

# Dell Latitude 5580

## 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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<b>1 Working on your computer.....</b>	<b>8</b>
Safety instructions.....	8
Before working inside your computer.....	8
Turning off your computer.....	9
Turning off your computer — Windows 10.....	9
Turning off your computer — Windows 7.....	10
After working inside your computer.....	10
<b>2 Removing and installing components.....</b>	<b>11</b>
Recommended tools.....	11
Subscriber Identity Module(SIM) board.....	11
Installing the Subscriber Identification Module (SIM) card.....	11
Removing the Subscriber Identification Module (SIM) card.....	11
Base cover.....	12
Removing the base cover.....	12
Installing the base cover.....	13
Battery.....	13
Removing the battery.....	13
Installing the battery.....	14
Solid State Drive (SSD).....	14
Removing the M.2 Solid State Drive (SSD).....	14
Installing the M.2 Solid State Drive (SSD).....	16
Hard drive.....	16
Removing the hard drive assembly.....	16
Installing the hard drive assembly.....	17
Coin cell battery.....	17
Removing the coin cell battery.....	17
Installing the coin cell battery.....	18
WLAN card.....	18
Removing the WLAN card.....	18
Installing the WLAN card.....	19
WWAN card.....	19
Removing the WWAN card.....	19
Installing the WWAN card.....	20
Memory module.....	20
Removing the memory module.....	20
Installing the memory module.....	21
Keyboard.....	21
Removing the keyboard trim.....	21
Removing the keyboard.....	22
Installing the keyboard.....	25
Installing the keyboard trim.....	25
Heat sink.....	26



Removing the heat sink .....	26
Installing the heat sink .....	26
System fan.....	27
Removing the system fan.....	27
Installing the system fan.....	27
Power connector port.....	28
Removing the power connector port.....	28
Installing the power connector port.....	28
Chassis frame.....	29
Removing the chassis frame.....	29
Installing the chassis frame.....	30
System board.....	30
Removing the system board.....	30
Installing the system board.....	33
Touchpad panel.....	33
Removing the touchpad panel.....	33
Installing the touchpad panel.....	35
SmartCard module.....	35
Removing the SmartCard reader.....	35
Installing the SmartCard reader.....	37
LED board.....	37
Removing the LED board.....	37
Installing the LED board.....	38
Speaker.....	39
Removing the speaker.....	39
Installing the speaker.....	40
Hinge cap.....	40
Removing the hinge cap.....	40
Installing the hinge cap.....	41
Display assembly.....	41
Removing the display assembly.....	41
Installing the display assembly.....	45
Display bezel.....	45
Removing the display bezel.....	45
Installing the display bezel.....	46
Display hinges.....	46
Removing the display hinge.....	46
Installing the display hinge.....	47
Display panel.....	48
Removing the display panel.....	48
Installing the display panel.....	49
eDP cable.....	50
Removing the eDP cable.....	50
Installing the eDP cable.....	50
Camera.....	51
Removing the camera.....	51
Installing the camera.....	52



Palm rest.....	52
Replacing the palm rest.....	52
<b>3 Technology and components.....</b>	<b>54</b>
Power adapter.....	54
Processors.....	54
Skylake processor.....	54
Identifying processors in Windows 10.....	55
Verifying the processor usage in Task Manager.....	55
Verifying the processor usage in Resource Monitor.....	55
Chipsets.....	56
Intel chipset drivers.....	56
Downloading the chipset driver.....	57
Identifying the chipset in Device Manager on Windows 10.....	57
Graphic options.....	58
Intel HD Graphics drivers.....	58
Downloading drivers.....	58
Display options.....	59
Identifying the display adapter.....	59
Changing the screen resolution.....	59
Rotating the display.....	59
Adjusting brightness in Windows 10.....	60
Cleaning the display.....	60
Using touch screen in Windows 10.....	60
Connecting to external display devices.....	61
Realtek ALC3246 Waves MaxxAudio Pro controller.....	61
Downloading the audio driver.....	61
Identifying the audio controller in Windows 10.....	61
Changing the audio settings.....	62
WLAN cards.....	62
Secure Boot screen options.....	62
Hard drive options.....	62
Identifying the hard drive in Windows 10.....	63
Identifying the hard drive in the BIOS.....	63
Camera features.....	63
Identifying the camera in Device Manager on Windows 10.....	63
Starting the camera.....	63
Starting the camera application.....	64
Memory features.....	65
Verifying system memory in Windows 10.....	65
Verifying system memory in system setup (BIOS).....	65
Testing memory using ePSA.....	65
Realtek HD audio drivers.....	65
Thunderbolt over Type-C.....	66
Thunderbolt 3 over Type-C.....	66
Key Features of Thunderbolt 3 over USB Type-C .....	66
Thunderbolt Icons.....	67



<b>4 System setup options.....</b>	<b>68</b>
Boot Sequence.....	68
Navigation keys.....	69
System Setup overview.....	69
Accessing System Setup.....	69
General screen options.....	69
System Configuration screen options.....	70
Video screen options.....	73
Security screen options.....	73
Secure Boot screen options.....	75
Intel Software Guard Extensions.....	75
Performance screen options.....	76
Power Management screen options.....	76
POST Behavior screen options.....	78
Virtualization support screen options.....	79
Wireless screen options.....	79
Maintenance screen options.....	80
System Log screen options.....	80
Updating the BIOS .....	80
System and setup password.....	81
Assigning a system password and setup password.....	81
Deleting or changing an existing system and/or setup password.....	82
<b>5 Technical specifications.....</b>	<b>83</b>
System specifications.....	83
Processor specifications.....	84
Memory specifications.....	84
Storage specifications.....	84
Audio specifications.....	85
Video specifications.....	85
Camera specifications.....	85
Communication specifications.....	86
Port and connector specifications.....	86
Contactless smart card specifications.....	86
Display specifications.....	87
Keyboard specifications.....	87
Touchpad specifications.....	88
Battery specifications.....	88
AC Adapter specifications.....	89
Physical specifications.....	89
Environmental specifications.....	90
<b>6 Diagnostics.....</b>	<b>91</b>
Enhanced Pre-Boot System Assessment (ePSA) diagnostics.....	91
Device status lights.....	92
Battery status lights.....	93



Troubleshooting.....	93
Enhanced Pre-Boot System Assessment (ePSA) diagnostics.....	93
Real Time Clock (RTC) reset.....	94
<b>7 Contacting Dell.....</b>	<b>95</b>



# Working on your computer

## Safety instructions

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

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.

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**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), 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 base cover.
- 8 Remove the main battery.
- 9 Turn the computer top-side up.
- 10 Open the display.
- 11 Press and hold the power button for few seconds, 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.

# Turning off your computer — Windows 7

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

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

**① 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 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 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 Replace the base cover.
- 5 Connect your computer and all attached devices to their electrical outlets.
- 6 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

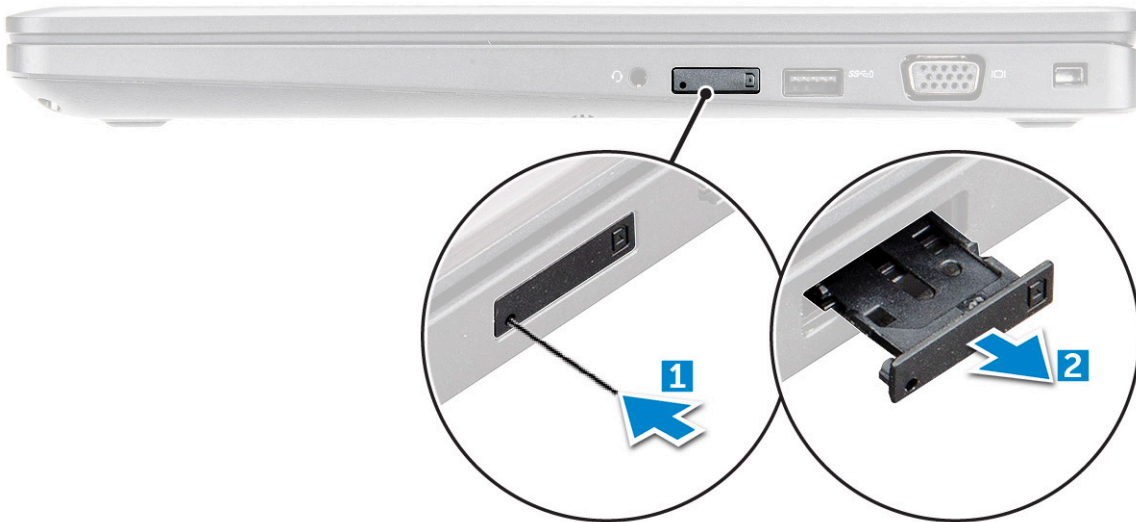
The procedures in this document require the following tools:

- Phillips #0 screwdriver
- Phillips #1 screwdriver
- Plastic scribe

## Subscriber Identity Module(SIM) board

### Installing the Subscriber Identification Module (SIM) card

- 1 Follow the procedure in [After working inside your computer](#).
- 2 Insert a paperclip or a SIM card removal tool into the pinhole [1].
- 3 Pull the SIM card tray to remove it [2].
- 4 Place the SIM card on the SIM card tray.
- 5 Push the SIM card tray into the slot until it clicks into place.



### Removing the Subscriber Identification Module (SIM) card

**CAUTION:** Removing the SIM card when the computer is on may cause data loss or damage the card. Ensure your computer is turned off or the network connections are disabled.

- 1 Insert a paperclip or a SIM card removal tool into the pinhole on the SIM card tray.
- 2 Pull the SIM card tray to remove it.



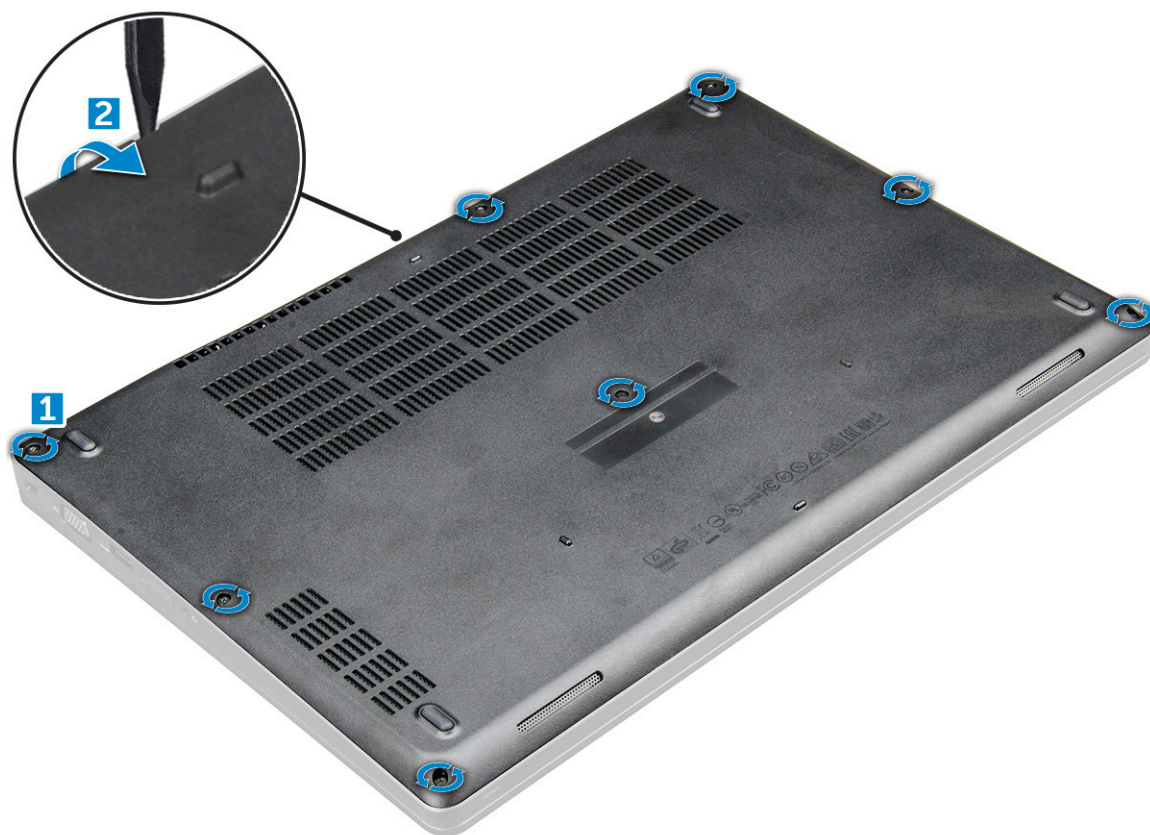
- 3 Remove the SIM card from the SIM card tray.
- 4 Push the SIM card tray into the slot until it clicks into place.

## Base cover

### Removing the base cover

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 To remove the base cover:
  - a Loosen the M2x5 captive screws that secure the base cover to the computer [1].
  - b Pry the base cover from the edge [2].

 **NOTE:** You may need a plastic scribe to pry the base cover from the edge.



- 3 Lift the base cover away from the computer.



## Installing the base cover

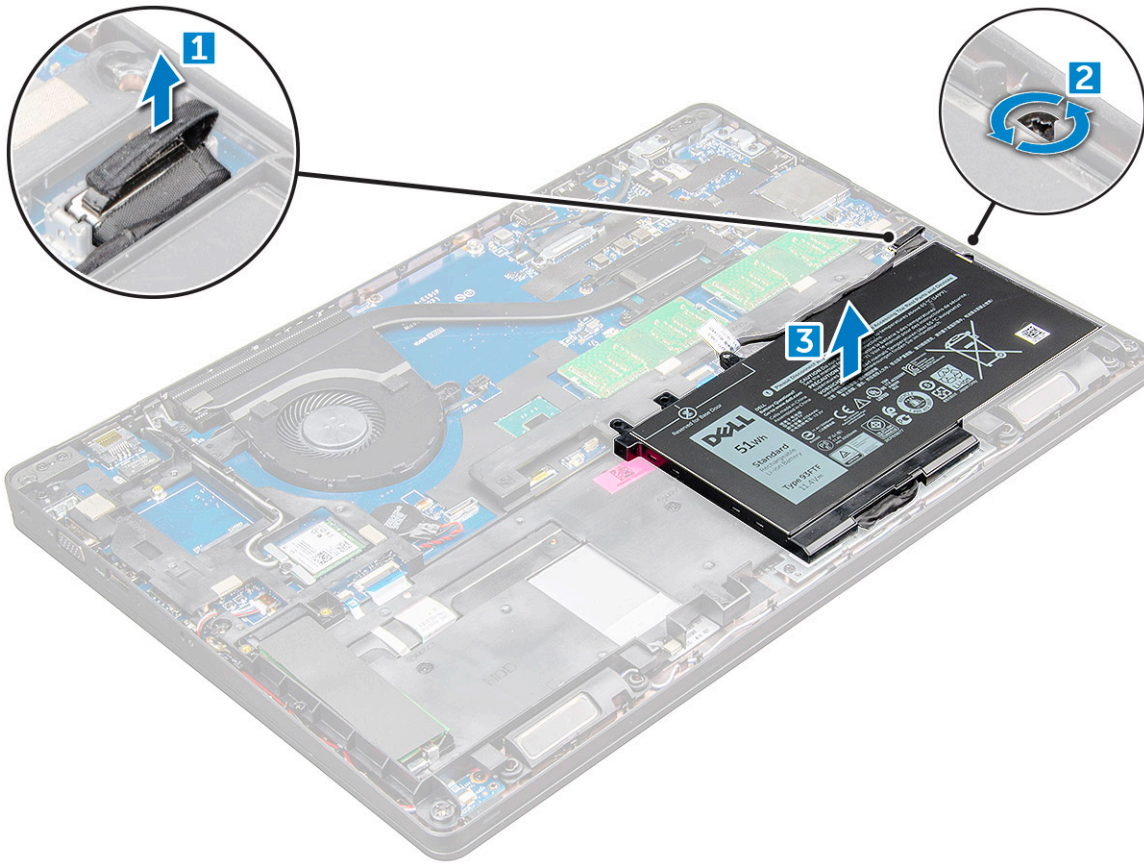
- 1 Align the base cover with the screw holders on the computer.
- 2 Press the edges of the cover until it clicks into place.
- 3 Tighten the M2x5 screws to secure the base cover to the computer.
- 4 Follow the procedure in [After working inside your computer](#).

