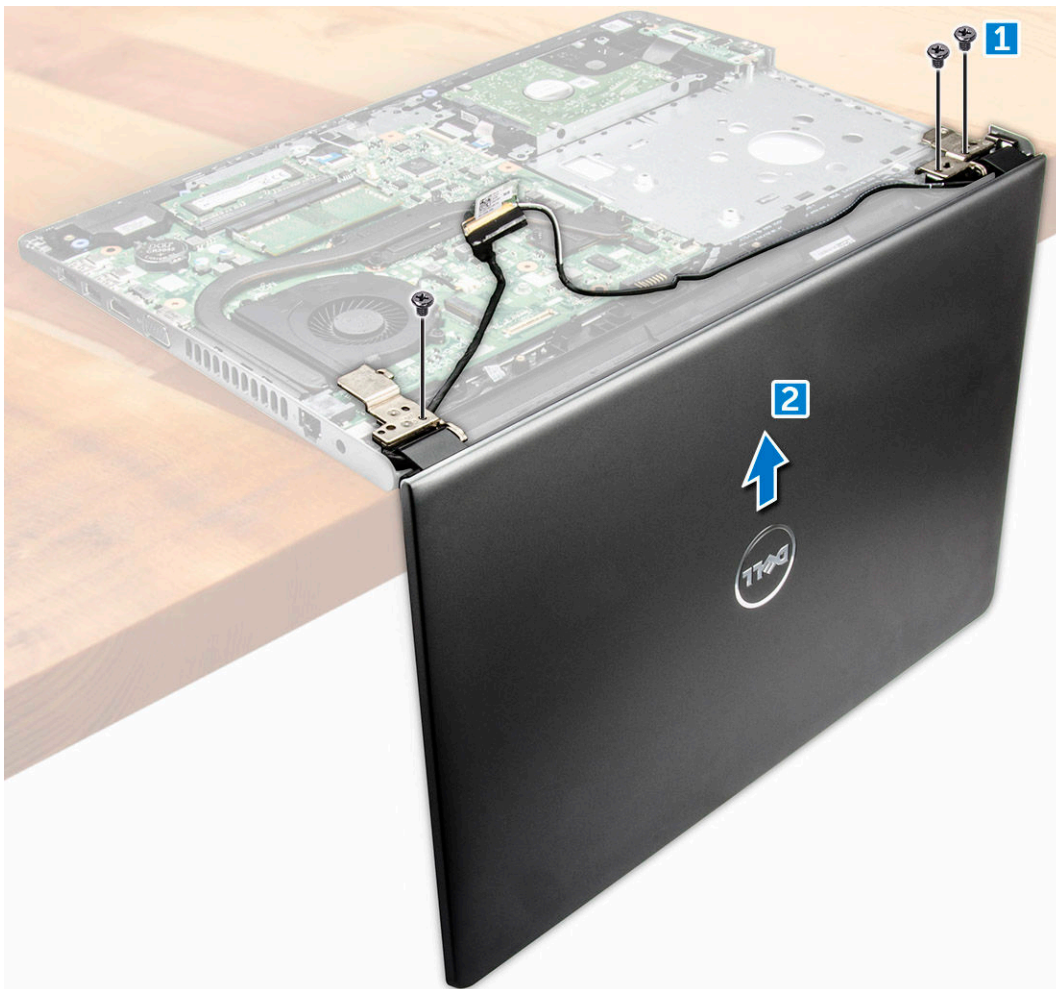
4 Flip the computer.



5 To remove the display assembly:

① **NOTE:** Place the chassis on the edge of a table with the display facing down.

- a Remove and lift the M2.5L8 screws that secure the display hinge to the computer [1].
- b Lift and remove the display assembly [2].



Installing the display assembly

- 1 Align the display assembly with the chassis.
- 2 Route the WLAN and display assembly cables through the cable-securing tabs.
- 3 Tighten the display hinges M2.5L8 screws to secure the display assembly.
- 4 Install the:
 - a [WLAN Card](#)
 - b [hard drive assembly](#)
 - c [base cover](#)
 - d [keyboard](#)
 - e [optical drive](#)
 - f [battery](#)
- 5 Follow the procedure in [After working inside your computer](#).



Display bezel

Removing the display bezel

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a battery
 - b optical drive
 - c keyboard
 - d base cover
 - e hard drive assembly
 - f WLAN card
 - g display assembly
- 3 To disconnect the display bezel:
 - a Use a plastic scribe to release the tabs on the edges to release the display bezel from the display assembly.
 - b Remove the display bezel display assembly.



Installing the display bezel

- 1 Place the display bezel on the display assembly.
- 2 Press the display bezel on the edges until it snaps onto the display assembly.
- 3 Install the:
 - a display assembly
 - b WLAN Card
 - c hard drive assembly

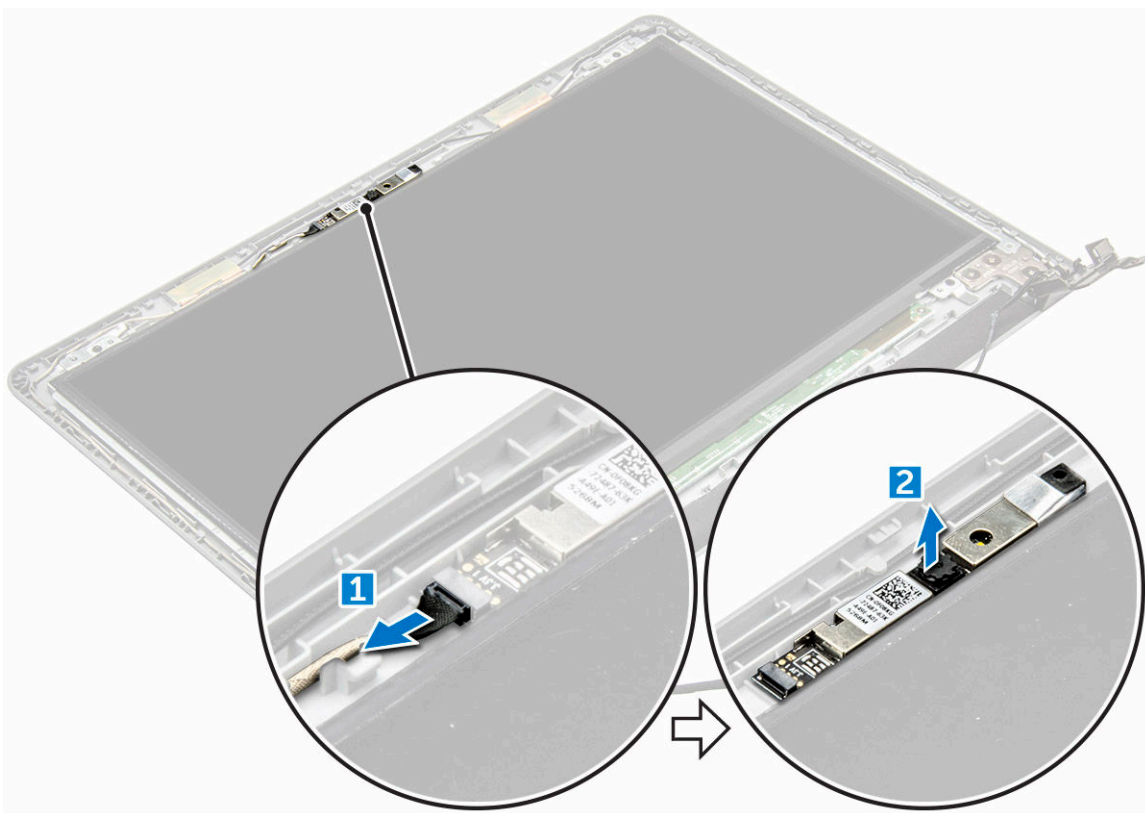
- d base cover
- e keyboard
- f optical drive
- g battery

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

Camera

Removing the camera

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a battery
 - b optical drive
 - c keyboard
 - d base cover
 - e hard drive assembly
 - f WLAN card
 - g display assembly
 - h display bezel
- 3 To remove the camera:
 - a Disconnect the camera cable from the camera [1].
 - b Remove the camera from the display assembly [2].



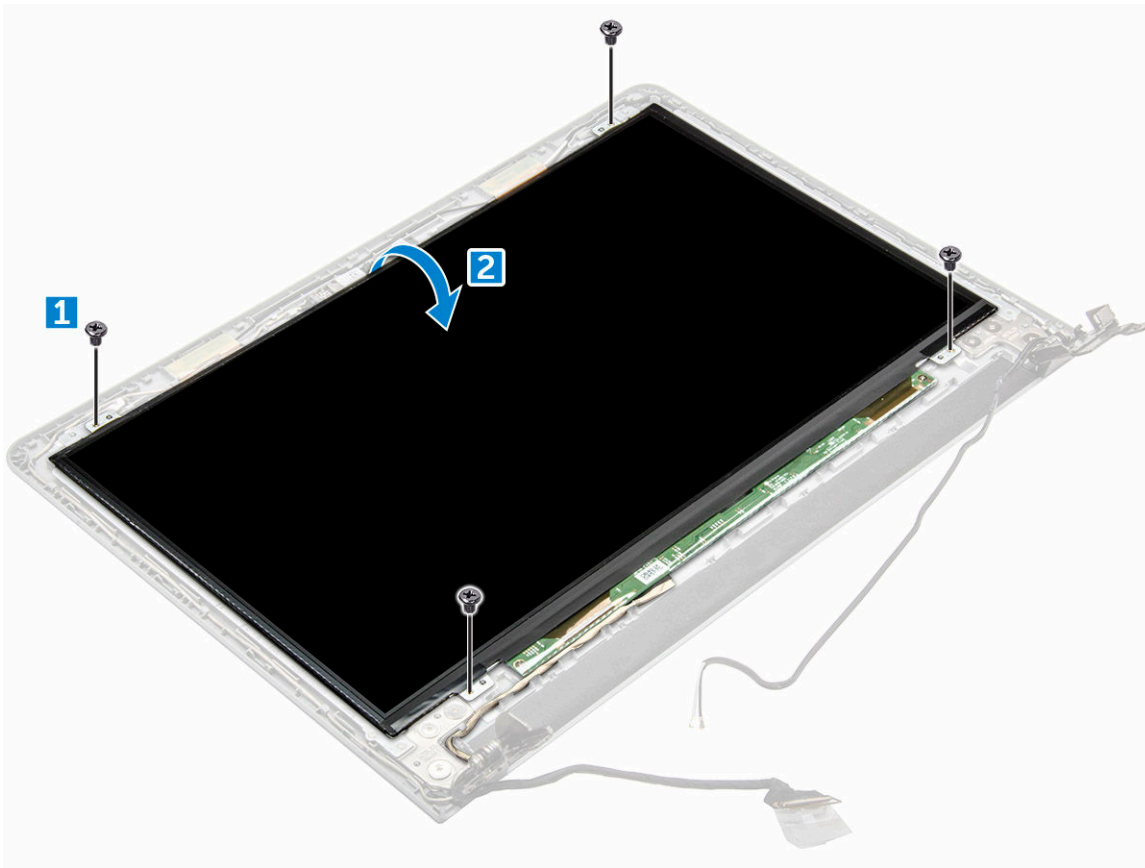
Installing the camera

- 1 Install the camera into the slot on the display assembly.
- 2 Connect the camera cable.
- 3 Install the:
 - a [display bezel](#)
 - b [display assembly](#)
 - c [WLAN Card](#)
 - d [hard drive assembly](#)
 - e [base cover](#)
 - f [keyboard](#)
 - g [optical drive](#)
 - h [battery](#)
- 4 Follow the procedure in [After working inside your computer](#).

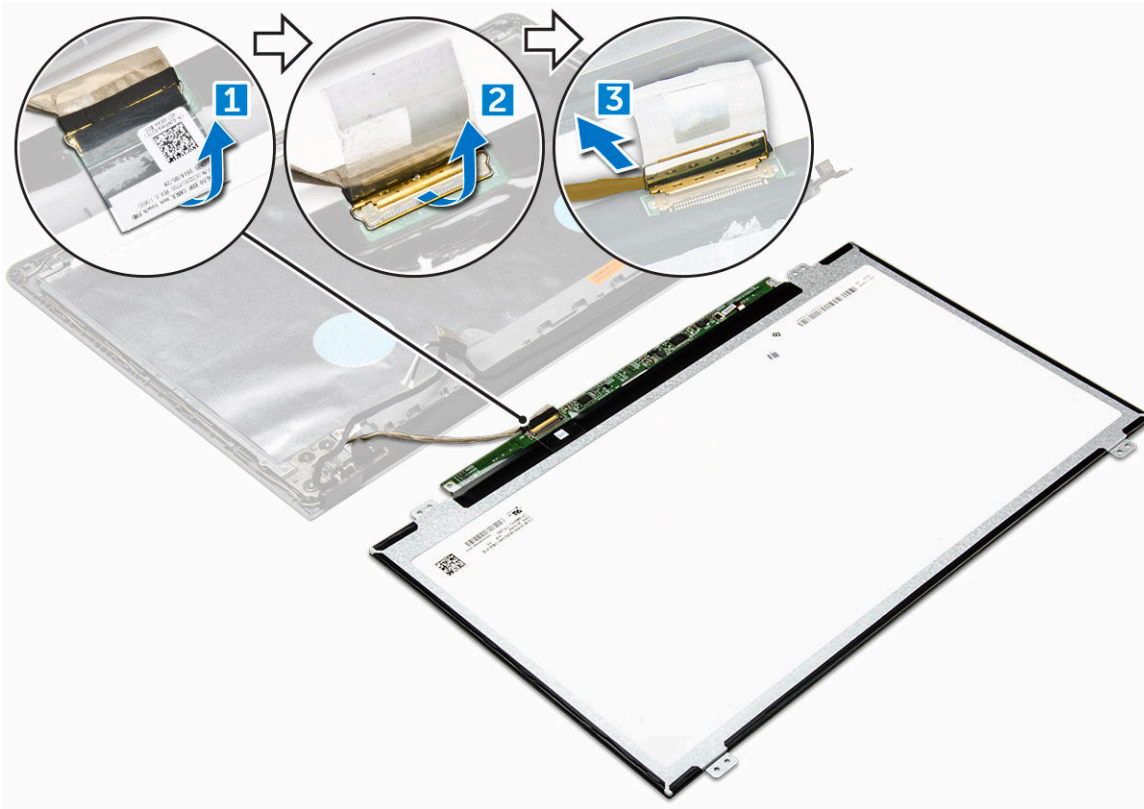
Display panel

Removing the display panel

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [battery](#)
 - b [optical drive](#)
 - c [keyboard](#)
 - d [base cover](#)
 - e [hard drive assembly](#)
 - f [WLAN card](#)
 - g [display assembly](#)
 - h [display bezel](#)
 - i [camera](#)
- 3 To remove the display panel:
 - a Remove the screws that secure the display panel to the display assembly [1].
 - b Lift the display panel to access the cables underneath [2].



- 4 To disconnect the cable:
 - a Remove the tape that secures the eDP cable to the display panel [1].
 - b Lift the locking tab and remove the eDP cable [2].
 - c Remove the display panel from the computer [3].



Installing the display panel

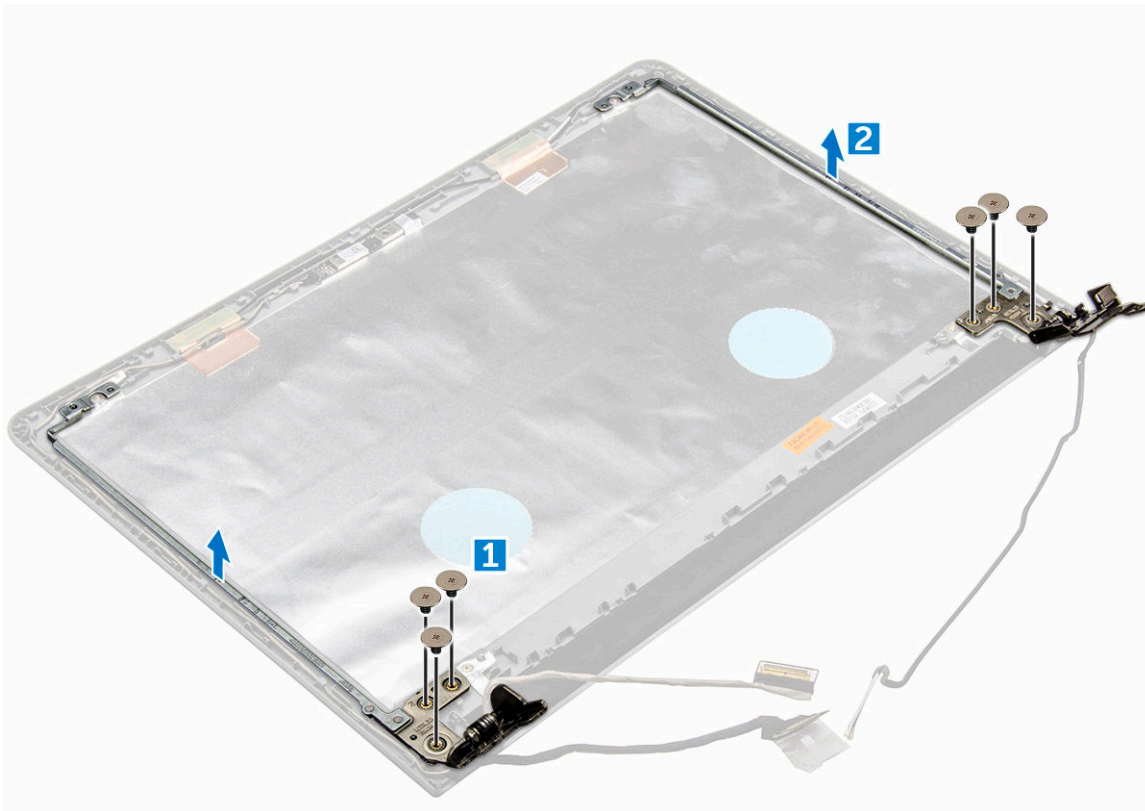
- 1 Connect the eDP cable to the display panel.
- 2 Affix the tape to secure the display cable.
- 3 Place the display panel on the display assembly.
- 4 Tighten the screws to secure the display panel to the display assembly.
- 5 Install the:
 - a camera
 - b display bezel
 - c display assembly
 - d WLAN Card
 - e hard drive assembly
 - f base cover
 - g keyboard
 - h optical drive
 - i battery
- 6 Follow the procedure in [After working inside your computer](#).

Display hinges

Removing the display hinges

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a battery

- b optical drive
 - c keyboard
 - d base cover
 - e hard drive assembly
 - f WLAN card
 - g display assembly
 - h display bezel
 - i camera
 - j display panel
- 3 To remove the hinges:
- a Remove the M2.5L2.5 screws that secure the display hinges to the display assembly [1].
 - b Remove the display hinges [2].



Installing the display hinges

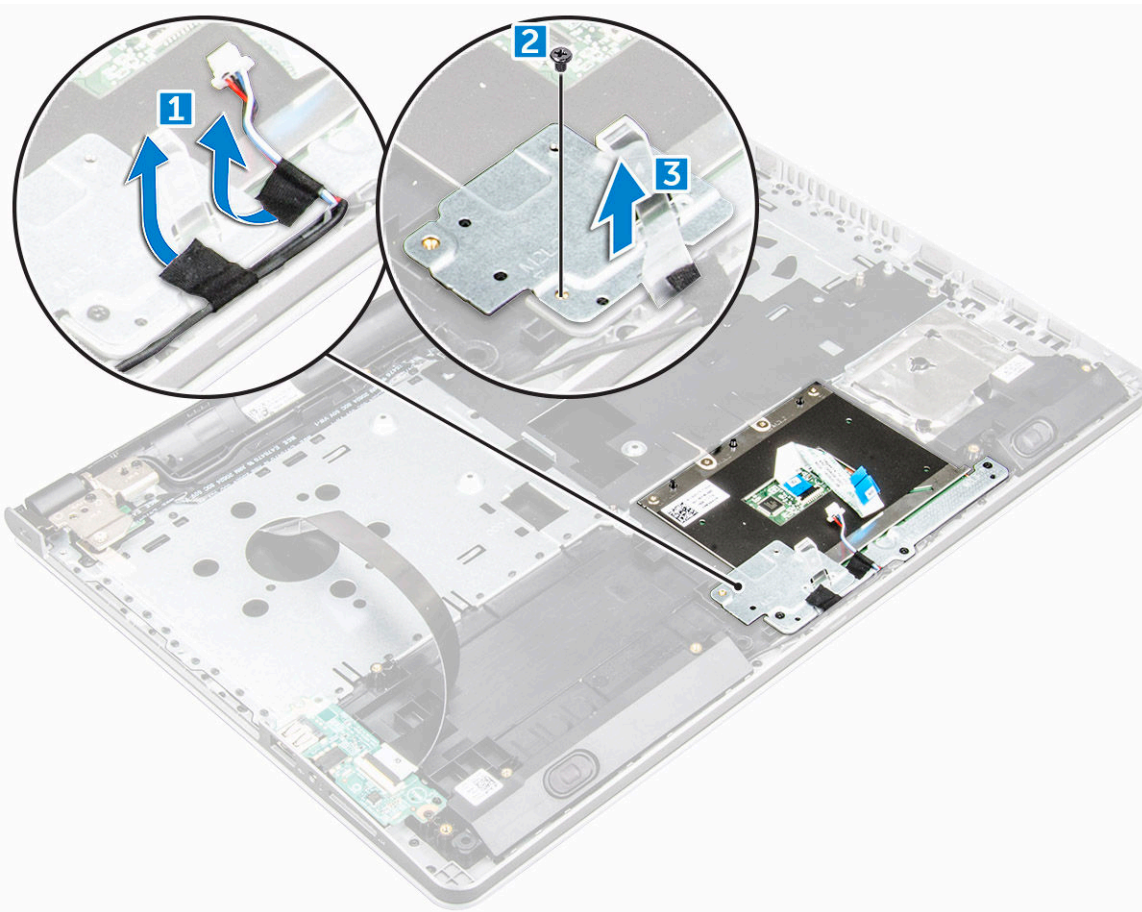
- 1 Tighten the M2.5L2.5 screws to secure the display hinges to the display assembly.
- 2 Install the:
- a display panel
 - b camera
 - c display bezel
 - d display assembly
 - e WLAN Card
 - f hard drive assembly
 - g base cover
 - h keyboard
 - i optical drive
 - j battery
- 3 Follow the procedure in [After working inside your computer](#).