## Battery

### Removing the battery

① **NOTE:** 92 WHr battery supports only SSD card and USB Type-C port, and cannot support 2.5-inch drive.

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the [base cover](#).
- 3 To remove the battery:
  - a Disconnect the battery cable from the connector on the system board [1].
  - b Remove the M2x5 screw that secures the battery to the computer [2].
  - c Lift the battery away from the computer [3].



## Installing the battery

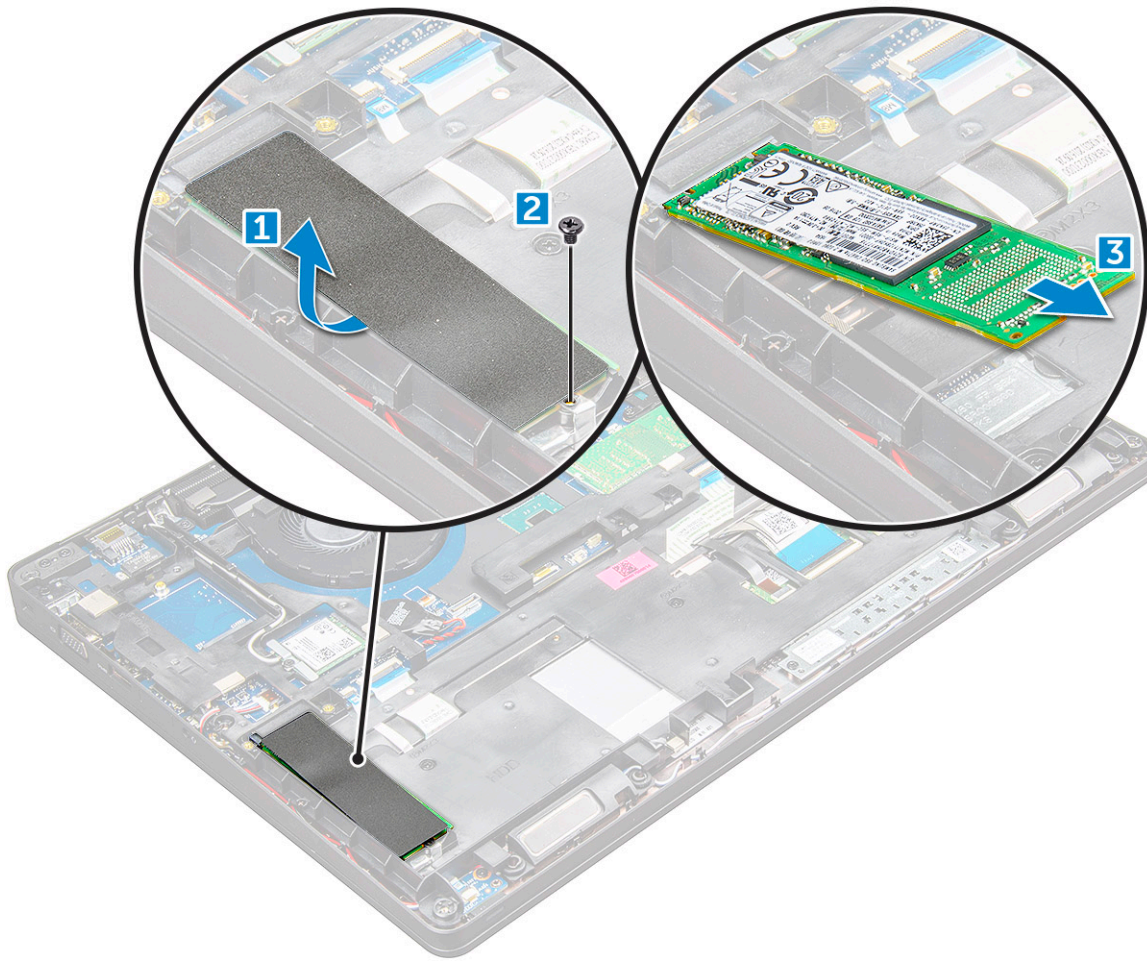
**NOTE:** If you want to install 92 WHr battery, make sure your computer has an SSD card and a USB Type-C port.

- 1 Insert the battery into the slot on the computer.
- 2 Connect the battery cable to the connector on the battery.
- 3 Tighten the M2x5 screw to secure the battery to the computer.
- 4 Install the [base cover](#).
- 5 Follow the procedure in [After working inside your computer](#).

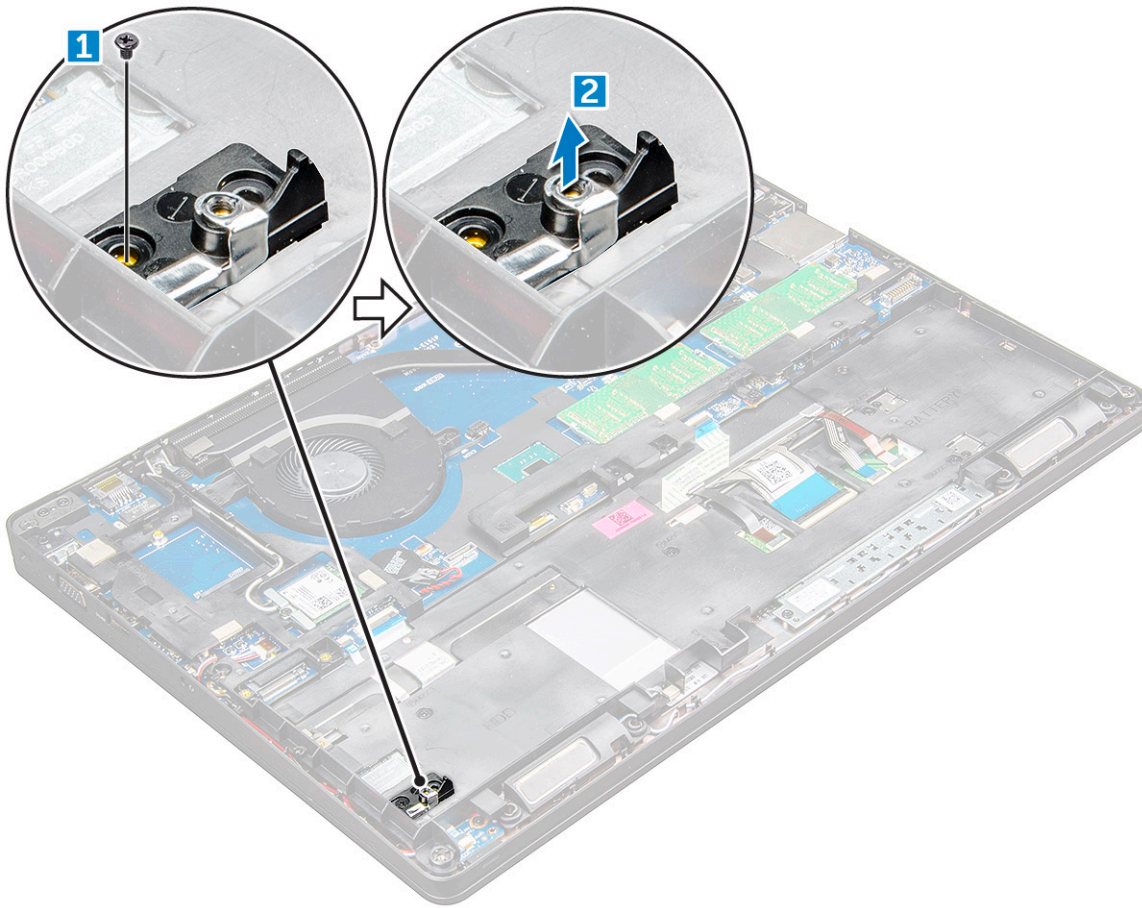
## Solid State Drive (SSD)

### Removing the M.2 Solid State Drive (SSD)

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
  - a [base cover](#)
  - b [battery](#)
- 3 To remove the SSD:
  - a Peel off the adhesive tape that secures the SSD card [1].
  - b Remove the M2.0x3.0 screw that secures the SSD to the computer [2].
  - c Slide and lift the SSD from the computer [3].



- 4 To remove the SSD clip:
  - a Remove the M2.0x3.0 screw that secures the SSD clip to the computer [1].
  - b Lift the SSD clip away from the computer [2].



## Installing the M.2 Solid State Drive (SSD)

**NOTE:** Before installing SSD card, ensure that the battery is fully charged or the power cable is plugged in.

- 1 Place the SSD clip on the computer.
- 2 Tighten the M2.0x3.0 screw that secures SSD clip to the computer.
- 3 Insert the SSD into the socket on the computer.
- 4 Tighten the M2.0x3.0 screw to secure the SSD to the computer.
- 5 Affix the adhesive tape following the SSD card.

**NOTE:** For models shipped with NVMe SSDs, the SSD requires installation of a thermal plate over it.

- 6 Install the:
  - a battery
  - b base cover
- 7 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 [base cover](#)
  - b [battery](#)
- 3 To remove the hard drive assembly:
  - a Disconnect the hard drive cable from the connector on the system board.
  - b Remove the screws that secure the hard drive assembly to the computer.
  - c Lift the hard drive assembly away from the computer.

## Installing the hard drive assembly

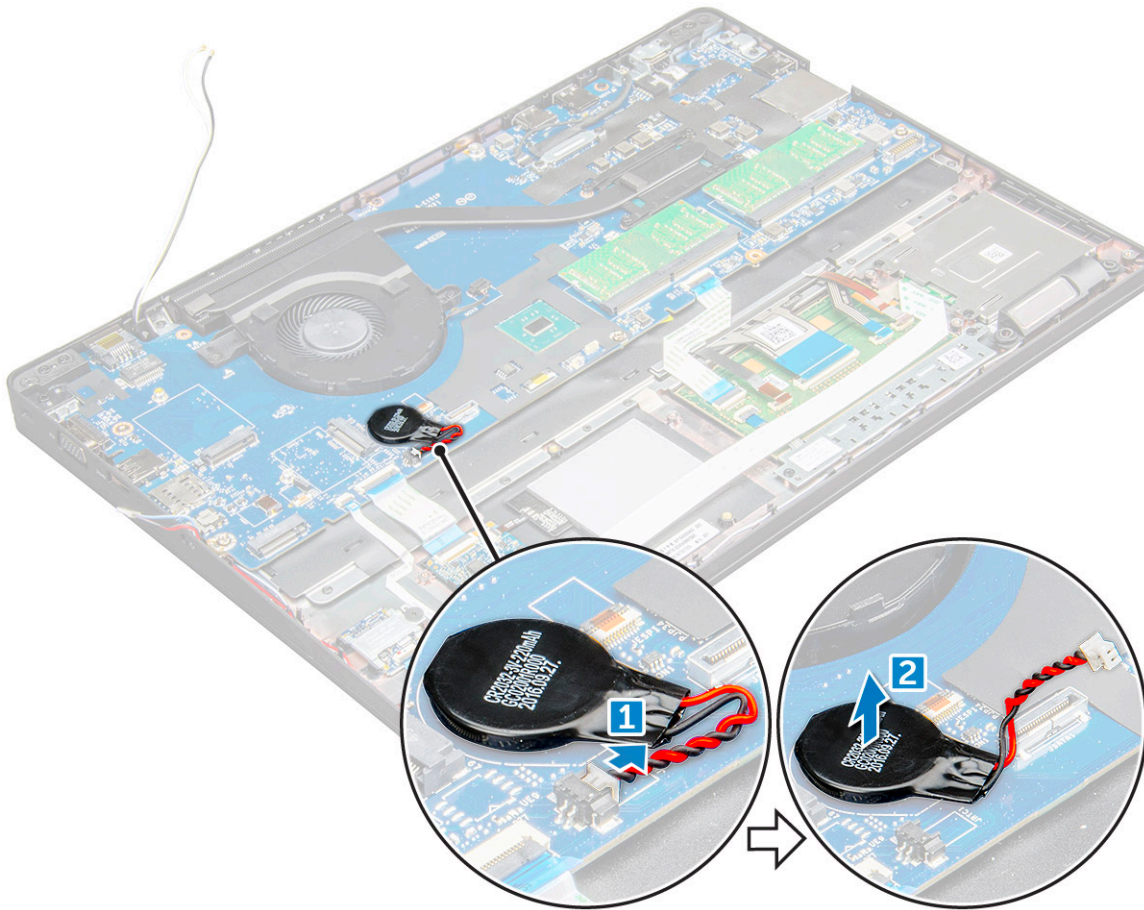
- 1 Insert the hard drive assembly into the slot on the computer.
- 2 Tighten the screws to secure the hard drive assembly to the computer.
- 3 Connect the hard drive cable to the connector on the hard drive and on the system board.
- 4 Install the:
  - a [battery](#)
  - b [base cover](#)
- 5 Follow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

## Coin cell battery

### Removing the coin cell battery

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
  - a [base cover](#)
  - b [battery](#)
- 3 To remove the coin cell battery:
  - a Disconnect the coin cell battery cable from the connector on the system board [1].
  - b Pry the coin cell battery to release from the adhesive and lift it away from the system board [2].





## Installing the coin cell battery

- 1 Place the coin cell battery into the slot on the system board.
- 2 Connect the coin cell battery cable to the connector on the system board.

**NOTE:** Ensure the coin cell battery cable is properly routed to avoid damages to the cable.

- 3 Install the:
  - a battery
  - b base cover
- 4 Follow the procedure in [After working inside your computer](#).

## WLAN card

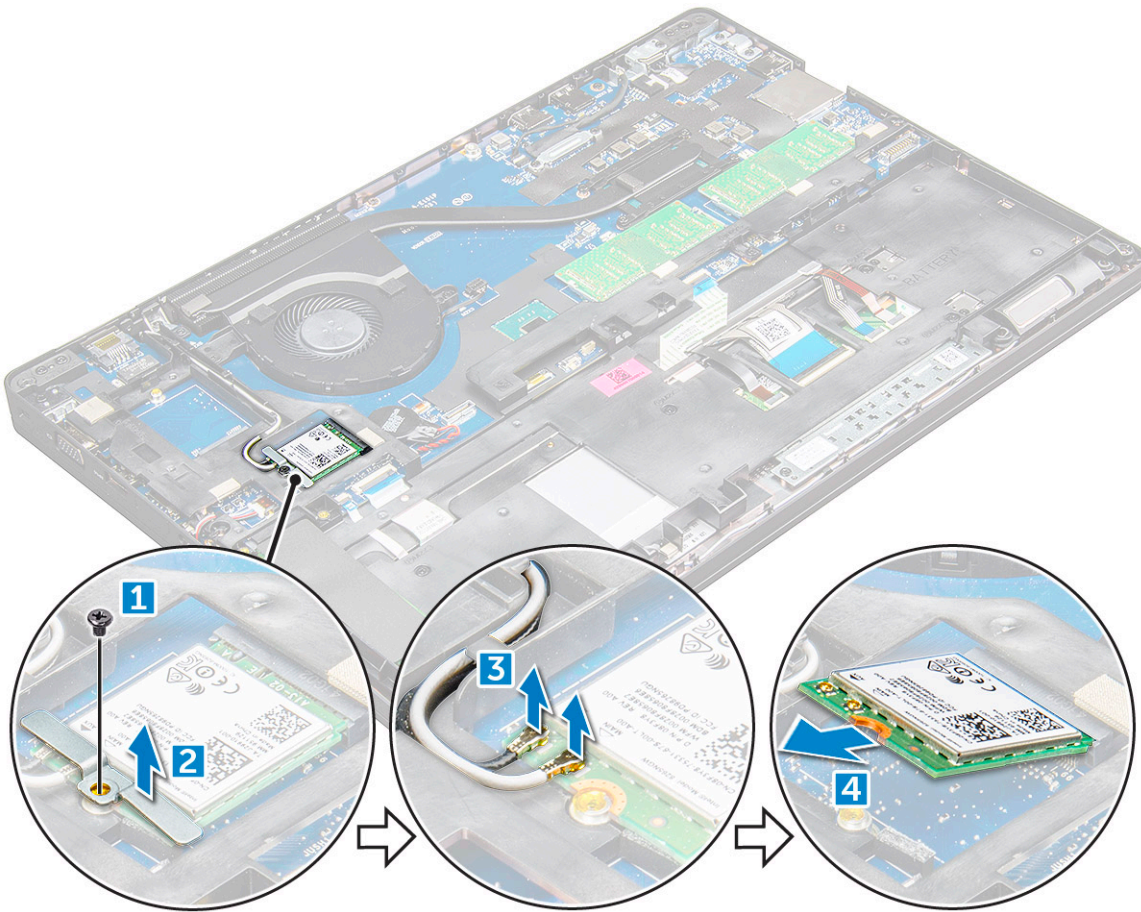
### Removing the WLAN card

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
  - a base cover
  - b battery
- 3 To remove the WLAN card:
  - a Remove the M2.0x3.0 screw that secures the WLAN card to the computer [1].
  - b Remove the metal tab that secures the WLAN cables [2].

- c Disconnect the WLAN cables from the connectors on the WLAN card [3].

**NOTE:** The WLAN card is held in place with an adhesive foam spacer.

- d Lift the WLAN card to release it from the adhesive [4].



## Installing the WLAN card

- 1 Insert the WLAN card into the slot on the computer.
- 2 Route the WLAN cables through the routing channel.
- 3 Connect the WLAN cables to the connectors on the WLAN Card.
- 4 Place the metal bracket and tighten the M2.0x3.0 screw to secure it to the computer.
- 5 Install the:
  - a battery
  - b base cover
- 6 Follow the procedure in [After working inside your system](#).

## WWAN card

### Removing the WWAN card

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



- b [battery](#)
- 3 To remove the WWAN card:
  - a Disconnect the WWAN cables from the connectors .
  - b Remove the M2.0x3.0 screw that secures the WWAN card to the computer .
  - c Lift the WWAN card away from the connector.

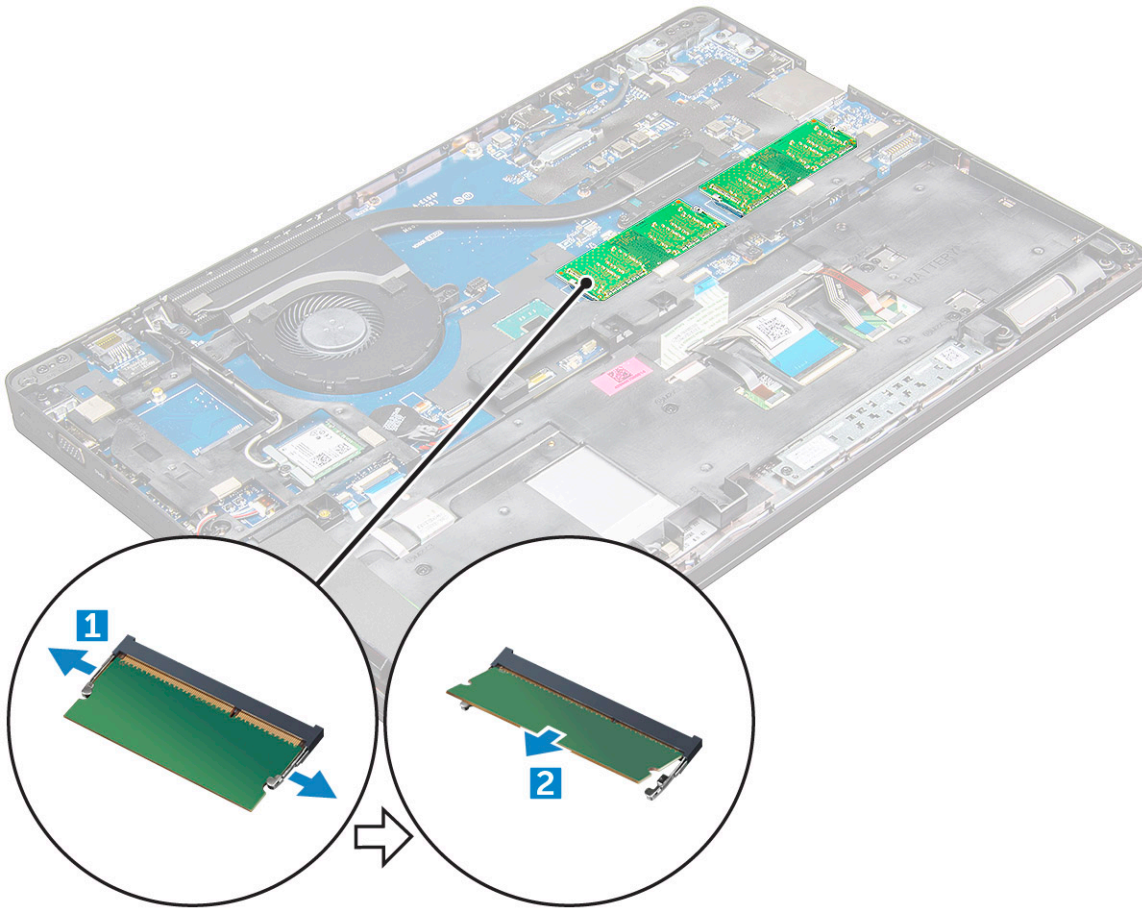
## Installing the WWAN card

- 1 Insert the WWAN card into the slot on the computer.
- 2 Tighten the M2.0x3.0 screw to secure WWAN card on the computer.
- 3 Connect the WWAN cables to the connectors on the WWAN Card.
- 4 Install the:
  - a [battery](#)
  - b [base cover](#)
- 5 Follow the procedure in [After working inside your system](#).

## Memory module

### Removing the memory module

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
  - a [base cover](#)
  - b [battery](#)
- 3 To remove the memory module:
  - a Pry the clips securing the memory module until the memory pops-up [1].
  - b Lift the memory module away from the connector [2].



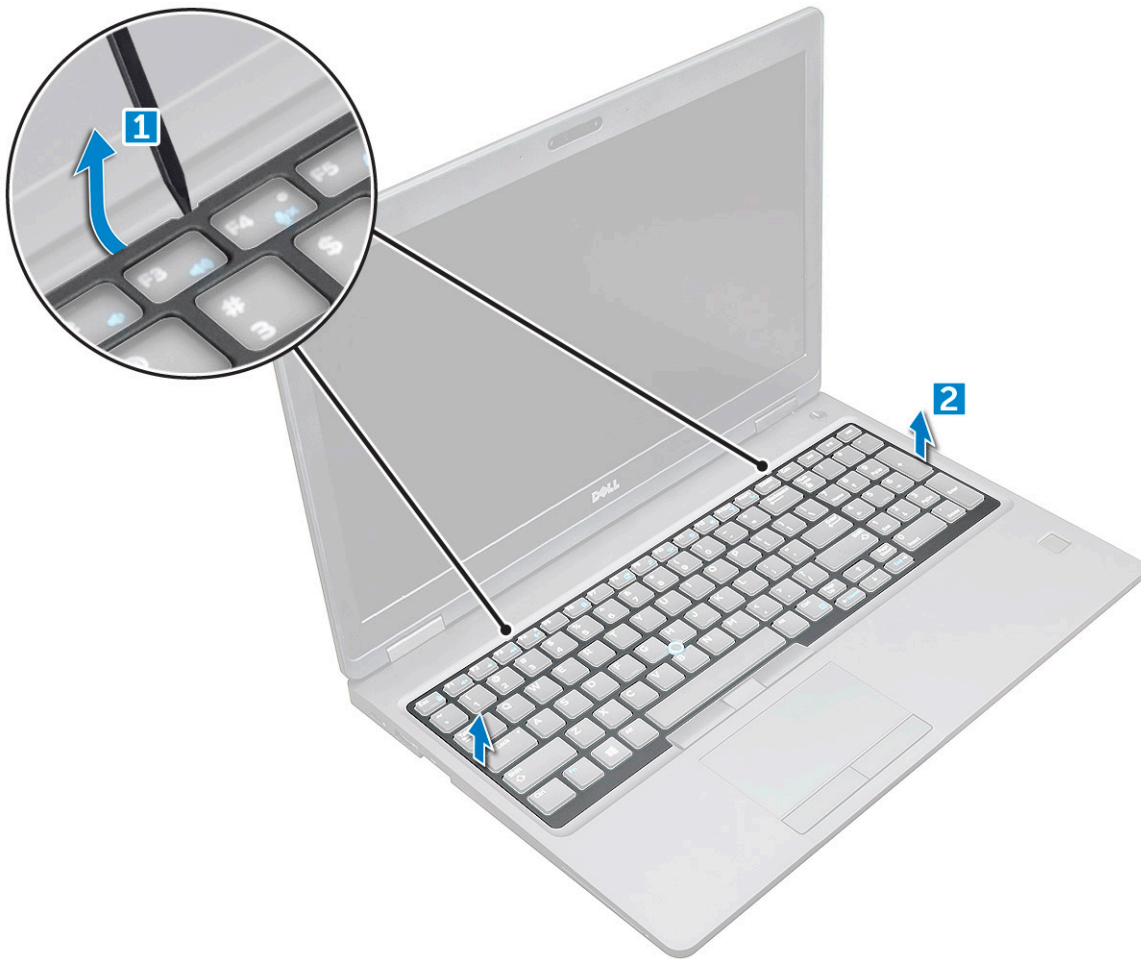
## Installing the memory module

- 1 Insert the memory module into the memory module socket until the clips secure the memory module.
- 2 Install the:
  - a [battery](#)
  - b [base cover](#)
- 3 Follow the procedures in [After working inside your computer](#).

## Keyboard

### Removing the keyboard trim

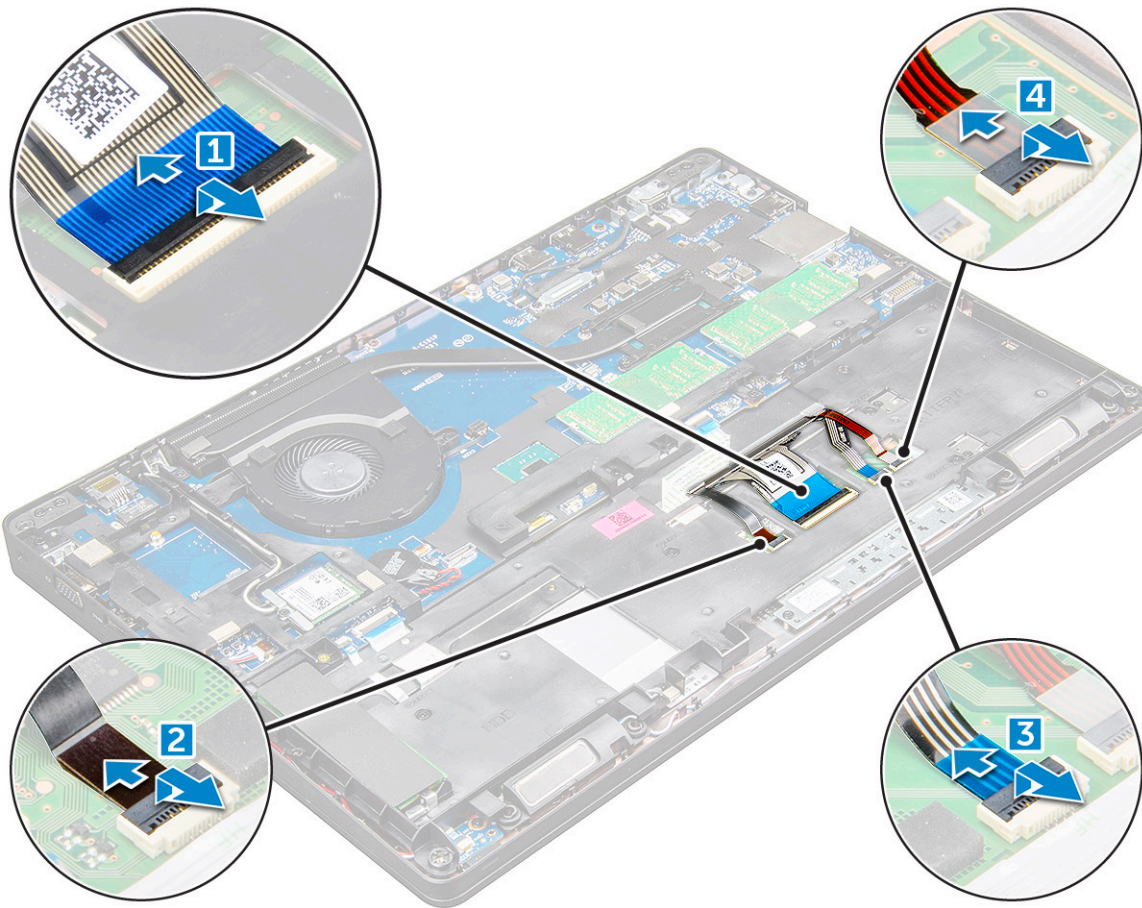
- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Pry the keyboard trim from the edges [1] and lift it away from the computer [2].