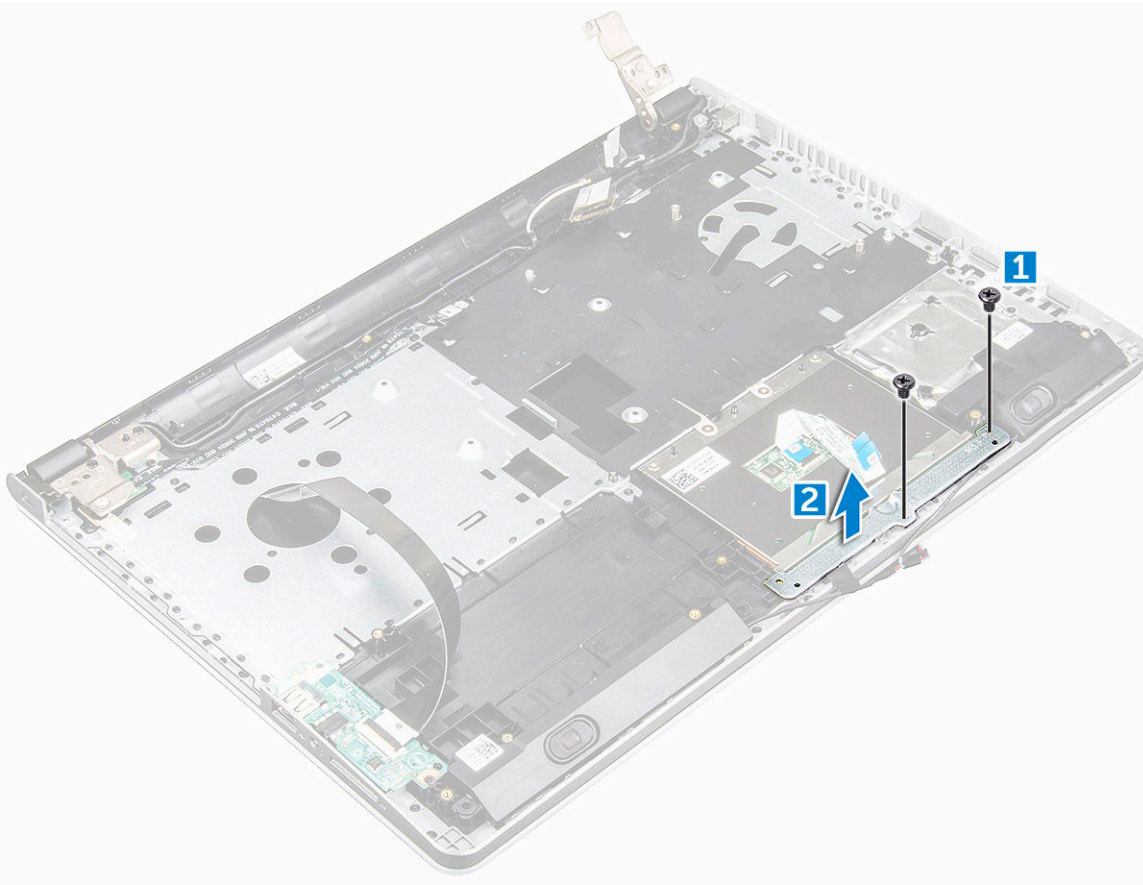
Touchpad

Removing the touchpad

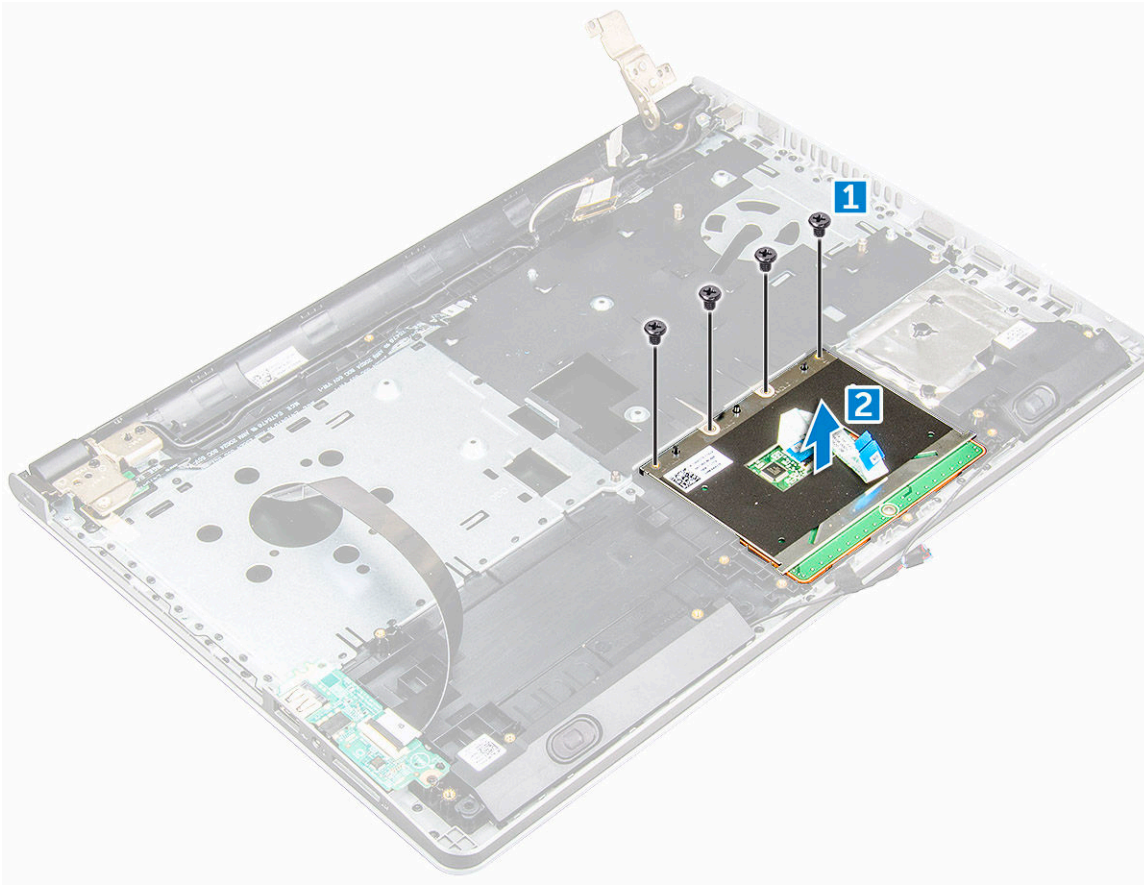
- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a battery
 - b optical drive
 - c keyboard
 - d base cover
 - e hard drive assembly
 - f WLAN card
 - g display assembly
 - h display bezel
 - i camera
 - j display panel
- 3 To disconnect cable:
 - a Remove the black adhesive tape [1].
 - b Remove the M2L3 screw that secures the LED metal shield to the touchpad [2, 3].



- 4 Remove the M2L3 screws that secure the metal bracket to the touchpad on the palm rest lift the bracket [1, 2].



- 5 To remove touchpad:
 - a Remove the M2L2 screws that secure the touchpad to the palm rest assembly [1].
 - b Lift the touchpad away from the palm rest assembly [2].



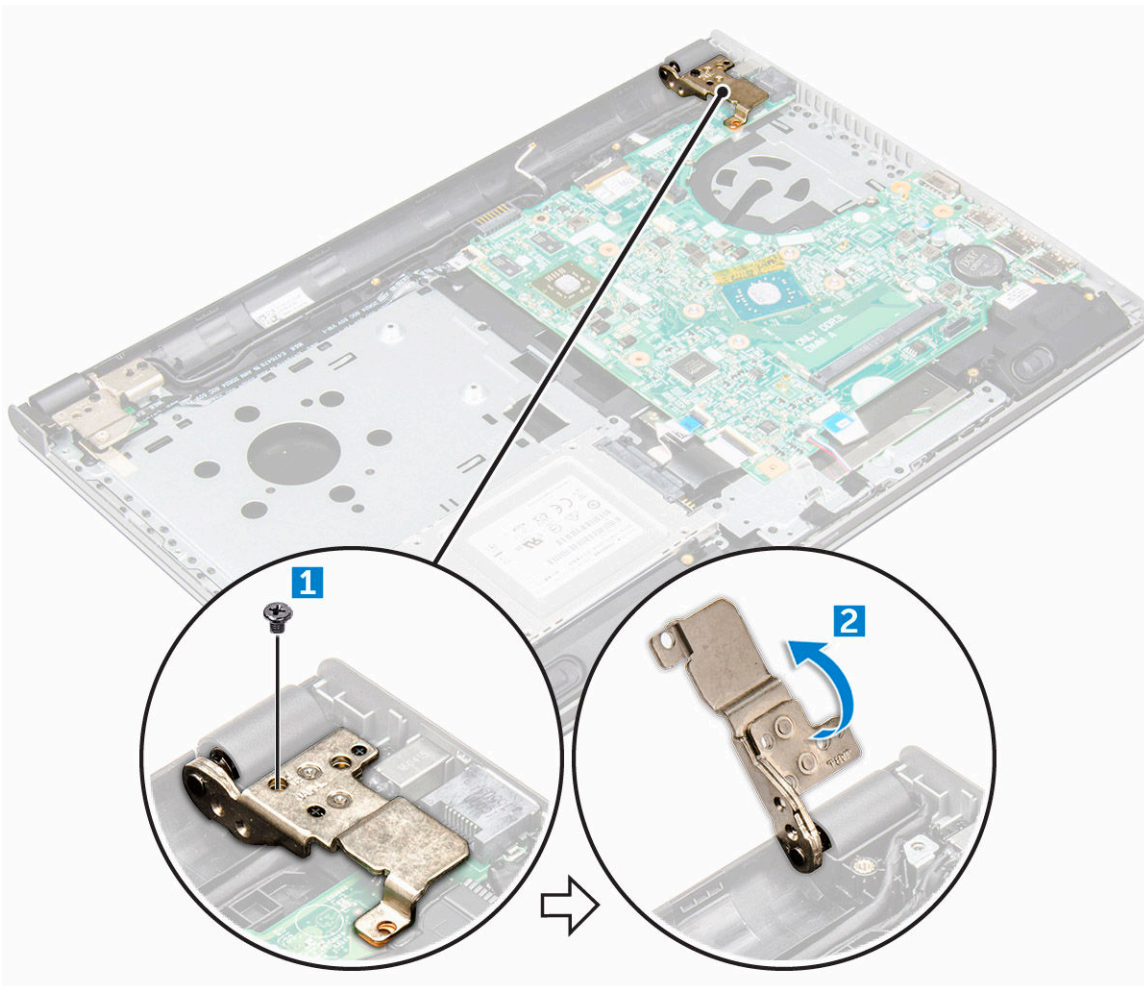
Installing the touchpad

- 1 Place the touchpad on the palm rest assembly.
- 2 Tighten the M2L2 screws that secure the touchpad to the palm rest assembly.
- 3 Place the metal bracket on the touchpad and tighten the M2L3 screws to secure it.
- 4 Place the LED metal bracket and tighten the M2L3 screws to secure it.
- 5 Affix the black adhesive tape.
- 6 Install the:
 - a display panel
 - b camera
 - c display bezel
 - d display assembly
 - e WLAN Card
 - f hard drive assembly
 - g base cover
 - h keyboard
 - i optical drive
 - j battery
- 7 Follow the procedure in [After working inside your computer](#).