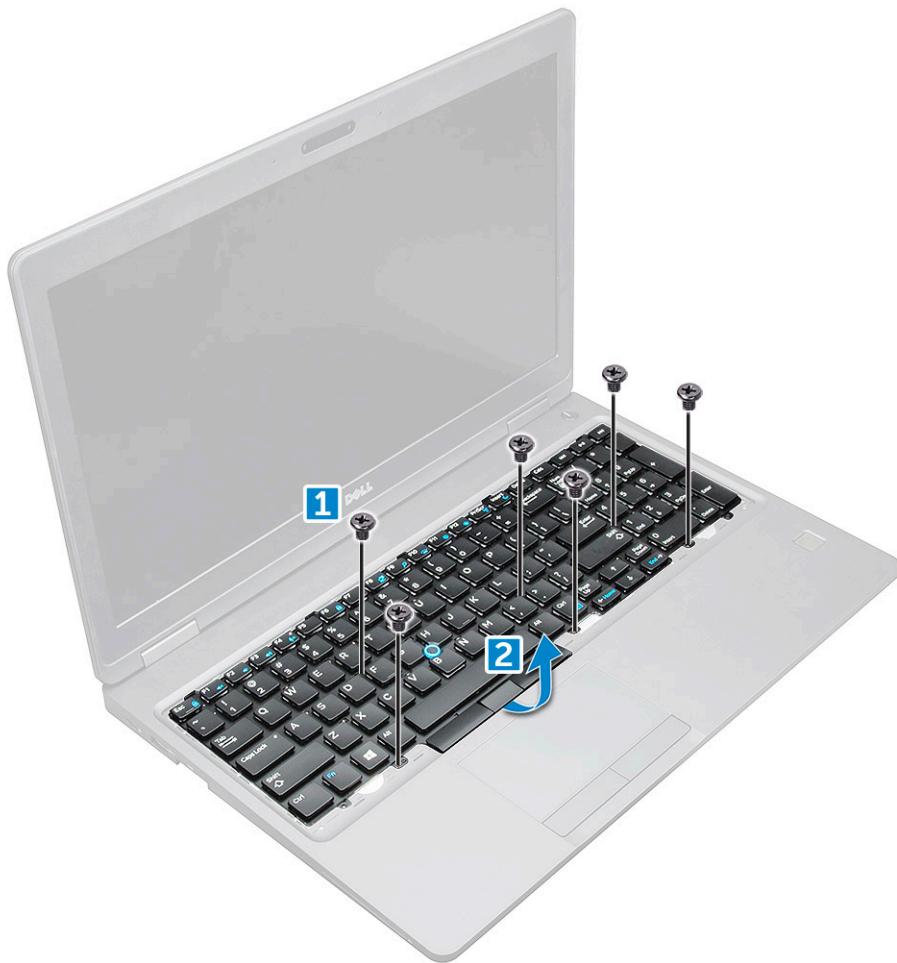
① **NOTE:** You may need a plastic scribe to pry the keyboard trim from the edges.

## Removing the keyboard

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
  - a [base cover](#)
  - b [battery](#)
  - c [keyboard trim](#)
- 3 Lift the latch, and disconnect the keyboard cable, touchpad cable and trackstick cable from the connector [1,2,3,4].



- 4 To remove the keyboard:
  - a Remove the M2x2 screws that secure the keyboard to the computer [1].
  - b Pry the keyboard from the edge of the computer [2].



- 5 Slide and lift the keyboard away from the computer.





## Installing the keyboard

- 1 Align the keyboard with the screw holders on the computer.
- 2 Tighten the M2.0x2.5 screws to secure the keyboard to the computer.
- 3 Connect the keyboard cable, touchpad cable and trackstick cable to the connectors on the system board.
- 4 Install the:
  - a keyboard trim
  - b battery
  - c base cover
- 5 Follow the procedure in [After working inside your system](#).

## Installing the keyboard trim

- 1 Align the keyboard trim with the tabs on the computer and press it until it clicks into place
- 2 Follow the procedure in [After working inside your system](#).

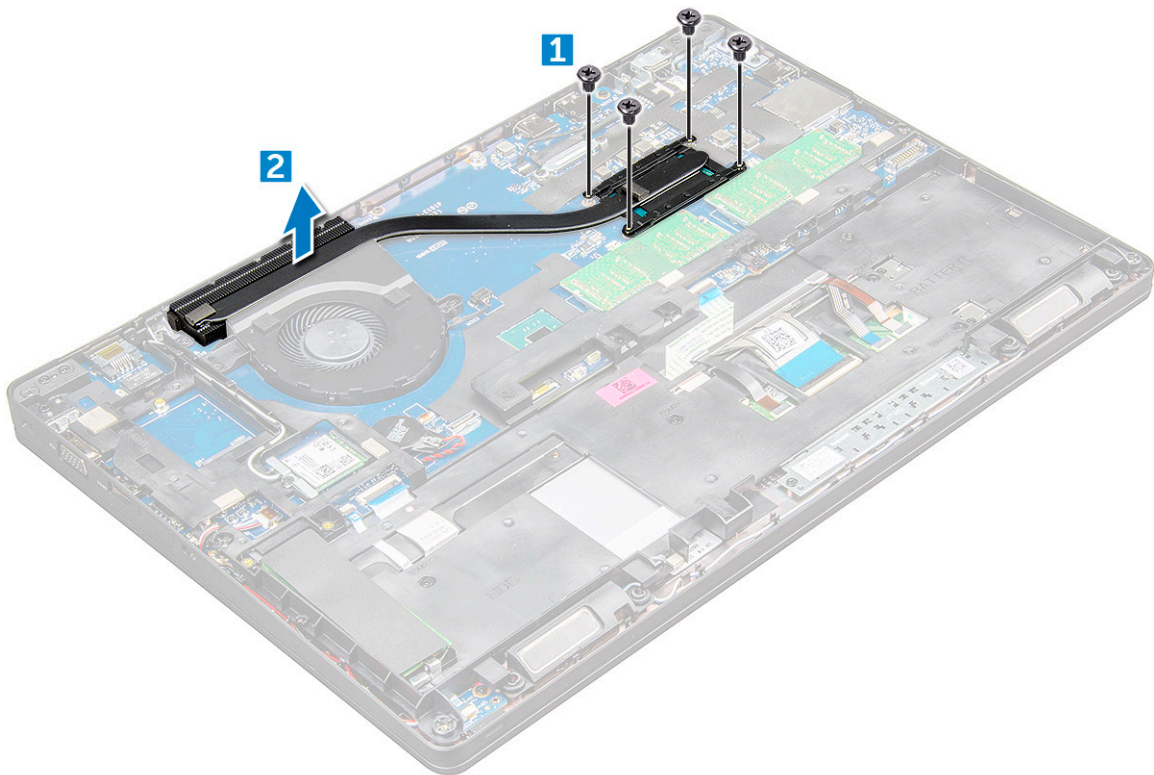
# Heat sink

## Removing the heat sink

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
  - a [base cover](#)
  - b [battery](#)
- 3 To remove the heat sink :
  - a
  - b Remove the M2.0x3.0 screws that secure the heat sink on the system board [1].

**NOTE:** Remove the screws that secure the heat sink to the system board in the order of the callouts shown on the heat sink [1, 2, 3, 4].

- c Lift the heat sink away from the system board [2].



## Installing the heat sink

- 1 Place the heat sink on the system board and align it with the screw holders.
- 2 Tighten the M2.0x3.0 screws to secure the heat sink to the system board.

**NOTE:** Tighten the screws on the system board in the order of the callout numbers [1, 2, 3, 4, 5, 6].

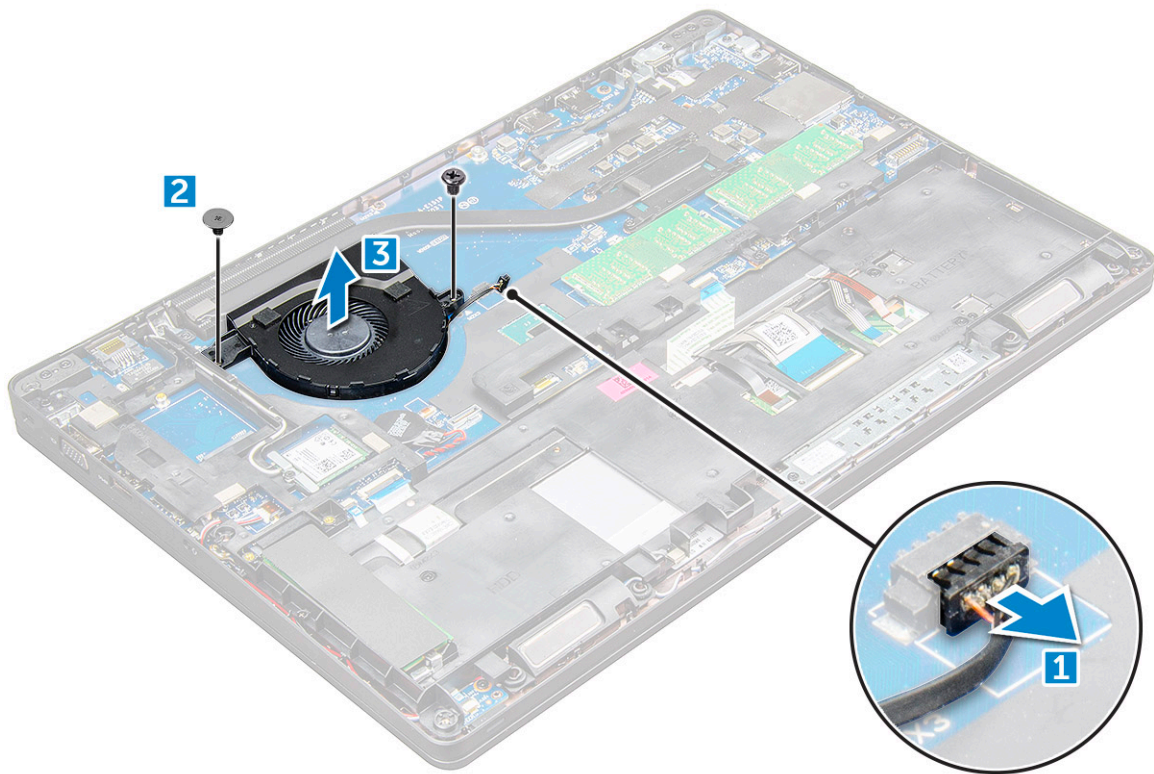
- 3 Connect the fan cable to the connector on the system board.
- 4 Install the:
  - a [battery](#)
  - b [base cover](#)

- 5 Follow the procedure 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 [base cover](#)
  - b [battery](#)
- 3 To remove the system fan:
  - a Disconnect the system fan cable from the connector on the system board [1].
  - b Remove the M2.0x3.0 screws that secure system fan on the system board [2].
  - c Lift the system fan away from the system board [3].



### Installing the system fan

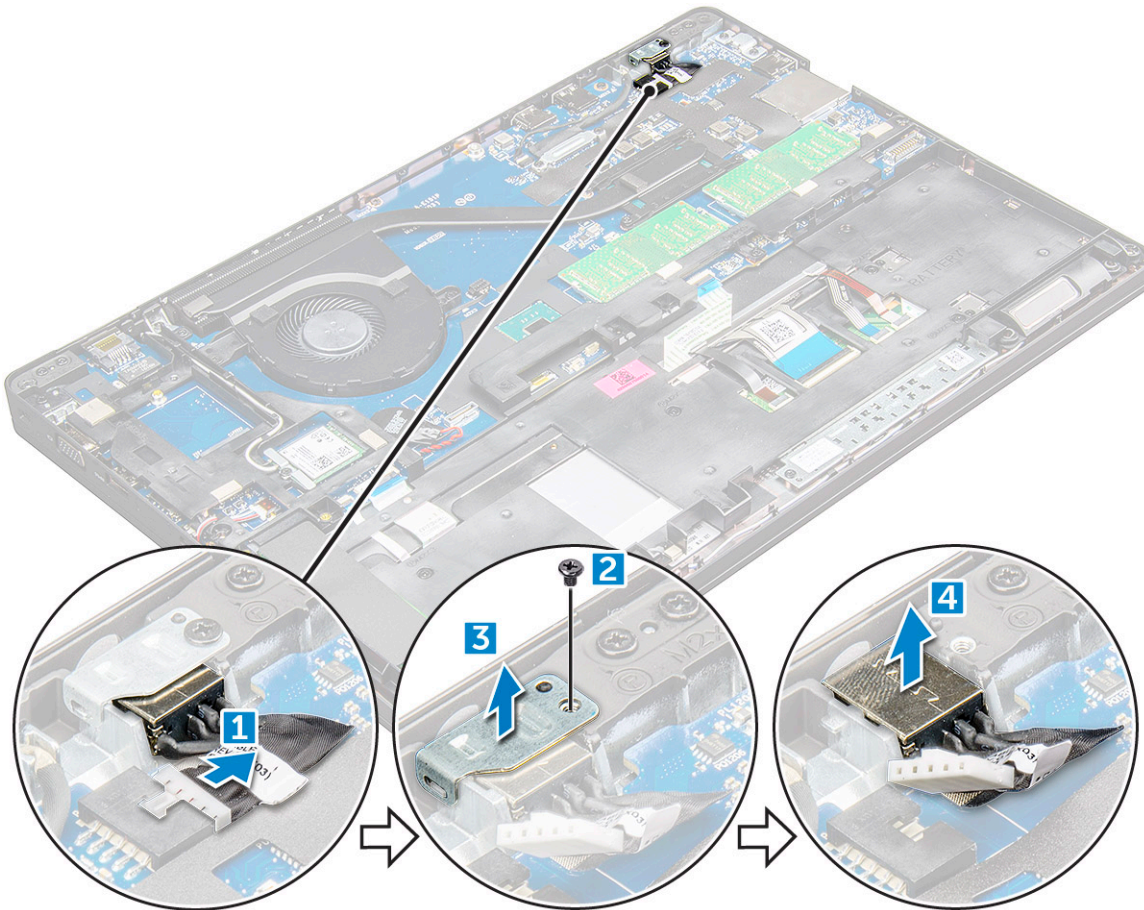
- 1 Place the system fan on the system board and align it with the screw holders.
- 2 Tighten the M2.0x3.0 screws to secure the heat sink to the system board.
- 3 Connect the fan cable to the connector on the system board.
- 4 Install the:
  - a [battery](#)
  - b [base cover](#)
- 5 Follow the procedure in [After working inside your computer](#).



# Power connector port

## Removing the power connector port

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
  - a [base cover](#)
  - b [battery](#)
- 3 To remove the power connector port:
  - a Disconnect the power connector port cable from the connector on the system board [1].
  - b Remove the M2.0x3.0 screw to release the metal bracket that secures the power connector port [2].
  - c Remove the metal bracket that secures the power connector port [3].
  - d Lift the power connector port away from the computer [4].