System board

Removing the system board

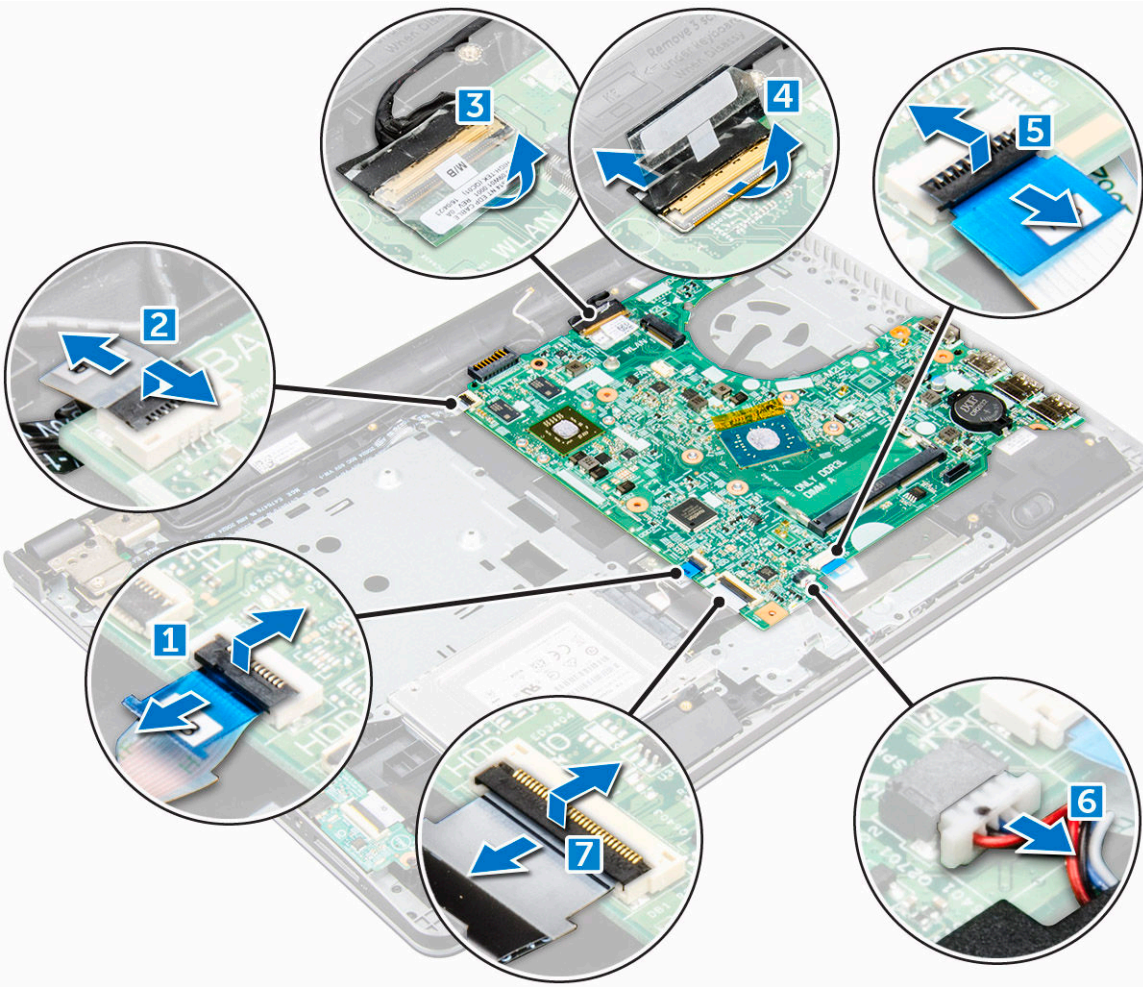
- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a battery
 - b optical drive
 - c keyboard
 - d base cover
 - e hard drive assembly
 - f WLAN card
 - g memory module
 - h heat sink
 - i system fan
- 3 Remove the M2.5L8 screw and lift the display hinge from the chassis [1, 2].



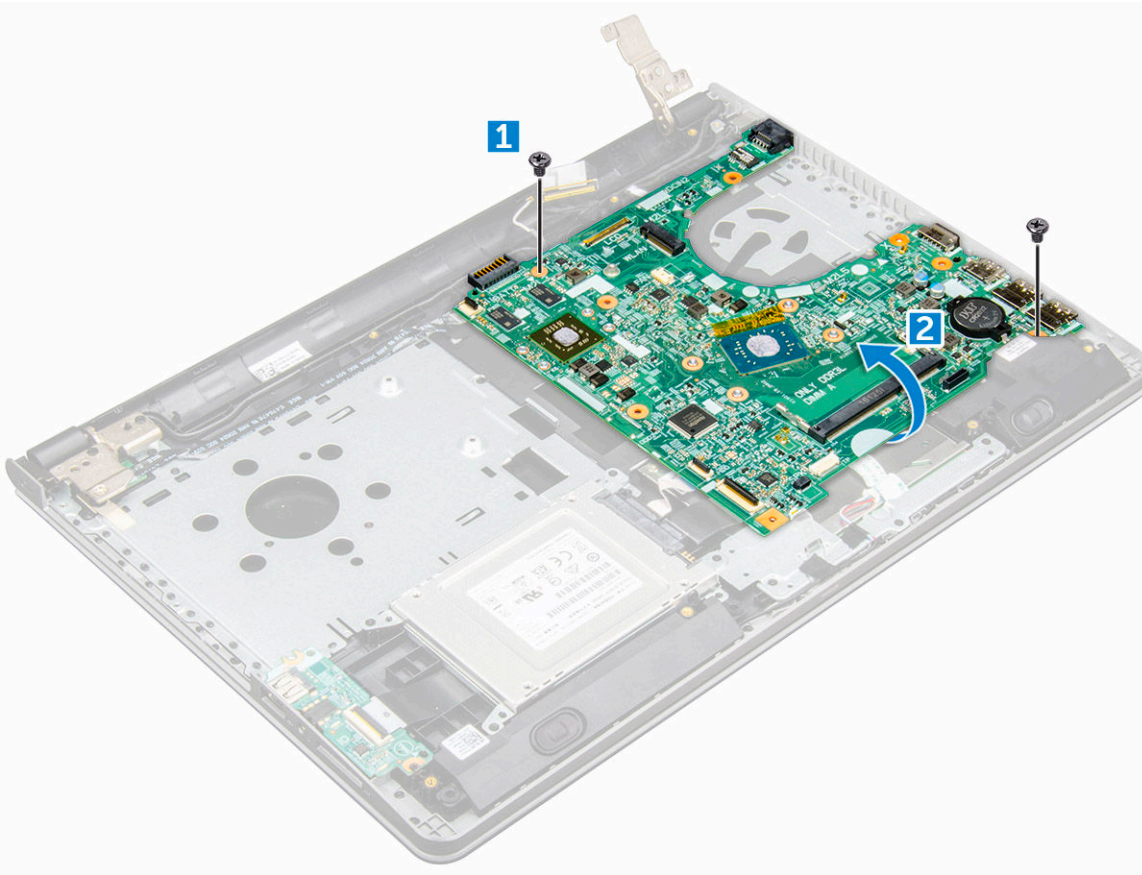
- 4 Lift the locking tab to disconnect the following cables
 - a hard drive connector [1]
 - b power connector [2]
 - c remove the adhesive tape [3]
 - d lift the locking tab and disconnect the eDP connector [4]



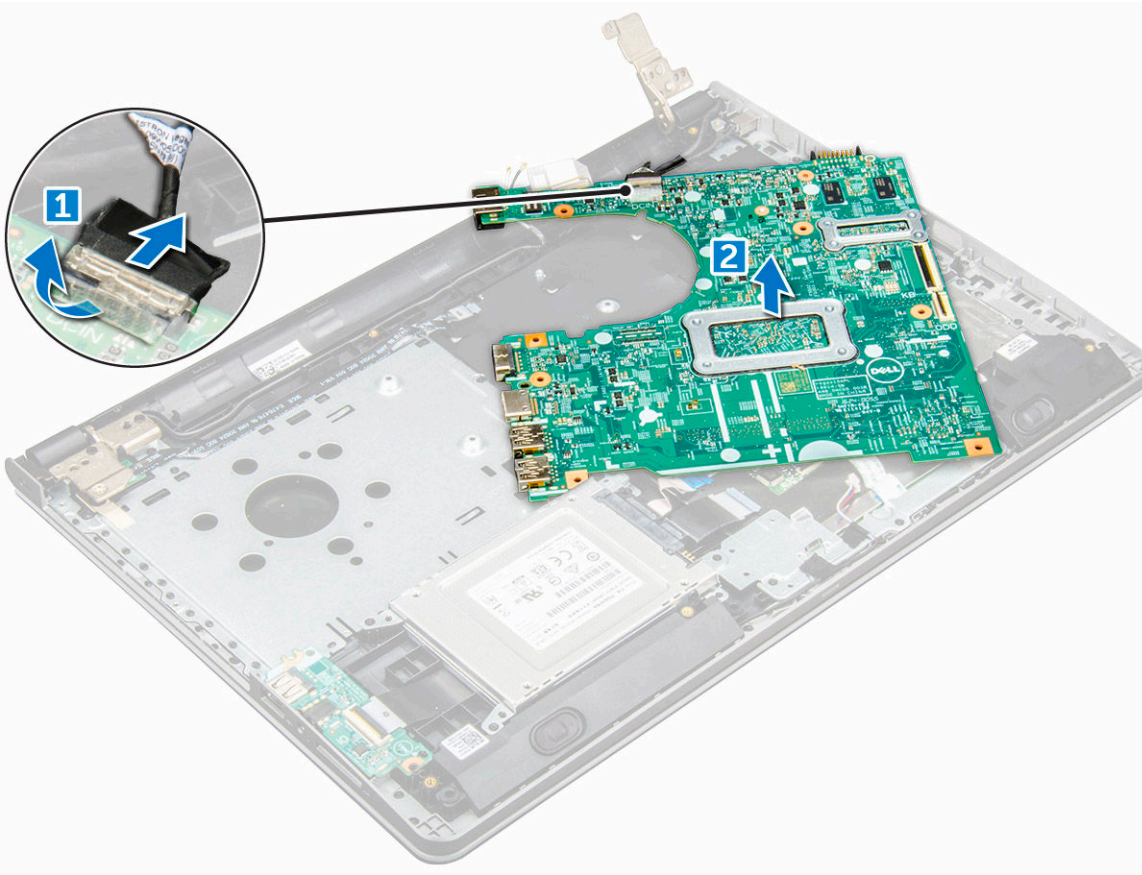
- e speaker [5]
- f touchpad connector [6]
- g I/O connector [7]



5 Remove the M2L3 screw that secures the system board to the computer [1] and lift the system board [2].



- 6 Flip the system board.
- 7 To remove the system board:
 - a Peel the white adhesive tape [1].
 - b Unlock the tab and disconnect the power cable [2].
 - c Remove the system board from the computer.