## Installing the power connector port

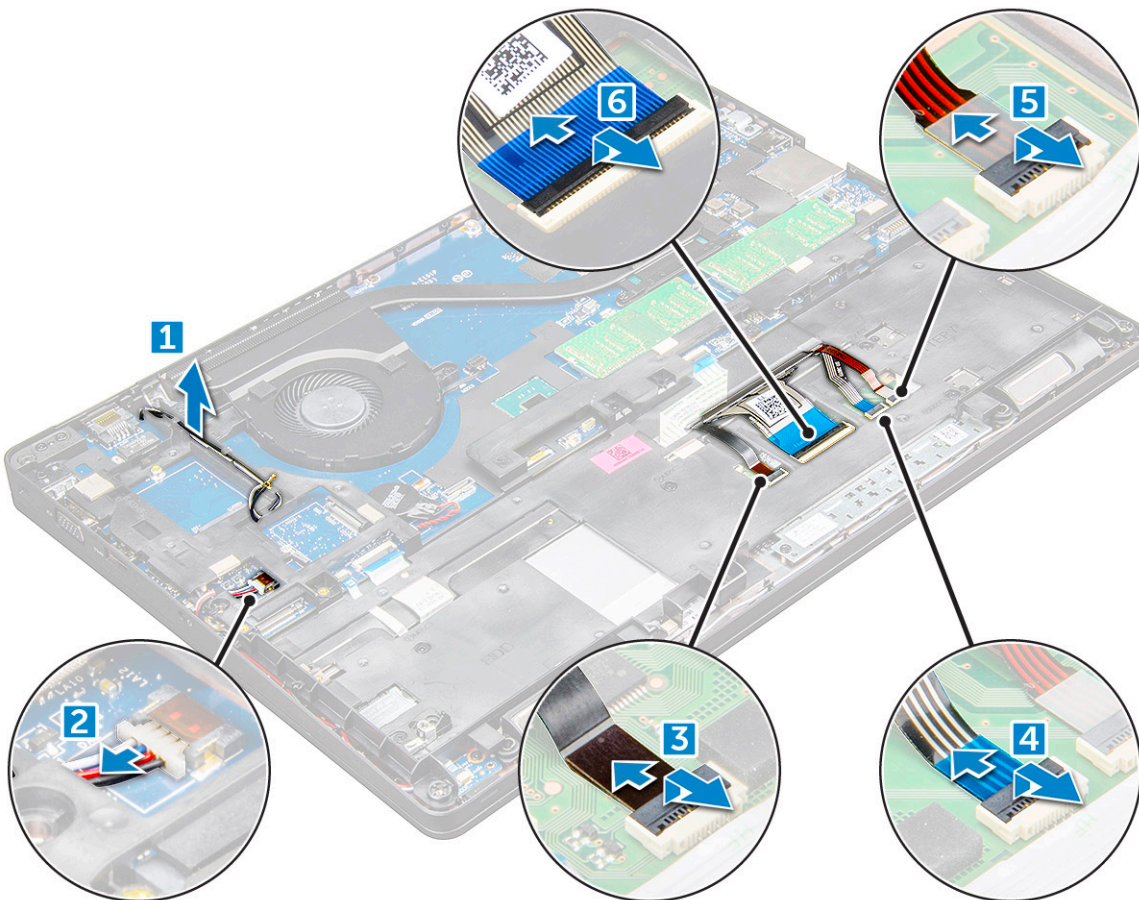
- 1 Insert the power connector port into the slot on the computer.
- 2 Place the metal bracket on the power connector port.
- 3 Tighten the M2.0x3.0 screw to secure the metal bracket to the power connector port on the computer.
- 4 Connect the power connector port cable to the connector on the system board.
- 5 Install the:

- a battery
  - b base cover
- 6 Follow the procedure in [After working inside your computer](#).

## Chassis frame

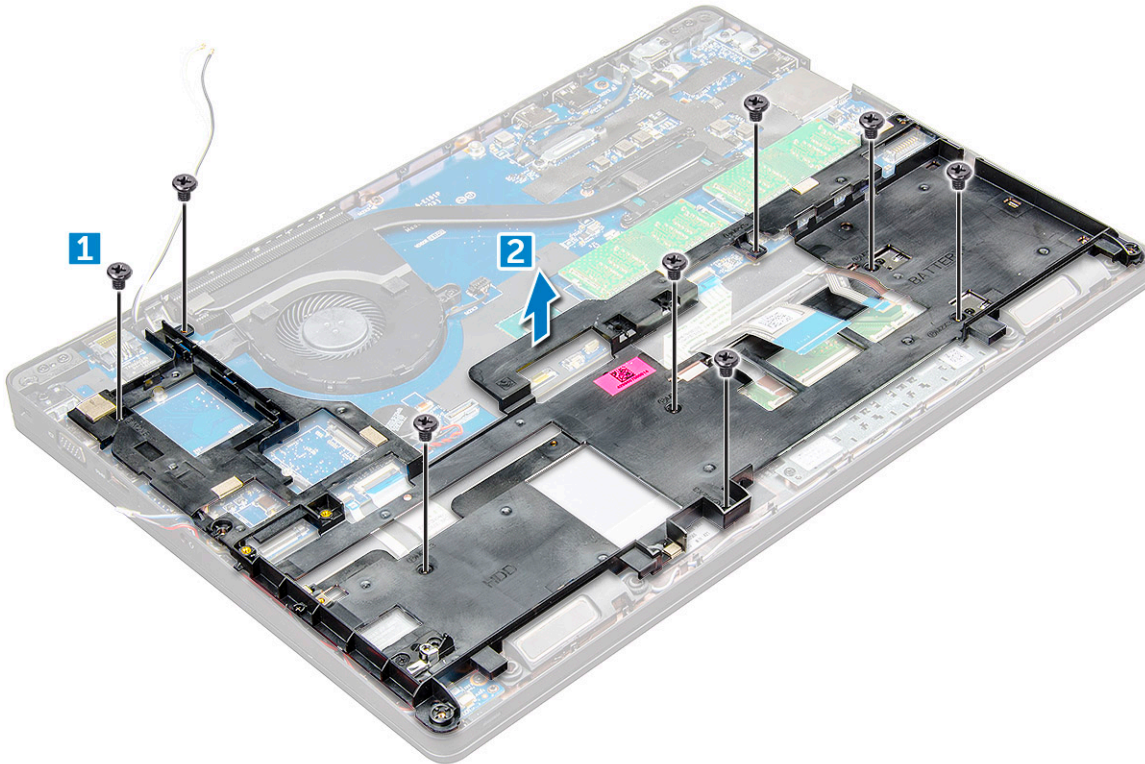
### Removing the chassis frame

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
  - a SIM card module
  - b base cover
  - c battery
  - d WLAN card
  - e WWAN card
  - f SSD card or hard drive
- 3 To release the chassis frame:
  - a Release the WLAN and WWAN cables from the routing channels [1].
  - b Disconnect the speaker cable from the connector on the system board [2].
  - c Lift the latch and disconnect the keyboard cable, touchpad cable and pointstick cable from the connector [ 3, 4, 5, 6].



- 4 To remove the chassis frame:
  - a Remove the screws (M2.0x3.0, M2x5) that secure the chassis frame to the computer [1].
  - b Lift the chassis frame away from the computer [2].





## Installing the chassis frame

- 1 Place the chassis frame on the computer and tighten the screws (M2x5, M2.0x3.0).
- 2 Connect the speaker, keyboard cable, touchpad cable and pointstick cable
- 3 Route the WLAN and WWAN cable.

**NOTE:** Ensure the coin cell battery cable is properly routed to avoid damages to the cable.

- 4 Install the:
  - a SSD card or hard drive
  - b WWAN card
  - c WLAN card
  - d battery
  - e base cover
  - f SIM card module
- 5 Follow the procedure in [After working inside your system](#).

## System board

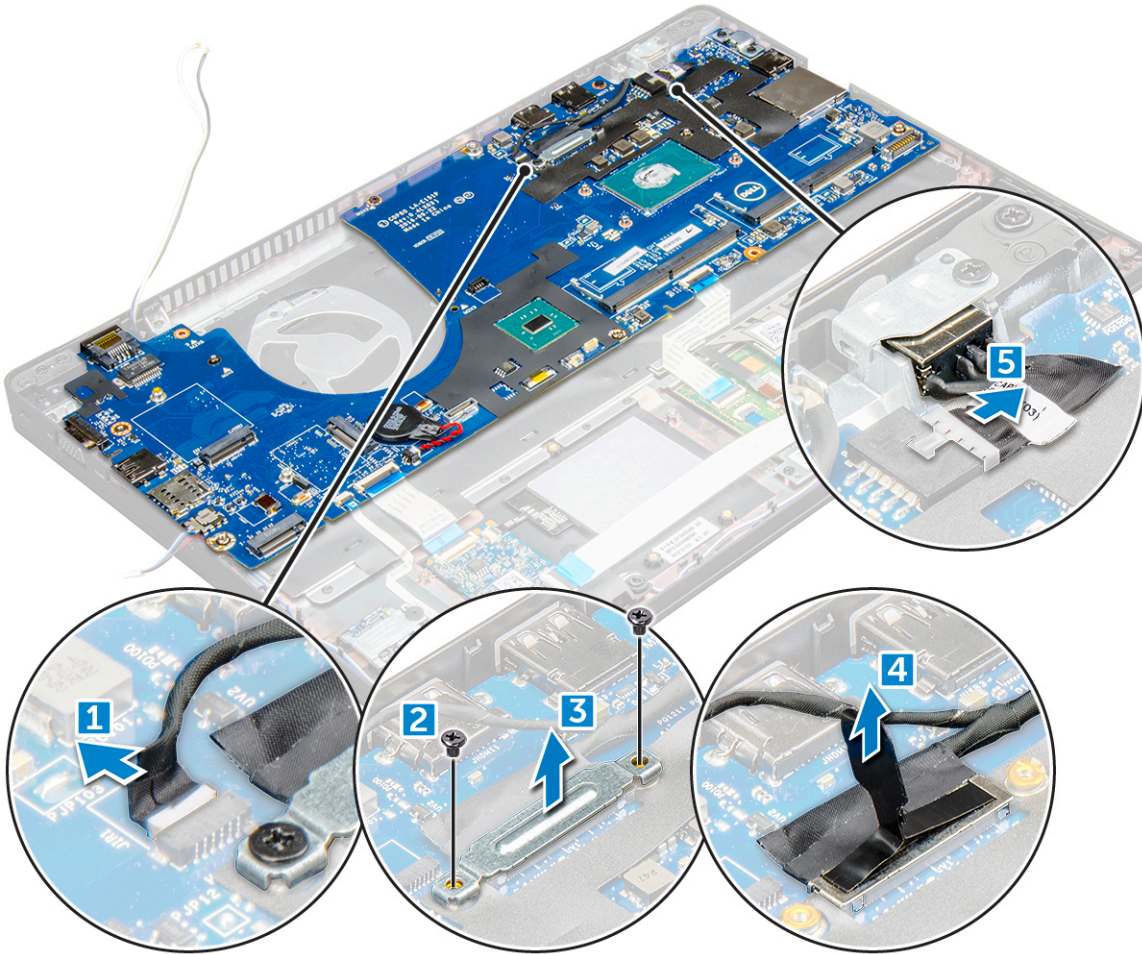
### Removing the system board

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
  - a SIM card module
  - b base cover
  - c battery
  - d WLAN card

- e WWAN card
- f SSD card or hard drive
- g memory module
- h heat sink
- i system fan
- j coin cell battery
- k chassis frame

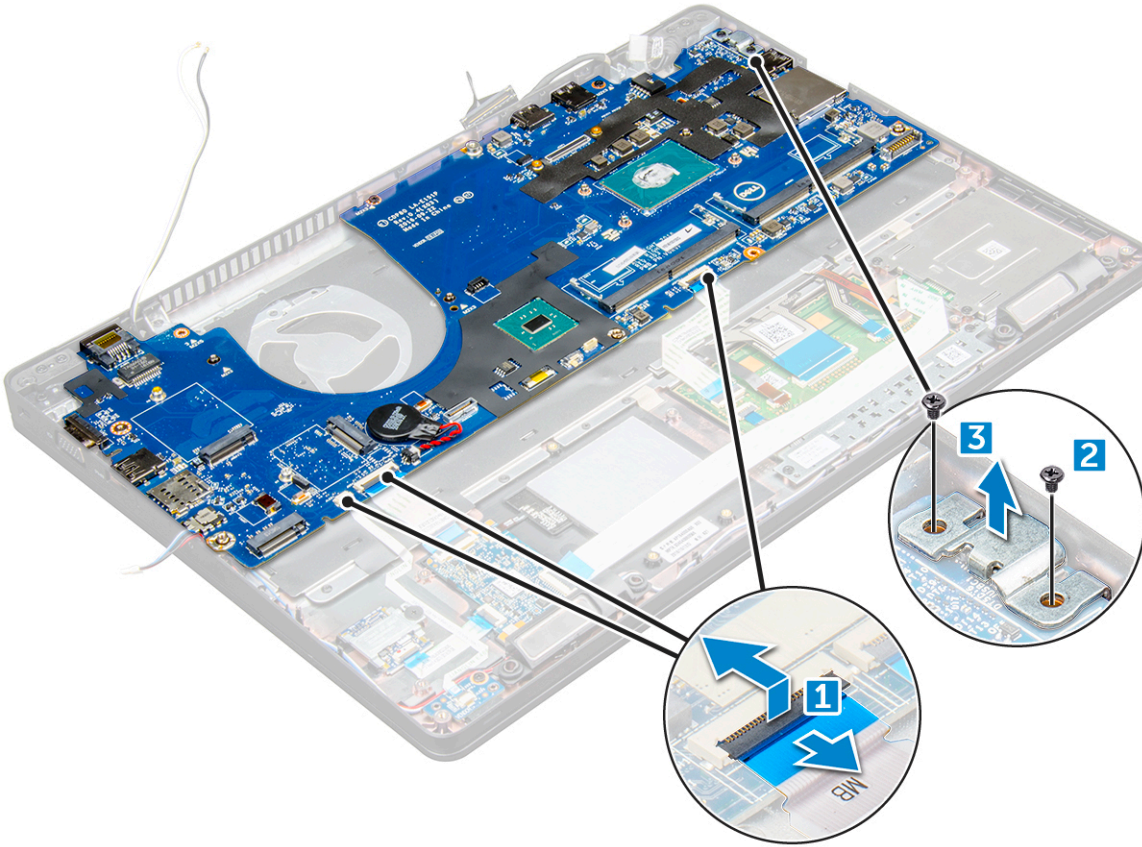
3 To release the system board:

- a Disconnect the IR camera cable [1].
- b Remove the M2.0x3.0 screws that secures the metal bracket [2].
- c Lift the metal bracket that secures the display cable [3].
- d Disconnect the display cable from the connectors on the system board [4].
- e Disconnect the power cable [5].

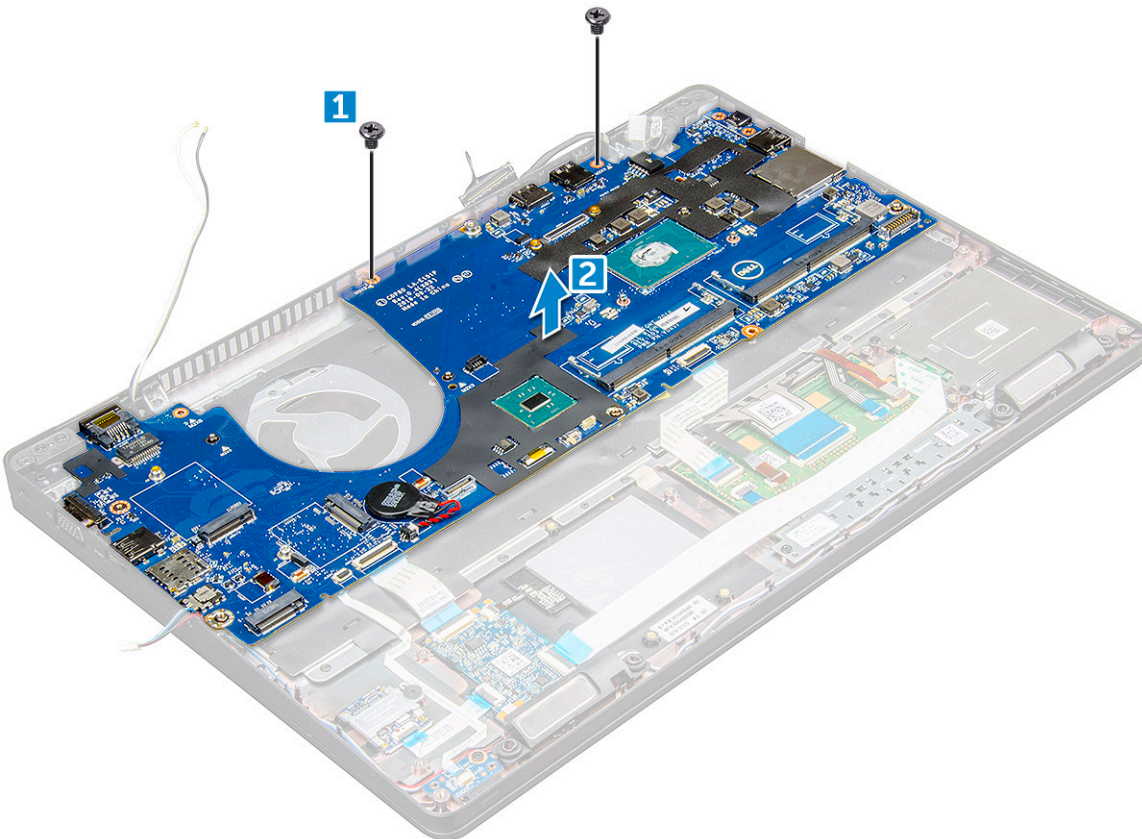


4 To remove the system board:

- a Disconnect the LED board, mother board and touchpad cable from the system board [1, 2].
- b Remove the M2.0x5.0 screws that secure the metal bracket and lift it away from the system board [3].



5 Remove the M2.0x3.0 screws and lift the system board away from the computer [1, 2].





# Installing the system board

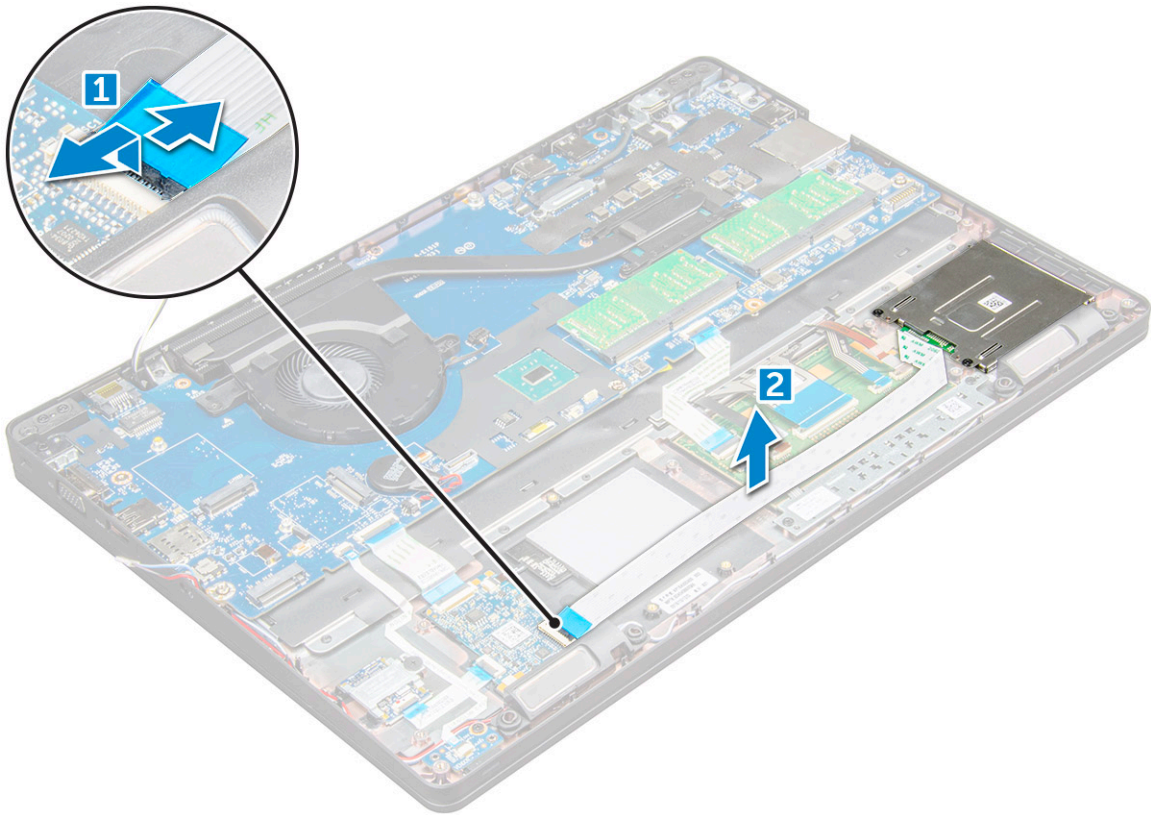
- 1 Align the system board with the screw holders on the computer.
- 2 Tighten the M2.0x3.0 screws to secure the system board to the computer.
- 3 Place the metal bracket and tighten the M2.0x5.0 screws on the system board.
- 4 Connect the LED, mother board and touchpad cable to the system board.
- 5 Connect the power cable.
- 6 Connect the display cable on the system board.
- 7 Place the metal and tighten the M2.0x3.0 screws that secure the display assembly on the system board.
- 8 Connect the IR camera cable.
- 9 Install the:
  - a chassis frame
  - b coin cell battery
  - c heat sink
  - d system fan
  - e memory module
  - f SSD card or hard drive
  - g WWAN card
  - h WLAN card
  - i battery
  - j base cover
  - k SIM card module
- 10 Follow the procedure in [After working inside your computer](#).

# Touchpad panel

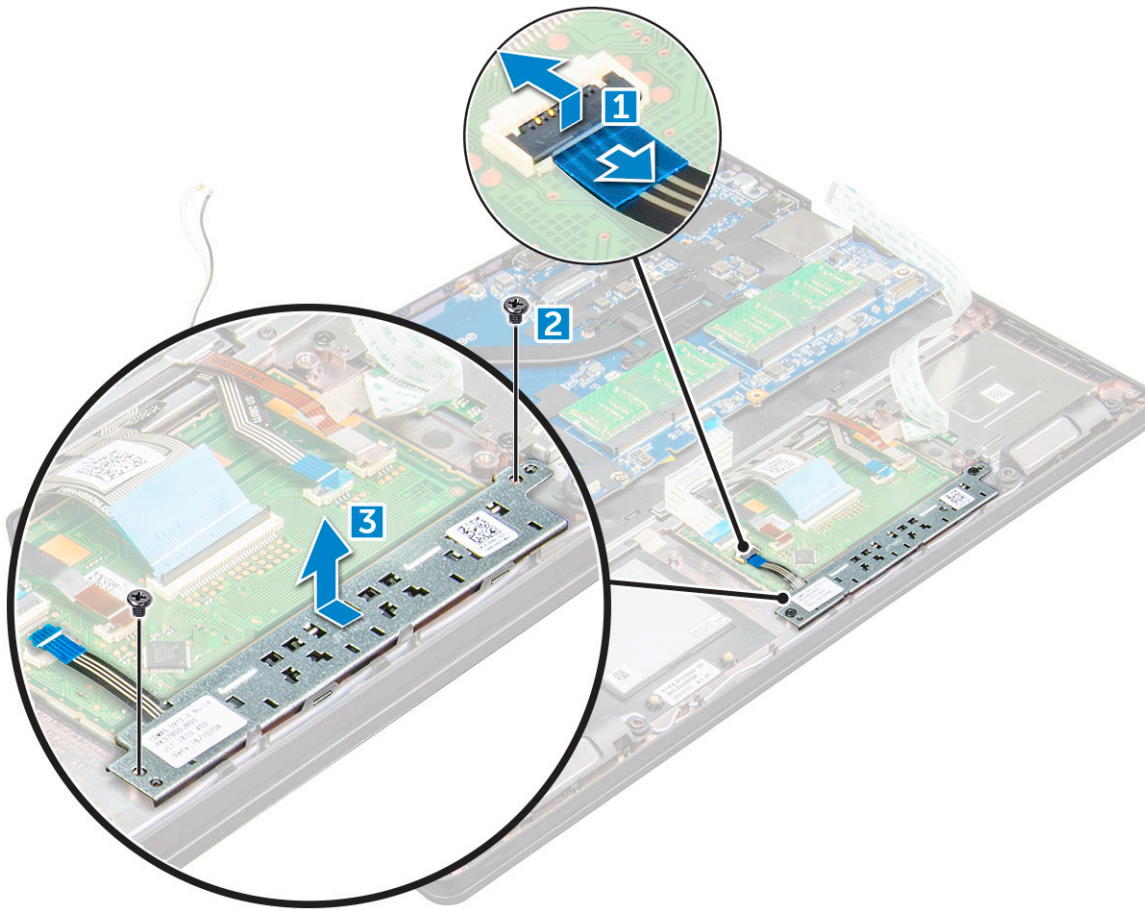
## Removing the touchpad panel

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
  - a base cover
  - b battery
  - c WLAN card
  - d WWAN card
  - e SSD card or hard drive
  - f chassis frame
- 3 To release the touchpad panel:
  - a Lift the latch and disconnect the SmartCard reader cable from the connector [1].
  - b Peel off the SmartCard reader cable from the adhesive [2].





- 4 To remove the touchpad panel:
  - a Lift the latch and disconnect the touchpad panel cable from the connector [1].
  - b Remove the M2.0x3.0 screws that secure the touchpad panel to the computer [2].
  - c Lift the touchpad panel away from the computer.



## Installing the touchpad panel

- 1 Place the touchpad panel into the slot on the system board.
- 2 Tighten the M2.0x3.0 screws to secure the touchpad panel.
- 3 Connect the touchpad cable.
- 4 Connect the SmartCard reader cable to the computer.
- 5 Install the:
  - a chassis frame
  - b SSD card or hard drive
  - c WWAN card
  - d WLAN card
  - e battery
  - f base cover
- 6 Follow the procedure in [After working inside your computer](#).