Installing the system board

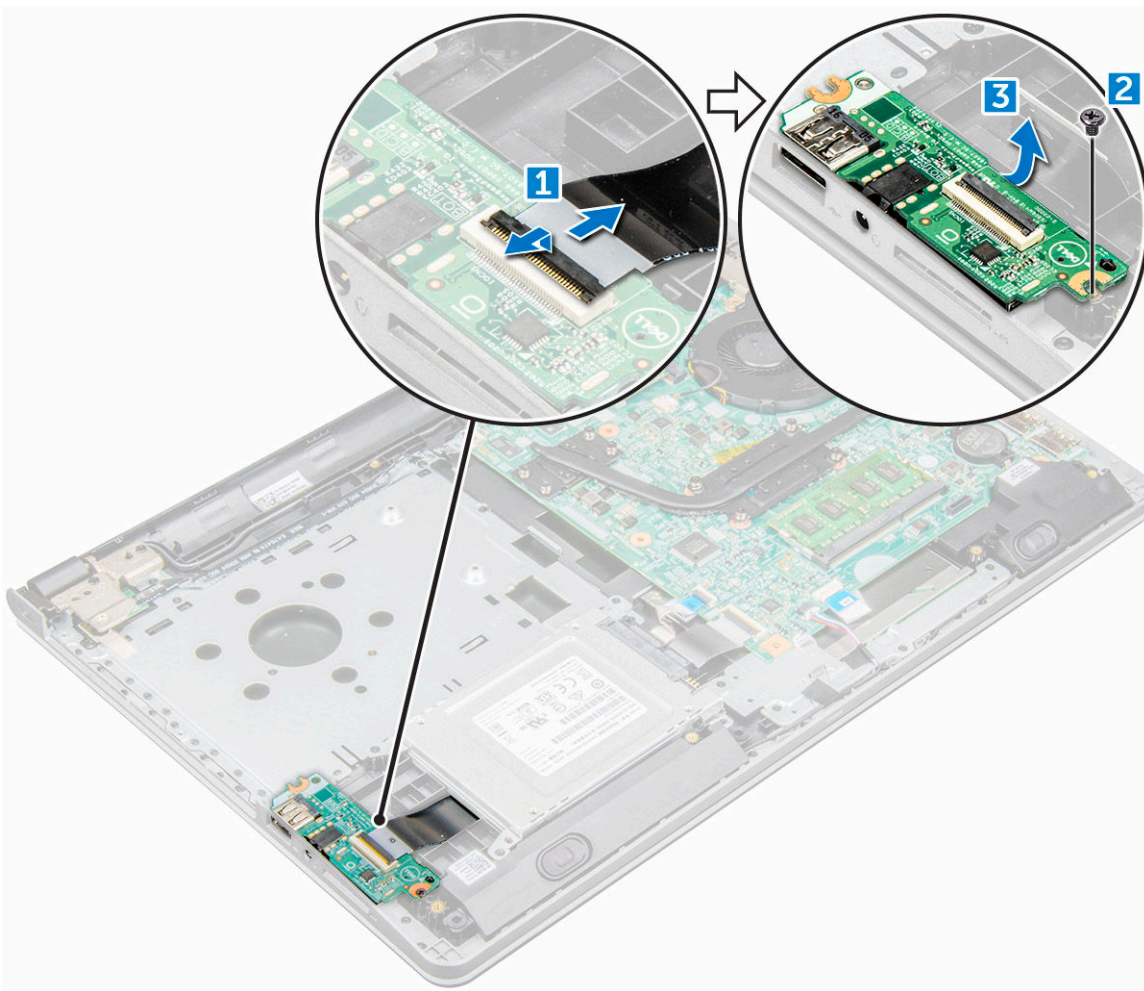
- 1 Connect the power cable cable.
- 2 Affix the white adhesive tape.
- 3 Flip the system board.
- 4 Align the system board with the screw holders on the computer.
- 5 Tighten the M2L3 screws to secure the system board to the computer.
- 6 Tighten the display hinge screw to the computer.
- 7 Connect the following cables to the system board.
 - a hard drive connector
 - b touchpad connector
 - c speaker connector
 - d I/O connector
 - e eDP connector
 - f power connector
- 8 Install the:
 - a [system fan](#)
 - b [heat sink](#)
 - c [memory module](#)
 - d [WLAN Card](#)
 - e [hard drive assembly](#)
 - f [base cover](#)
 - g [keyboard](#)
 - h [optical drive](#)
 - i [battery](#)

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

Input/Output(I/O) board

Removing the Input/Output board

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [battery](#)
 - b [optical drive](#)
 - c [keyboard](#)
 - d [base cover](#)
 - e [hard drive assembly](#)
- 3 To remove the Input/Output board (I/O board):
 - a Disconnect the I/O board cable [1].
 - b Remove the (M2L3) screw and lift I/O board from the computer [2, 3].



Installing the Input/Output board

- 1 Place the I/O board on the computer.
- 2 Connect the input/output (I/O board) cable and tighten the (M2L3) screw.

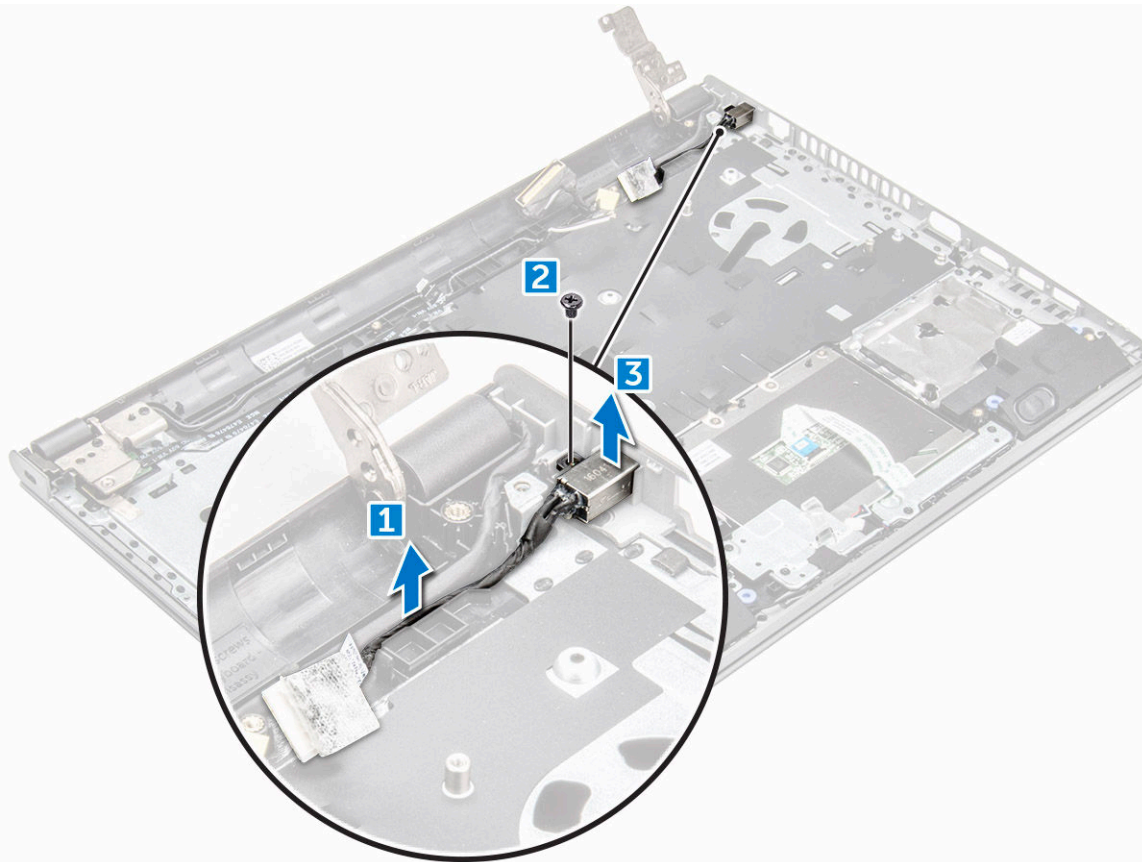


- 3 Install the:
 - a hard drive assembly
 - b base cover
 - c keyboard
 - d optical drive
 - e battery
- 4 Follow the procedure in [After working inside your computer](#).

Power connector port

Removing the power connector

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a battery
 - b optical drive
 - c keyboard
 - d base cover
 - e hard drive assembly
 - f WLAN card
 - g memory module
 - h heat sink
 - i system fan
 - j coin cell battery
 - k system board
- 3 To remove the power connector:
 - a Unroute the cable [1].
 - b Remove the screw that secures the power connector to the computer [2].
 - c Lift the power connector [3].



Installing the power connector

- 1 Insert the power connector into the slot on the computer.
- 2 Secure the power connector to the computer by using the screw.
- 3 Route the power connector cable.
- 4 Install the:
 - a system board
 - b coin cell battery
 - c system fan
 - d WLAN Card
 - e memory module
 - f heat sink
 - g hard drive assembly
 - h base cover
 - i keyboard
 - j optical drive
 - k battery
- 5 Follow the procedure in [After working inside your computer](#).

Palm rest

Replacing the palm rest

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a battery
 - b optical drive
 - c keyboard
 - d base cover
 - e hard drive assembly
 - f WLAN card
 - g memory module
 - h heat sink
 - i system fan
 - j system board
 - k display assembly

NOTE: After the removal of the all components the component that you is left behind is the Palm rest





- 3 Install the following components on the new palm rest.
 - a display assembly
 - b system board
 - c system fan
 - d heat sink
 - e memory module
 - f WLAN Card
 - g hard drive assembly
 - h base cover
 - i keyboard
 - j optical drive
 - k battery
- 4 Follow the procedure in [After working inside your computer](#).

Technology and components

Processors

This laptop is shipped with Intel 6th generation processor:

- Intel Celeron (Appollo Lake)

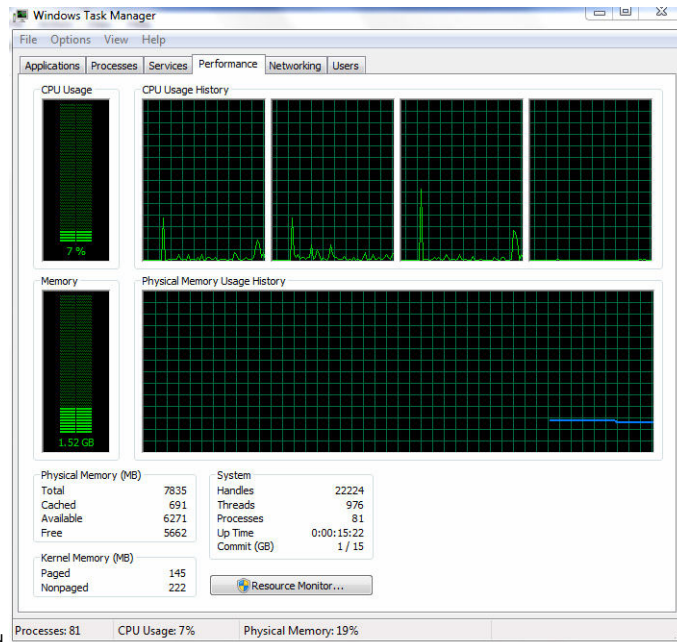
① | **NOTE:** The clock speed and performance varies depending on the workload and other variables.

Identifying processors in Windows 10

- 1 Tap **Search the Web and Windows**.
- 2 Type **Device Manager**.
- 3 Tap **Processor**.
The basic information of the processor is displayed.

Verifying the processor usage in Task Manager

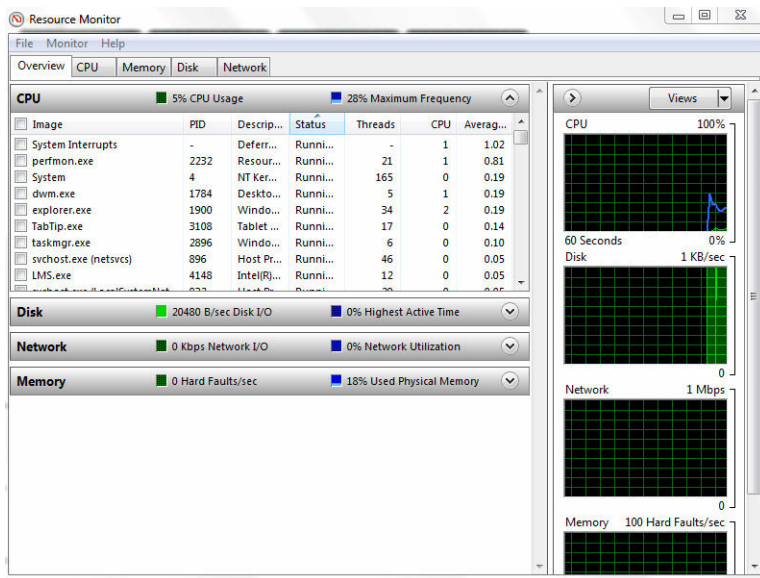
- 1 Press and hold the taskbar.
- 2 Select **Start Task Manager**.
The **Windows Task Manager** window is displayed.
- 3 Click the **Performance** tab in the **Windows Task Manager** window.



The processor performance details are displayed.

Verifying the processor usage in Resource Monitor

- 1 Press and hold the taskbar.
- 2 Select **Start Task Manager**.
The **Windows Task Manager** window is displayed.
- 3 Click the **Performance** tab in the **Windows Task Manager** window.
The processor performance details are displayed.
- 4 Click **Open Resource Monitor**.



Chipsets

All laptops communicate with the CPU through the chipset. This laptop is shipped with the Intel 100 Series chipset.


Downloading the chipset driver

- 1 Turn on the laptop.
- 2 Go to **Dell.com/support**.
- 3 Click **Product Support**, enter the Service Tag of your laptop, and then click **Submit**.

NOTE: If you do not have the Service Tag, use the autodetect feature or manually browse for your laptop model.

- 4 Click **Drivers and Downloads**.
- 5 Select the operating system installed in your laptop.
- 6 Scroll down the page, expand **Chipset**, and select your chipset driver.
- 7 Click **Download File** to download the latest version of the chipset driver for your laptop.
- 8 After the download is complete, navigate to the folder where you saved the driver file.
- 9 Double-click the chipset driver file icon and follow the instructions on the screen.

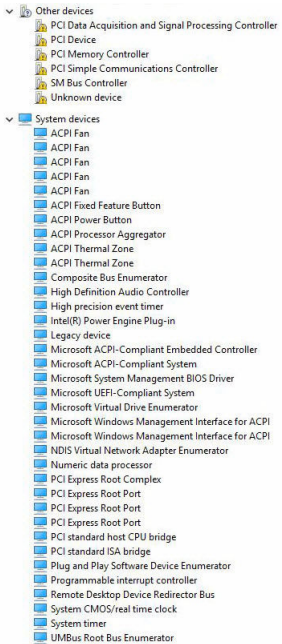
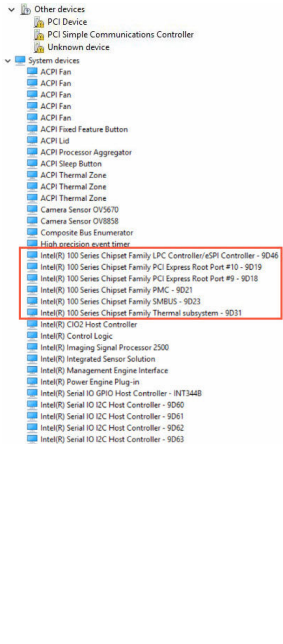
Identifying the chipset in Device Manager on Windows 10

- 1 Click **All Settings**  on the Windows 10 Charms Bar.
- 2 From the **Control Panel**, select **Device Manager**.
- 3 Expand **System Devices** and search for the chipset.

Intel chipset drivers

Verify if the Intel chipset drivers are already installed in the laptop.

Table 1. Intel chipset drivers

Before installation	After installation
	

Intel HD Graphics

This laptop is shipped with the Intel HD Graphics graphics chipset.

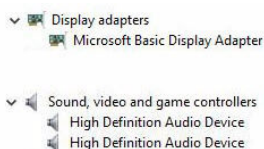
Intel HD Graphics drivers

Verify if the Intel HD Graphics drivers are already installed in the laptop.

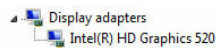


Table 2. Intel HD Graphics drivers

Before installation



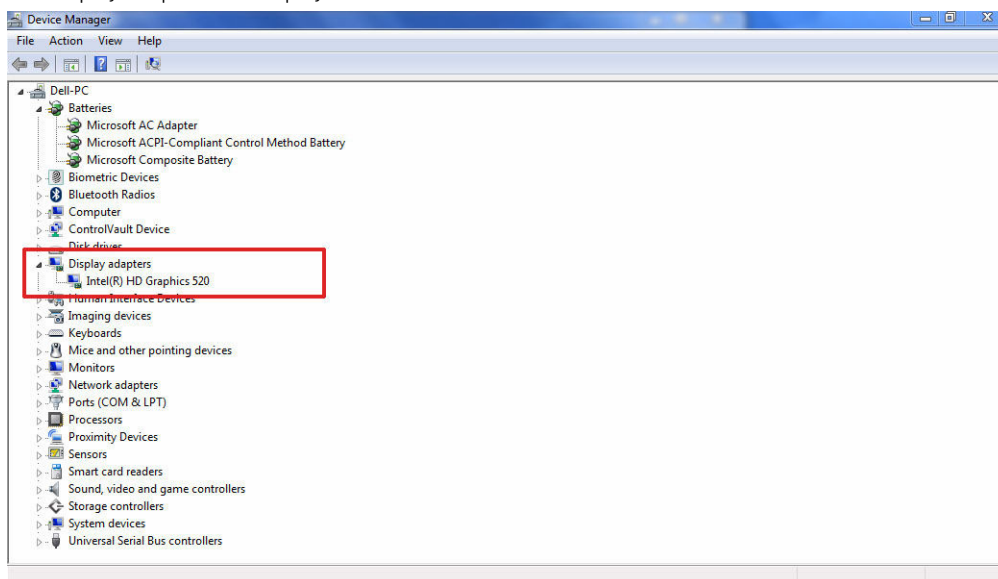
After installation



Display options

Identifying the display adapter

- 1 Start the **Search Charm** and select **Settings**.
- 2 Type **Device Manager** in the search box and tap **Device Manager** from the left pane.
- 3 Expand **Display adapters**.
The display adapters are displayed.



Rotating the display

- 1 Press and hold on the desktop screen.
A sub menu is displayed.
- 2 Select **Graphic Options > Rotation** and choose one of the following:
 - Rotate to Normal
 - Rotate to 90 Degrees
 - Rotate to 180 Degrees
 - Rotate to 270 Degrees



NOTE: The Display can also be rotated using the following key combinations:

- Ctrl + Alt + Up arrow key (Rotate to normal)
- Right arrow key (Rotate 90 degrees)
- Down arrow key (Rotate 180 degrees)
- Left arrow key (Rotate 270 degrees)

Downloading drivers

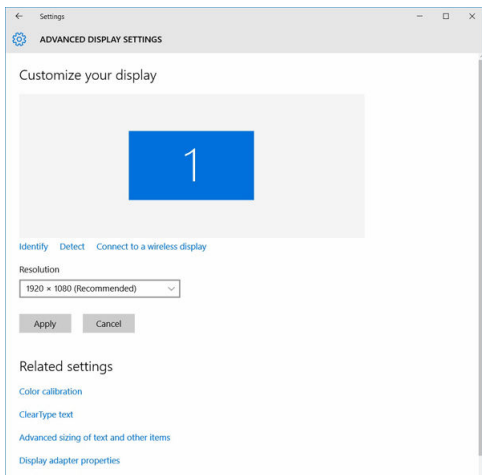
- 1 Turn on the laptop.
- 2 Go to **Dell.com/support**.
- 3 Click **Product Support**, enter the Service Tag of your laptop, and then click **Submit**.

NOTE: If you do not have the Service Tag, use the auto detect feature or manually browse for your laptop model.

- 4 Click **Drivers and Downloads**.
- 5 Select the operating system installed on your laptop.
- 6 Scroll down the page and select the graphic driver to install.
- 7 Click **Download File** to download the graphic driver for your laptop.
- 8 After the download is complete, navigate to the folder where you saved the graphic driver file.
- 9 Double-click the graphic driver file icon and follow the instructions on the screen.


Changing the screen resolution

- 1 Press and hold the desktop screen and select **Display Settings**.
- 2 Tap or click **Advanced display settings**.
- 3 Select the required resolution from the drop-down list and tap **Apply**.



Adjusting brightness in Windows 10

To enable or disable automatic screen brightness adjustment:

- 1 Swipe-in from the right edge of the display to access the Action Center.
- 2 Tap or click **All Settings**  → **System** → **Display**.
- 3 Use the **Adjust my screen brightness automatically** slider to enable or disable automatic-brightness adjustment.



NOTE: You can also use the Brightness level slider to adjust the brightness manually.

Cleaning the display

- 1 Check for any smudges or areas that has to be cleaned.
- 2 Use a microfiber cloth to remove any obvious dust and gently brush off any dirt particles.
- 3 Proper cleaning kits should be used to clean and keep your display in a crisp, clear, and pristine condition.

NOTE: Never spray any cleaning solutions directly on the screen; spray it to the cleaning cloth.

- 4 Gently wipe the screen in a circular motion. Do not press hard on the cloth.

NOTE: Do not press hard or touch the screen with your fingers or you may leave oily prints and smears.

NOTE: Do not leave any liquid on the screen.

- 5 Remove all excess moisture as it may damage your screen.
- 6 Let the display dry thoroughly before you turn it on.
- 7 For stains that are hard to remove, repeat this procedure till the display is clean.

Connecting to external display devices

Follow these steps to connect your laptop to an external display device:

- 1 Ensure that the projector is turned on and plug the projector cable into a video port on your laptop.
- 2 Press the Windows logo+P key.
- 3 Select one of the following modes:
 - PC screen only
 - Duplicate
 - Extend
 - Second Screen only

NOTE: For more information, see the document that shipped with your display device.

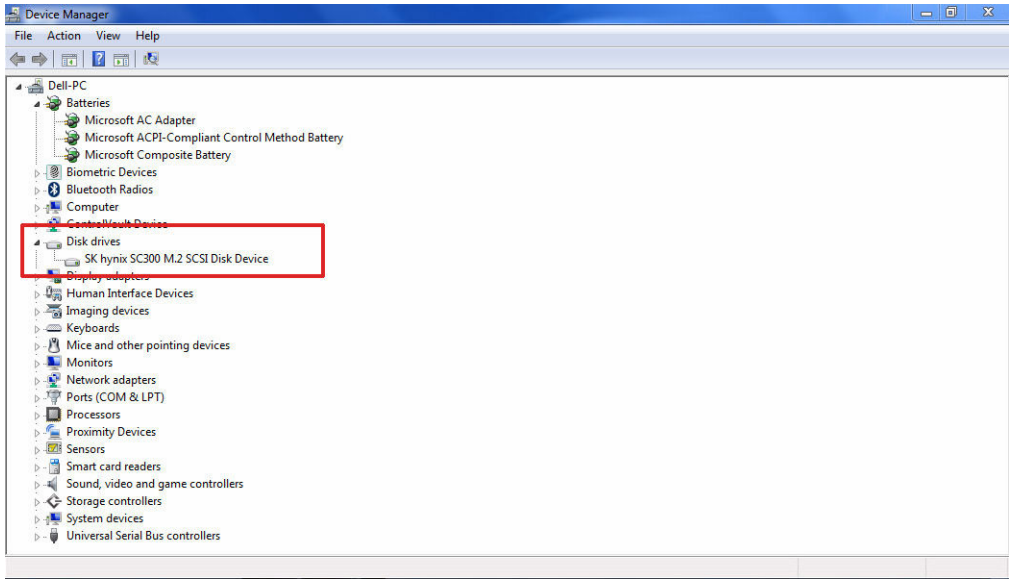
Hard drive options

This laptop supports SATA drives and SSDs.

Identifying the hard drive in Windows 10

- 1 Tap or click **All Settings**  on the Windows 10 Charms Bar.
- 2 Tap or click **Control Panel**, select **Device Manager**, and expand **Disk drives**.

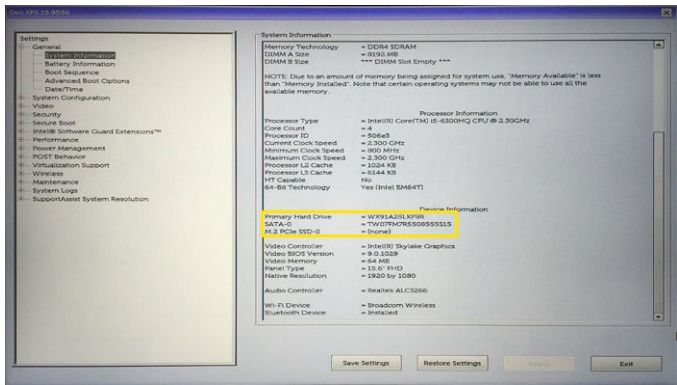
The hard drive is listed under **Disk drives**.