## SmartCard module

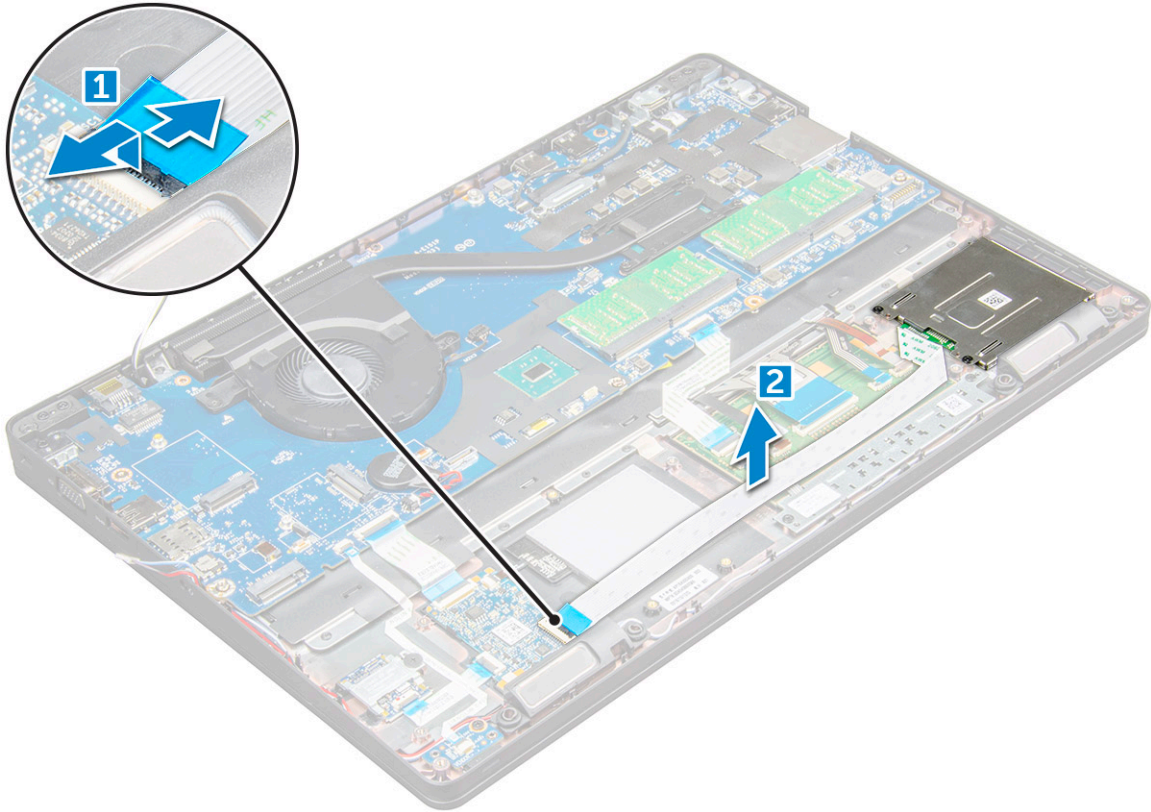
### Removing the SmartCard reader

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

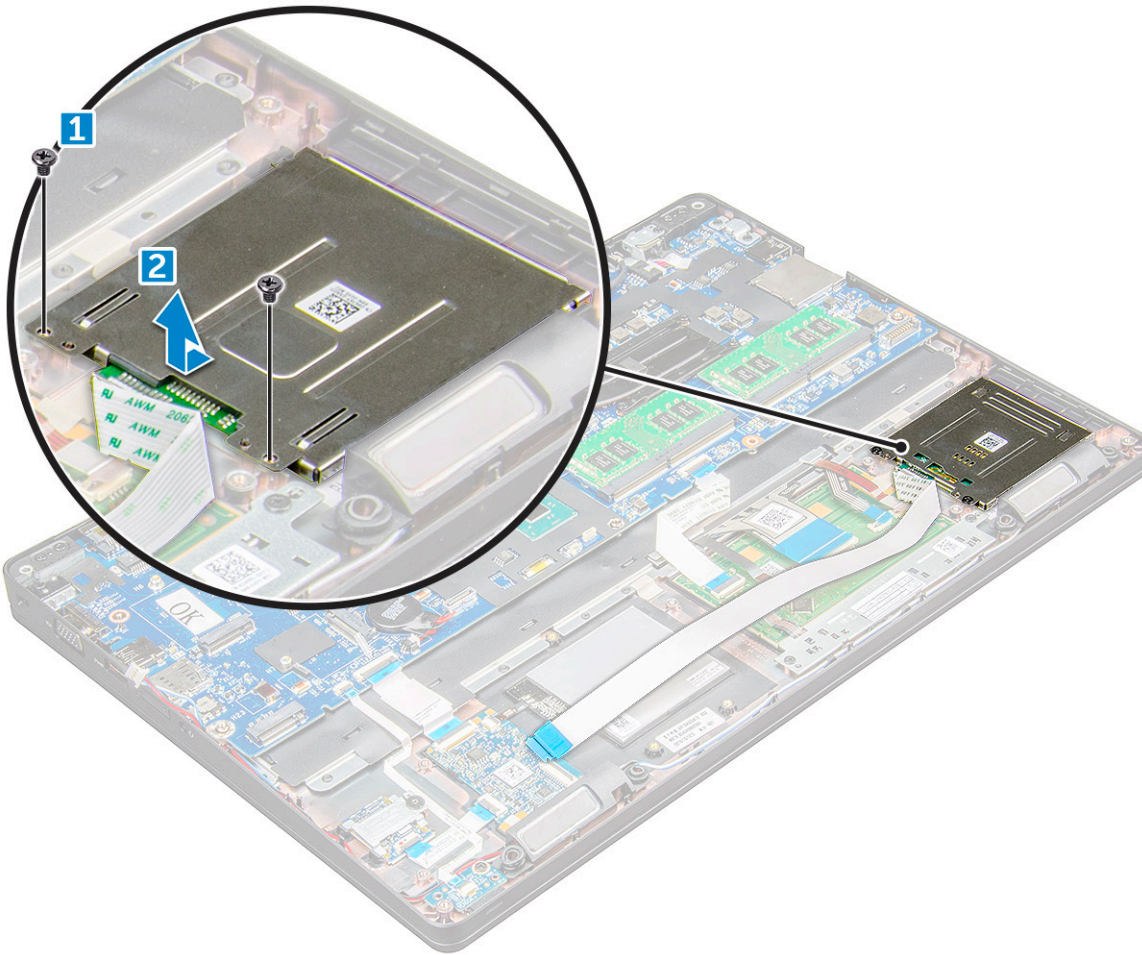


- b battery
- c WLAN card
- d WWAN card
- e SSD card or hard drive
- f chassis frame

- 3 To release the SmartCard reader:
- a Disconnect the SmartCard reader board cable from the connector [1].
  - b Peel off the cable to release from the adhesive [2].



- 4 To remove the SmartCard reader:
- a Remove the M2.0x3.0 screws that secure the SmartCard reader board to the palmrest [1].
  - b Push the SmartCard reader board to release it [2].



## Installing the SmartCard reader

- 1 Place the SmartCard reader on the computer.
- 2 Tighten the M2.0x3.0 screws to secure the SmartCard reader to the computer.
- 3 Affix the SmartCard reader cable and connect the cable to the connector.
- 4 Install the:
  - a chassis frame
  - b SSD card or hard drive
  - c WWAN card
  - d WLAN card
  - e battery
  - f base cover
- 5 Follow the procedure in [After working inside your computer](#).

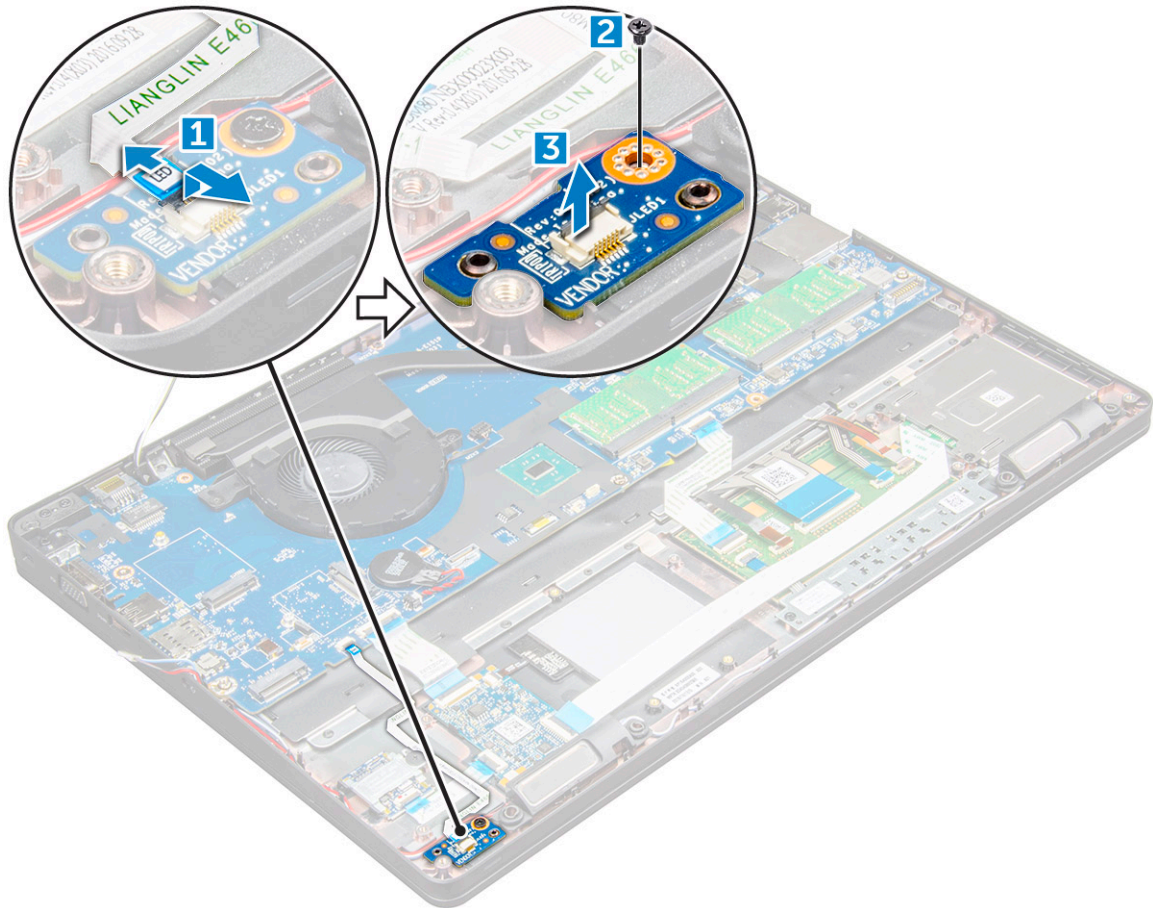
## LED board

### Removing the LED board

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



- a base cover
  - b battery
  - c WLAN card
  - d WWAN card
  - e SSD card or hard drive
  - f chassis frame
- 3 To remove the LED board:
- a Lift the latch and disconnect the LED board cable from the connector on the LED board [1].
  - b Remove the M2.0x3.0 screw that secures the LED board to the computer [2].
  - c Lift the LED board away from the computer [3].



## Installing the LED board

- 1 Place the LED board on the computer.
- 2 Tighten the M2.0x3.0 screw to secure the LED board to the computer.
- 3 Connect the LED board cable to the connector on the LED board.
- 4 Install the:
  - a chassis frame
  - b SSD card or hard drive
  - c WWAN card
  - d WLAN card
  - e battery
  - f base cover
- 5 Follow the procedure in [After working inside your computer](#).

# Speaker

## Removing the speaker

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

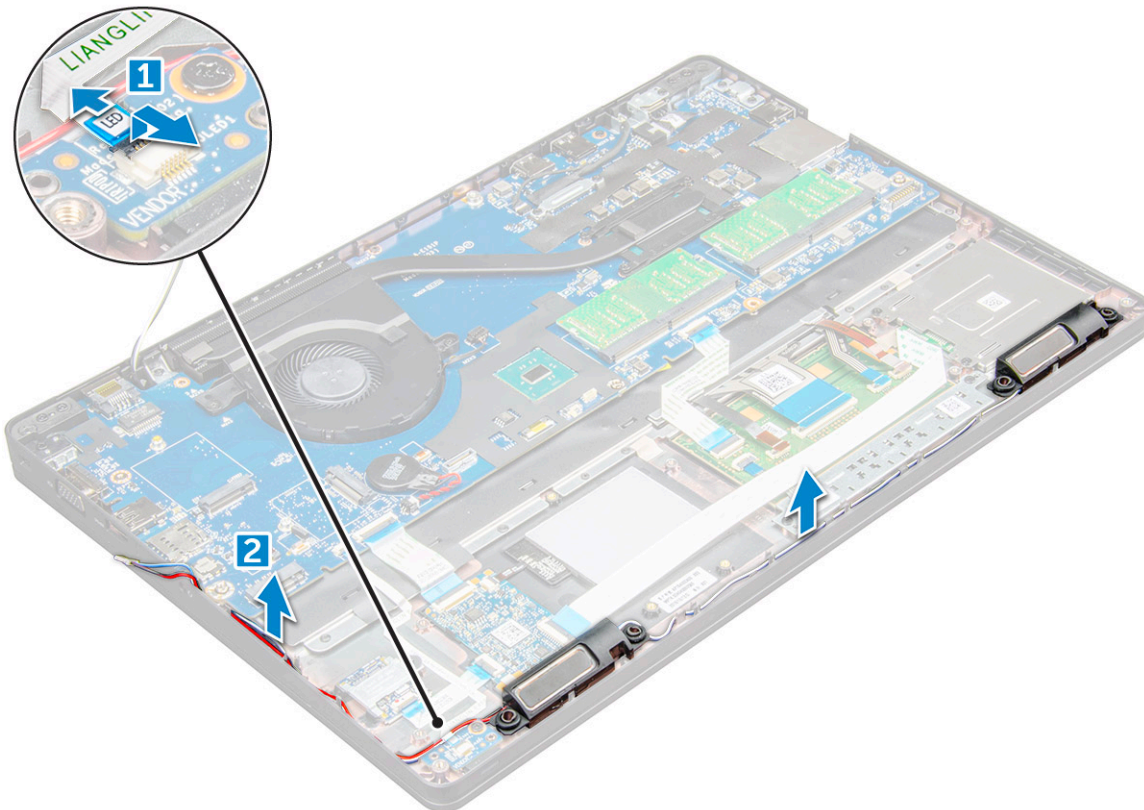
2 Remove the:

- a base cover
- b battery
- c WLAN card
- d WWAN card
- e SSD card or hard drive
- f chassis frame

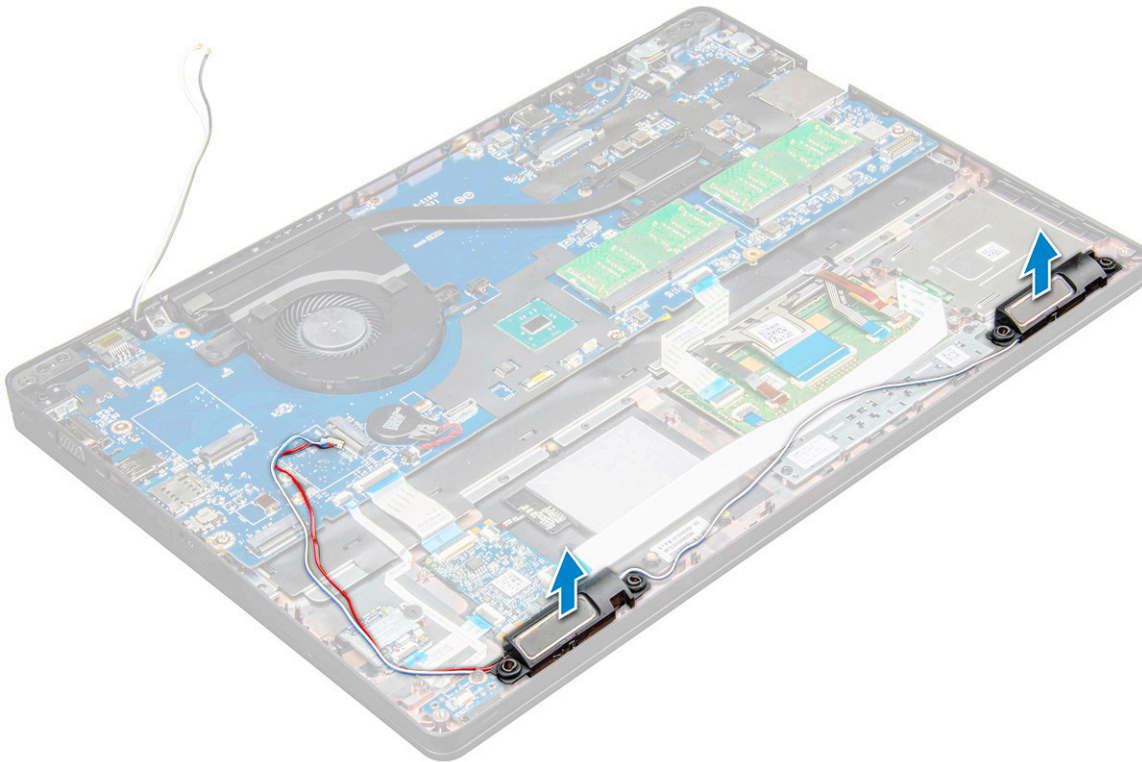
3 To disconnect the cables:

**NOTE:** Speaker cables are disconnected to remove the chassis frame.

- a Lift the latch and disconnect the LED board cable [1].
- b Disconnect and unroute the speaker cable [2].