Entering BIOS setup

- 1 Turn on or restart your laptop.
- 2 When the Dell logo appears, perform one of the following actions to enter the BIOS setup program:
 - With keyboard — Tap F2 until the Entering BIOS setup message appears. To enter the Boot selection menu, tap F12.
 - Without keyboard — When the **F12 boot selection** menu is displayed, press the Volume Down button to enter BIOS setup. To enter the Boot selection menu, press the Volume Up button.

Hard drive is listed under the **System Information** under the **General** group.



USB features

The Universal Serial Bus, or well known as USB was introduced to the PC world in 1996 which dramatically simplified the connection between host computer and peripheral devices such as mice and keyboards, external hard drive or optical devices, Bluetooth and many more peripheral devices in the market.

Let's take a quick look on the USB evolution referencing to the table below.



Table 3. USB evolution

Type	Data Transfer Rate	Category	Introduction Year
USB 3.0	4.8 Gbps	Super Speed	2010
USB 2.0	480 Mbps	High Speed	2000
USB 1.1	12 Mbps	Full Speed	1998
USB 1.0	1.5 Mbps	Low Speed	1996

USB 3.0 (SuperSpeed USB)

For years, the USB 2.0 has been firmly entrenched as the de facto interface standard in the PC world with about 6 billion devices sold, and yet the need for more speed grows by ever faster computing hardware and ever greater bandwidth demands. The USB 3.0 finally has the answer to the consumers' demands with a theoretically 10 times faster than its predecessor. In a nutshell, USB 3.0 features are as follows:

- Higher transfer rates (up to 4.8 Gbps)
- Increased maximum bus power and increased device current draw to better accommodate power-hungry devices
- New power management features
- Full-duplex data transfers and support for new transfer types
- Backward USB 2.0 compatibility
- New connectors and cable

The topics below cover some of the most commonly asked questions regarding USB 3.0.

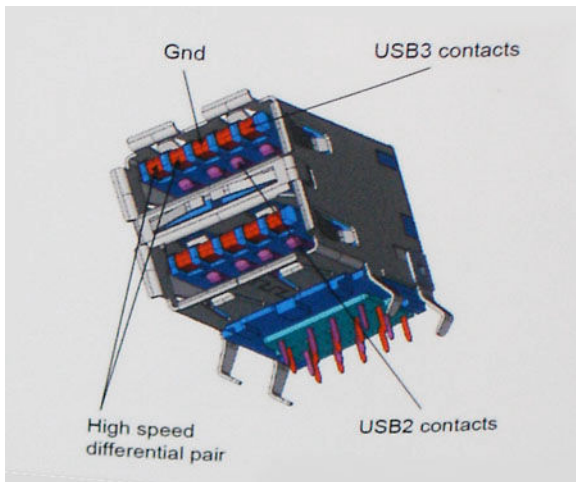


Speed

Currently, there are 3 speed modes defined by the latest USB 3.0 specification. They are Super-Speed, Hi-Speed and Full-Speed. The new SuperSpeed mode has a transfer rate of 4.8Gbps. While the specification retains Hi-Speed, and Full-Speed USB mode, commonly known as USB 2.0 and 1.1 respectively, the slower modes still operate at 480Mbps and 12Mbps respectively and are kept to maintain backward compatibility.

USB 3.0 achieves the much higher performance by the technical changes below:

- An additional physical bus that is added in parallel with the existing USB 2.0 bus (refer to the picture below).
- USB 2.0 previously had four wires (power, ground, and a pair for differential data); USB 3.0 adds four more for two pairs of differential signals (receive and transmit) for a combined total of eight connections in the connectors and cabling.
- USB 3.0 utilizes the bidirectional data interface, rather than USB 2.0's half-duplex arrangement. This gives a 10-fold increase in theoretical bandwidth.



With today's ever increasing demands placed on data transfers with high-definition video content, terabyte storage devices, high megapixel count digital cameras etc., USB 2.0 may not be fast enough. Furthermore, no USB 2.0 connection could ever come close to the 480Mbps theoretical maximum throughput, making data transfer at around 320Mbps (40MB/s) — the actual real-world maximum. Similarly, USB 3.0 connections will never achieve 4.8Gbps. We will likely see a real-world maximum rate of 400MB/s with overheads. At this speed, USB 3.0 is a 10x improvement over USB 2.0.

Applications

USB 3.0 opens up the laneways and provides more headroom for devices to deliver a better overall experience. Where USB video was barely tolerable previously (both from a maximum resolution, latency, and video compression perspective), it's easy to imagine that with 5-10 times the bandwidth available, USB video solutions should work that much better. Single-link DVI requires almost 2Gbps throughput. Where 480Mbps was limiting, 5Gbps is more than promising. With its promised 4.8Gbps speed, the standard will find its way into some products that previously weren't USB territory, like external RAID storage systems.

Listed below are some of the available SuperSpeed USB 3.0 products:

- External Desktop USB 3.0 Hard Drives
- Portable USB 3.0 Hard Drives
- USB 3.0 Drive Docks & Adapters
- USB 3.0 Flash Drives & Readers
- USB 3.0 Solid-state Drives
- USB 3.0 RAIDs
- Optical Media Drives
- Multimedia Devices
- Networking
- USB 3.0 Adapter Cards & Hubs

Compatibility

The good news is that USB 3.0 has been carefully planned from the start to peacefully co-exist with USB 2.0. First of all, while USB 3.0 specifies new physical connections and thus new cables to take advantage of the higher speed capability of the new protocol, the connector itself remains the same rectangular shape with the four USB 2.0 contacts in the exact same location as before. Five new connections to carry receive and transmitted data independently are present on USB 3.0 cables and only come into contact when connected to a proper SuperSpeed USB connection.

Windows 8 will be bringing native support for USB 3.0 controllers. This is in contrast to previous versions of Windows, which continue to require separate drivers for USB 3.0 controllers.



Microsoft announced that Windows 7 would have USB 3.0 support, perhaps not on its immediate release, but in a subsequent Service Pack or update. It is not out of the question to think that following a successful release of USB 3.0 support in Windows 7, SuperSpeed support would trickle down to Vista. Microsoft has confirmed this by stating that most of their partners share the opinion that Vista should also support USB 3.0.

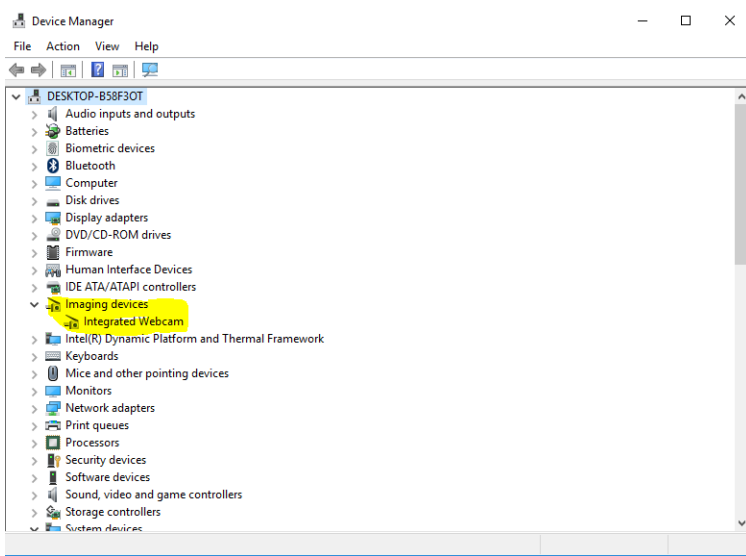
Super-Speed support for Windows XP is unknown at this point. Given that XP is a seven-year-old operating system, the likelihood of this happening is remote.

Camera features

This laptop comes with front-facing camera with the image resolution of 1280 x 720 (maximum).

Identifying the camera in Device Manager on Windows 10

- 1 In the **Search** box, type `device manager`, and tap to start it.
- 2 Under **Device Manager**, expand **Imaging devices**.

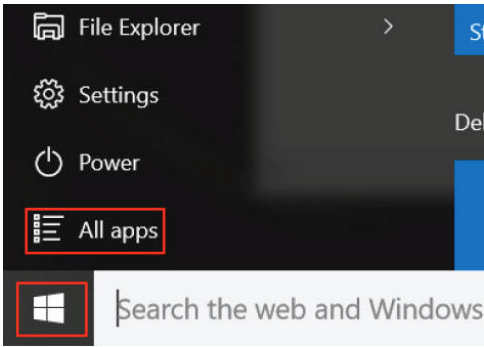


Starting the camera

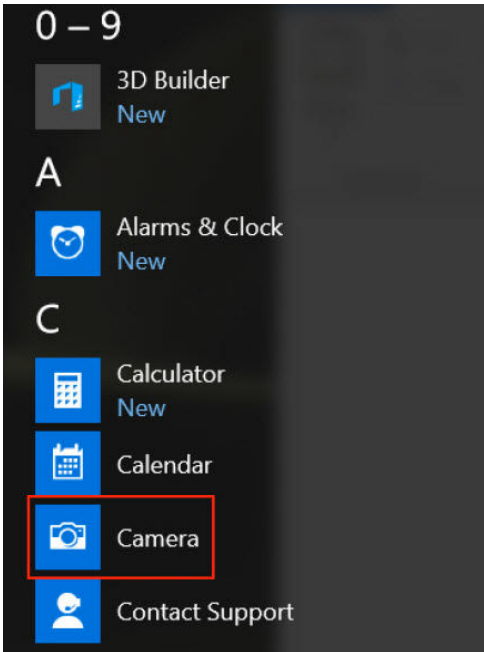
To start the camera, open an application that uses the camera. For instance, if you tap the Dell webcam central software or the Skype software that is shipped with the laptop, the camera turns on. Similarly, if you are chatting on the internet and the application requests to access the webcam, the webcam turns on.

Starting the camera app

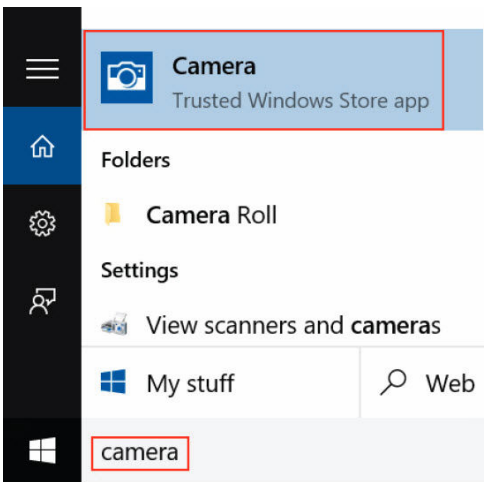
- 1 Tap or click the **Windows** button and select **All apps**.



2. Select **Camera** from the apps list.



3. If the **Camera** App is not available in the apps list, search for it.




Memory features

In this laptop, the memory (RAM) is a part of the system board. This laptop supports 4–32 GB DDR4 SDRAM memory, up to 2133 MHz.



Verifying system memory

Windows 10

- 1 Tap the **Windows** button and select **All Settings**  > **System**.
- 2 Under **System**, tap **About**.

Verifying system memory in setup

- 1 Turn on or restart your laptop.
- 2 Perform one of the following actions after the Dell logo is displayed:
 - With keyboard — Tap F2 until the Entering BIOS setup message appears. To enter the Boot selection menu, tap F12.
 - Without keyboard — When the **F12 boot selection** menu is displayed, press the Volume Down button to enter BIOS setup. To enter the Boot selection menu, press the Volume Up button.
- 3 On the left pane, select **Settings > General > System Information**.
The memory information is displayed on the right pane.

Testing memory using ePSA

- 1 Turn on or restart your laptop.
- 2 Perform one of the following actions after the Dell logo is displayed:
 - With keyboard — Press F2.
 - Without keyboard — Press and hold the **Volume Up** button when the Dell logo is displayed on the screen. When the F12 boot selection menu is displayed, select **Diagnostics** from the boot menu, and press Enter.

The PreBoot System Assessment (PSA) starts on your laptop.

 **NOTE:** If you wait too long and the operating system logo appears, continue to wait until you see the desktop. Turn off the laptop and try again.

Audio drivers

Verify if the Realtek audio drivers are already installed in the laptop.

Table 4. Realtek HD audio drivers

Before installation

- Audio inputs and outputs
 - Microphone (High Definition Audio Device)
 - Speakers (High Definition Audio Device)
- Sound, video and game controllers
 - High Definition Audio Device
 - Intel(R) Display Audio

After installation

- Sound, video and game controllers
 - Bluetooth Hands-free Audio
 - Intel(R) Display Audio
 - Realtek High Definition Audio

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

Topics:

- [Boot Sequence](#)
- [Navigation keys](#)
- [System Setup options](#)
- [Updating the BIOS](#)
- [System and setup password](#)

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

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

Keys	Navigation
Up arrow	Moves to the previous field.
Down arrow	Moves to the next field.



Keys

Enter

Selects a value in the selected field (if applicable) or follow the link in the field.

Spacebar

Expands or collapses a drop-down list, if applicable.

Tab

Moves to the next focus area.

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

Esc

Moves to the previous page until you view the main screen. Pressing Esc in the main screen displays a message that prompts you to save any unsaved changes and restarts the system.

F1

Displays the System Setup help file.

System Setup options

Table 5. Main

System Time	Re-sets the time on the computer's internal clock.
System Date	Re-sets the date on the computer's internal calendar.
BIOS Version	Displays the BIOS revision.
Product Name	Displays the product name and the model number.
Service Tag	Displays the service tag of your computer.
Asset Tag	Displays the asset tag of your computer (if available).
CPU Type	Displays the type of processor.
CPU Speed	Displays the speed of the processor.
CPU ID	Displays the processor ID.
CPU Cache	
L1 Cache	Displays the processor L1 cache size.
L2 Cache	Displays the processor L2 cache size.
First HDD	Displays the model number and capacity of the hard drive.
mSATA Device	Displays the model number and capacity of the optical drive.
System Memory	Displays the memory in-built on the computer.
Memory Speed	Displays the memory speed.

Table 6. Advanced

Virtualization	Enable or disable the Intel Virtualization feature.	Default: Enabled
Integrated NIC	Enable or disable the power supply to the on-board network card.	Default: Enabled
USB Emulation	Enable or disable the USB emulation feature.	Default: Enabled
USB Wake Support	You can enable or disable the USB Wake Support	Default: Disabled
SATA Operation	Change the SATA controller mode to either ATA or AHCI.	Default: AHCI
Adapter Warnings	Enable or disable the Adapter Warnings.	Default: Enable

Function Key Behavior	Specifies the behavior of the function key <Fn>.	Default: Function key
Battery Health	Displays a message about the battery health.	
BIOS Recovery from Hard Drive	You can enable or disable the BIOS Recovery from Hard Drive.	Default: Enabled
BIOS Auto Recovery	You can enable or disable the BIOS Auto Recovery	Default: Disabled
BIOS Recovery Optimization	You can enable or disable the BIOS Recovery Optimization	Default: Enabled
Miscellaneous Devices		
External USB Ports	These fields let you enable or disable various on-board devices.	Default: Enabled
Microphone	You can enable or disable the Microphone.	Default: Enabled
Camera	You can enable or disable the Camera mode.	Default: Enabled
Internal Bluetooth	You can enable or disable the Internal Bluetooth	Default: Enabled
Internal WLAN	You can enable or disable the Internal WLAN.	Default: Enabled
Media Card Reader	You can enable or disable the Media Card Reader.	Default: Enabled
Optical Device	You can enable or disable the Optical Device.	Default: Enabled
Boot Disable	You can enable or disable the Boot Disable.	Default: Disabled
USB debug	You can enable or disable the USB debug.	Default: Disabled
Auto OS Recovery Threshold	Allows you to control the automatic boot flow for SupportAssist System. Options are: <ul style="list-style-type: none"> • Off • 1 • 2 (enabled by default) • 3 	
SupportAssist OS Recovery	Allows you to recover the SupportAssist OS Recovery	Default: Disabled
Battery Charge Configuration	You can enable or disable the Battery Charge Configuration	Default: Adaptive

Table 7. Security

Unlock Setup Status	You can enable an Unlock Setup Status (Default: Unlocked).
Admin Password Status	You can set, change or delete the administrator (admin) password status
System Password Status	You can set, change or delete the system password status.
HDD Passwords Status	You can set, change or delete the password on the system hard-disk drive.
Asset Tag	This field displays your system's asset tag. If the asset tag is not already set, this field can be used to enter it.
Admin Password	Allows you to change or delete the administrator password.
System Password	Allows you to change or delete the system password.



HDD Password	Allows you to set a password on the computer's internal hard drive (HDD).
Password Change	Allows you to change the security password.
Password Bypass	Allows you to bypass the system password and the internal HDD password prompts during a system restart/resume from hibernate state.
Computrace	You can activate or disable the optional Computrace software (Default: Deactivated).
Password Bypass	You can enable or disable the permission to bypass the System when they are set.
Firmware TPM	You can set, change or delete the password on the Firmware TPM.

Table 8. Exit

Save Changes and Reset	Allows you to Save Changes and Reset default setting before exiting from Setup Utility.
Discard Changes and Reset	Allows you to Discard Changes and Reset default setting before exiting from Setup Utility.
Restore Defaults	Allows you to Restore Default setting before exiting from Setup Utility.
Discard Changes	Allows you to Discard Changes setting before exiting from Setup Utility
Save Changes	Allows you to Save Changes setting before exiting from Setup Utility

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 Restart the computer.
- 2 Go to **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.

NOTE: It is recommended not to update the BIOS version for more than 3 revisions. For example: If you want to update the BIOS from 1.0 to 7.0, then install version 4.0 first and then install version 7.0.

System and setup password

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

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

⚠ 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** only when the status is in **Not Set**.

📌 NOTE: If the password jumper is disabled, the existing System Password and Setup Password are deleted and you need not provide the system password to log on to the computer.

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

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

Deleting or changing an existing system 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.

📌 NOTE: If you change the System and/or Setup password, re-enter the new password when prompted. If you delete the System and/or Setup password, confirm the deletion when prompted.



- 5 Press Esc and a message prompts you to save the changes.
- 6 Press Y to save the changes and exit from System Setup.
The computer reboots.



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.

ℹ 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.

Running the ePSA diagnostics

- 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 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.



Technical specifications

NOTE: Offerings may vary by region. For more information regarding the configuration of your computer in:

- Windows 10, click or tap **Start**  > **Settings** > **System** > **About**.

Table 9. System specifications

Feature	Specification
Chipset	Apollo Lake
DRAM bus width	64 bits
Flash EPROM	16 MB

Table 10. Processor specifications

Feature	Specification
Processor type	Intel Pentium Celeron Processors (Apollo Lake)
L2 cache	2 MB

Table 11. Memory specifications

Feature	Specification
Memory connector	One internally accessible DDR3L connectors
Memory capacity	4 GB and 8 GB
Memory speed	1600 Mhz
Minimum memory	4 GB
Maximum memory	8 GB

Table 12. Audio specifications

Feature	Specification
Type	Two-channel high-definition audio
Controller	Realtek ALC3246 with Waves MaxxAudio
Stereo conversion	24-bit (analog-to-digital and digital-to-analog)
Interface	Intel HDA bus
Speakers	2 x 2 W
Volume controls	Program menu and keyboard media-control keys

Table 13. Video specifications

Feature	Specification
Video type	eDP
Video Controller:	
UMA	Intel HD Graphics (shared memory)
Discrete	AMD Radeon R5 M315 (up to 2GB DDR3)
Data bus:	64 bits
External display support	VGA

Table 14. Camera specifications

Feature	Specification
Camera Resolution	HD resolution
Video Resolution (maximum)	1280 x 720 (HD) at 30 fps (maximum)
Diagonal viewing angle	74°

Table 15. Communication specifications

Feature	Specification
Network adapter	10/100/1000 Mbps Ethernet LAN on Motherboard (LOM)
Wireless	<ul style="list-style-type: none"> • Wi-Fi 802.11 b/g/n • Bluetooth 4.0

Table 16. Ports and connectors specifications

Feature	Specification
Audio	One headphone/microphone combo port (headset)
Video	VGA and HDMI out
Network adapter	One RJ-45 port
USB:	<ul style="list-style-type: none"> • Two USB 3.0 ports • One USB 2.0 port

NOTE: The powered USB 3.0 connector also supports Microsoft Kernel Debugging. The ports are identified in the documentation shipped with your computer.

Media card reader	One SD slot
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Table 17. Display specifications

Feature	Specification
Type	<ul style="list-style-type: none"> • 15.6 inches HD WLED
Dimensions:	



Feature	Specification
Height	360.00 mm (14.17 inches)
Diagonal	396.24 mm (15.60 inches)
Width	224.3 mm (8.83 inches)
Maximum resolution	1366 x 768 pixels
Active area (X/Y)	344.20 mm x 193.50 mm (13.55 inches x 7.62 inches)
Maximum brightness	200 nits
Operating angle	0° (closed) to 135°
Refresh rate	60 Hz
Minimum viewing angles:	
Horizontal	40° / 40°
Vertical	10° / 30°
Pixel pitch	0.2265 mm

Table 18. Keyboard specifications

Feature	Specification
Number of keys:	US 101, Brazil 104, UK 102, and Japan 105

Table 19. Touchpad specifications

Feature	Specification
Active Area:	
X-axis	105.00 mm (4.13 inches)
Y-axis	80.00 mm (3.14 inches)

Table 20. Battery specifications

Feature	Specification
Type	· 4-cell “smart” lithium ion (47 WHr)
Dimensions:	
Height	20.00 mm (0.78 inch)
Width	270.00 mm (10.63 inches)
Depth	37.50 mm (1.47 inches)
Weight	0.25 kg (0.55 lb)
Life span	300 discharge/charge cycles
Voltage	14.80 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)

Feature	Specification
Coin-cell battery	3 V CR2032 lithium ion

Table 21. AC Adapter specifications

Feature	Specification
Type	65 W (discrete)
Input voltage	100 V AC to 240 V AC
Input frequency	50 Hz to 60 Hz
Input current (maximum)	
65 W	1.70 A
Output current	
65 W	3.34 A
Rated output voltage	19.50 V DC
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 22. Physical

Feature	Specification
Height:	23.65 mm (0.93 inches)
Width:	380.00 mm (14.96 inches)
Depth:	260.30 mm (10.24 inches)
Weight:	2.29 kg (5.04 lb)

Table 23. Environmental specifications

Feature	Specification
Temperature:	
Operating	0 °C to 35 °C (32 °F to 95 °F)
Storage	-40 °C to 65 °C (-40 °F to 149 °F)
Relative humidity (maximum):	
Operating	10 % to 90 % (non-condensing)
Storage	0 % to 95 % (non-condensing)
Altitude (maximum):	
Operating	-15.2 m to 3048 m (-50 to 10,000 ft)
	0° to 35°C
Non-Operating	-15.2 m to 10,668 m (-50 ft to 35,000 ft)
Airborne contaminant level	G1 as defined by ISA-S71.04-1985





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 Go to **Dell.com/support**.
- 2 Select your support category.
- 3 Verify your country or region in the **Choose a Country/Region** drop-down list at the bottom of the page.
- 4 Select the appropriate service or support link based on your need.