4 Remove the speakers from the computer.



## Installing the speaker

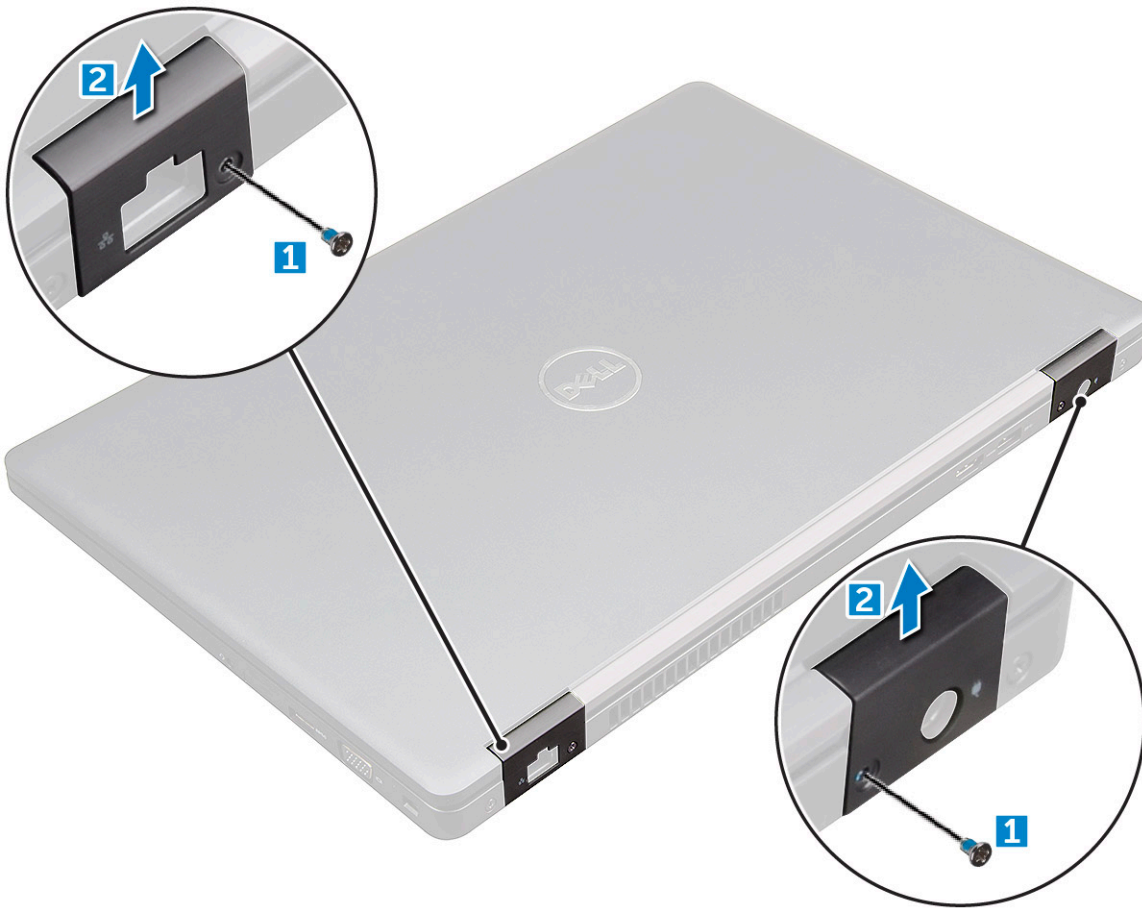
- 1 Place the speakers into the slots on the computer.
- 2 Route the speaker cable through the retention clips through routing channel.
- 3 Connect the speaker and LED board cable on the computer.
- 4 Install the:
  - a chassis frame
  - b SSD card or hard drive
  - c WWAN card
  - d WLAN card
  - e battery
  - f base cover
- 5 Follow the procedure in [After working inside your computer](#).

## Hinge cap

### Removing the hinge cap

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
  - a base cover
  - b battery
- 3 To remove the hinge cap:
  - a Remove the M2x3.0 (OD4.5) screws that secure the hinge cap to the computer [1].
  - b Remove the hinge cap from the computer [2].





## Installing the hinge cap

- 1 Place the hinge bracket to align with the screw holders on the computer.
- 2 Tighten the M2x3.0 (OD4.5) screws to secure the display assembly to the computer.
- 3 Install the:
  - a battery
  - b base cover
- 4 Follow the procedure in [After working inside your computer](#).

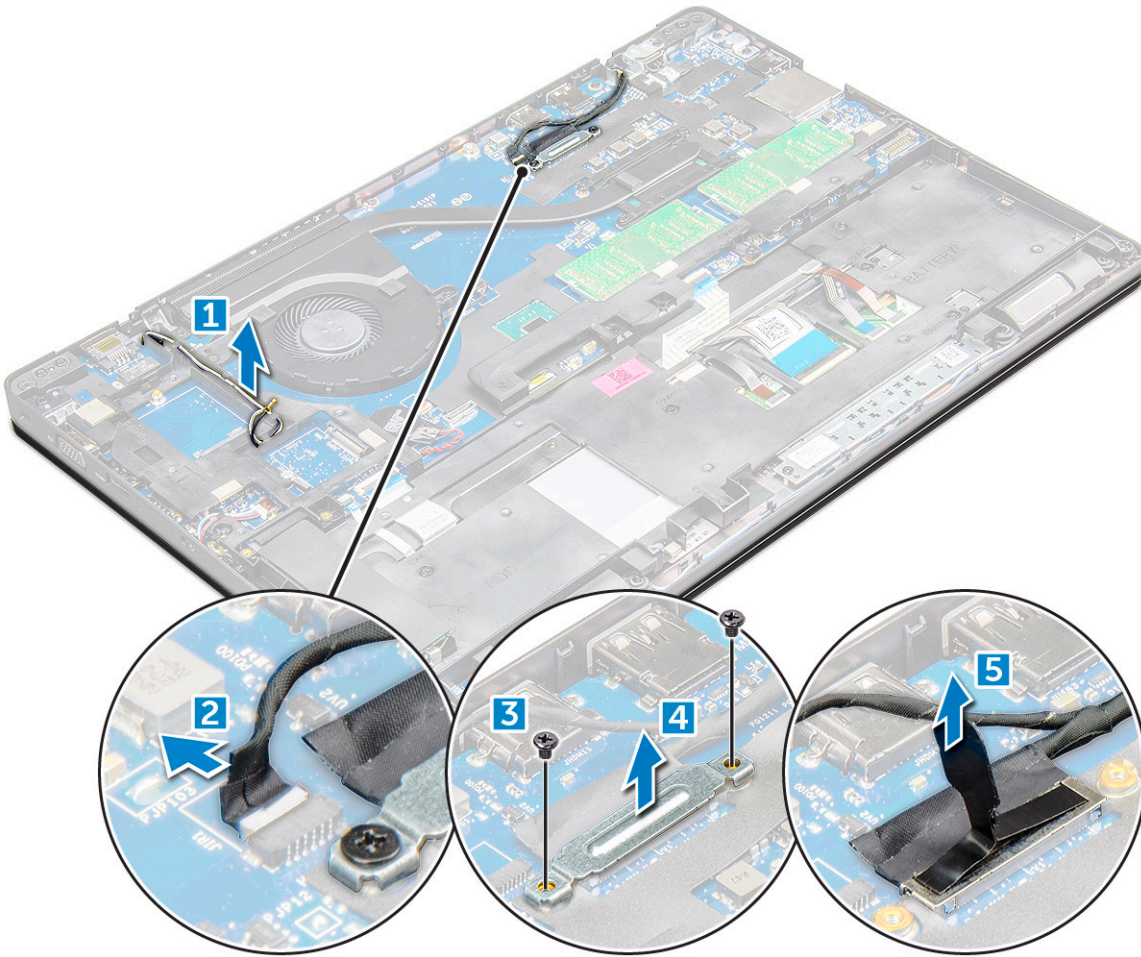
## Display assembly

### Removing the display assembly

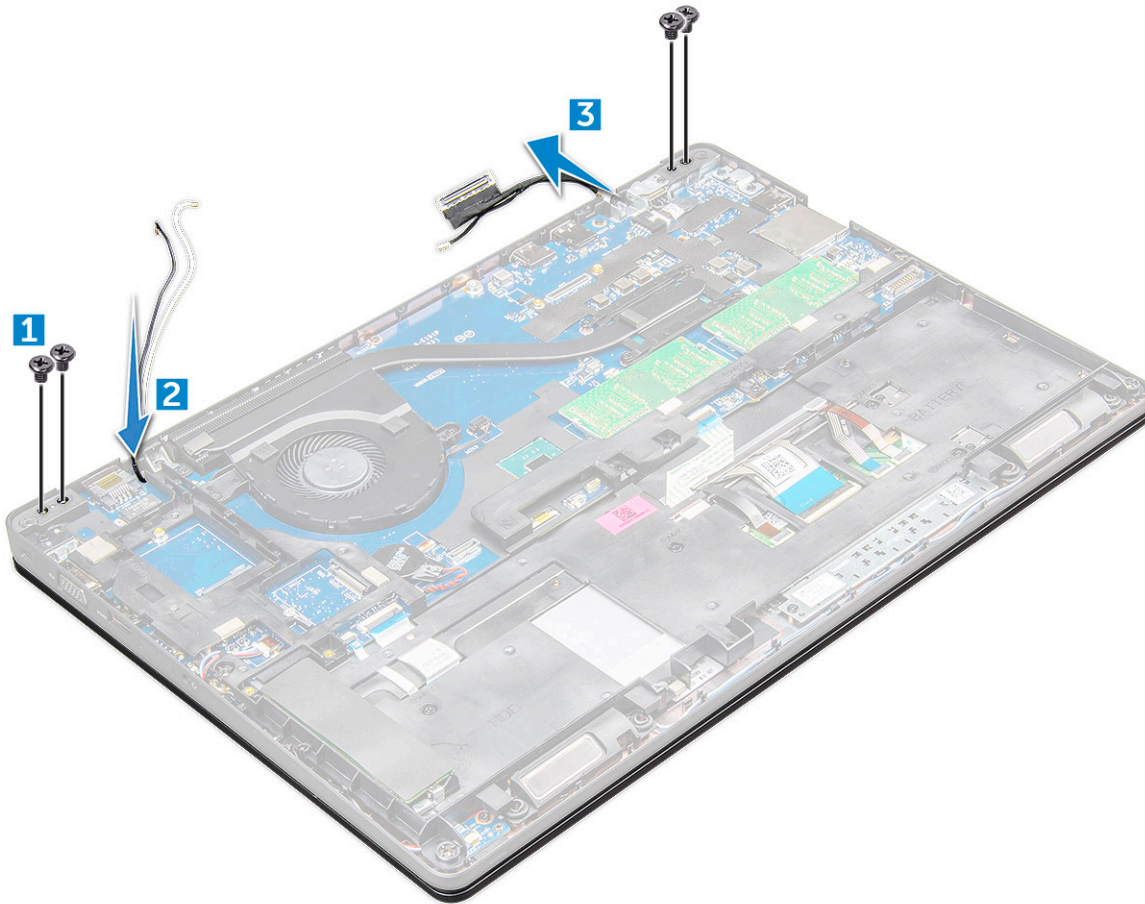
- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
  - a base cover
  - b battery
  - c WWAN card
  - d WLAN card
  - e hinge cap
- 3 To disconnect the display cable:
  - a Release the WLAN cable from the routing channels [1].



- b Disconnect the eDP cable [2].
- c Remove the screws and lift the metal bracket that secure the display cable on the computer [3, 4].
- d Disconnect the display cable [5].



- 4 To remove hinge screws:
  - a Remove the M2.0x5.0 screws that secure the display assembly [1].
  - b Release the antenna cables and display cable from the routing channel [2, 3].



- 5 Turn over the computer.
- 6 To remove the display assembly:
  - a Remove the M2.0x5.0 screws that secure the display assembly to the computer [1].
  - b Open the display [2].



7 Lift the display assembly away from the computer.



## Installing the display assembly

- 1 Place the display assembly to align with the screw holders on the computer.
- 2 Tighten the M2.0x5.0 screws to secure the display assembly to the computer.
- 3 Turn over the computer.
- 4 Route the display cable through the routing channel and route the antenna cables by pushing it through the hole.
- 5 Connect the antenna cables and display cable to the connectors.
- 6 Place the display cable bracket over the connector and tighten the M2.0x5.0 screws to secure the display cable to the computer.
- 7 Connect eDP cable.
- 8 Route the WLAN cables through the routing channels.
- 9 Install the:
  - a [hinge cap](#)
  - b [WWAN card](#)
  - c [WLAN card](#)
  - d [battery](#)
  - e [base cover](#)
- 10 Follow the procedure in [After working inside your computer](#).

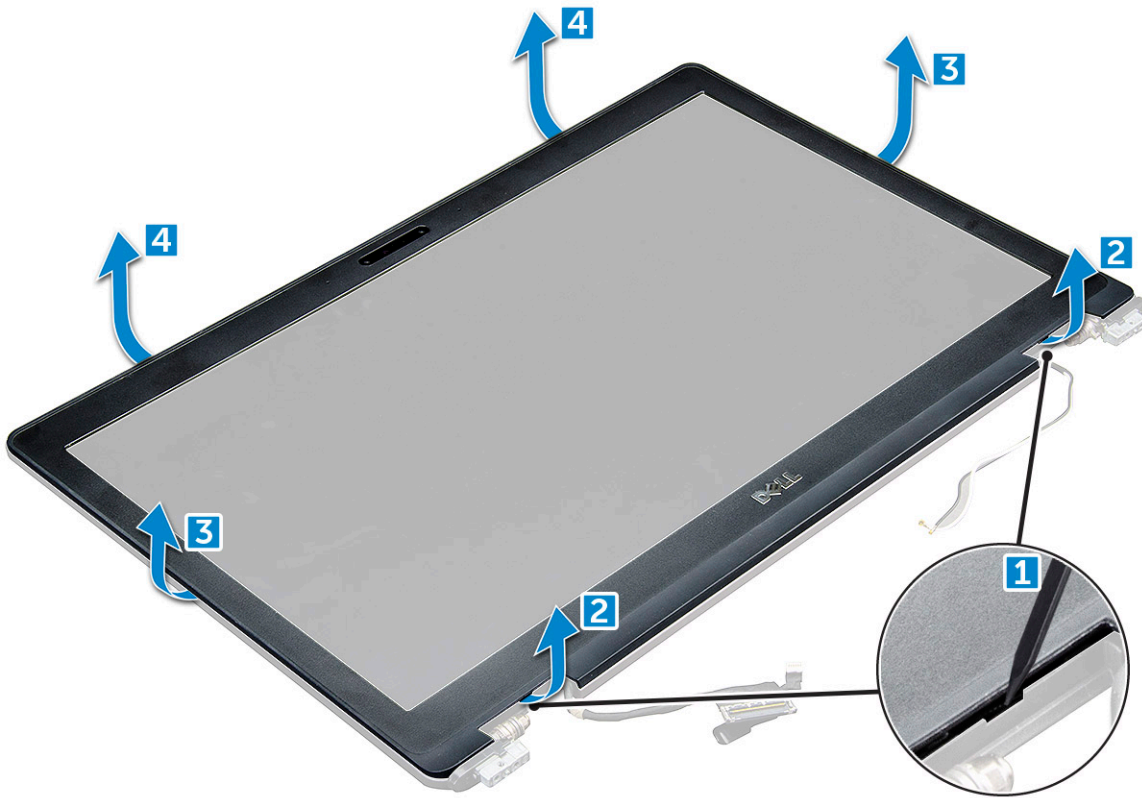
## Display bezel

### Removing the display bezel

These instructions are applicable only for a non-touch screen.

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
  - a [base cover](#)
  - b [battery](#)
  - c [WWAN card](#)
  - d [WLAN card](#)
  - e [hinge cap](#)
  - f [display assembly](#)
- 3 Pry the edges to release the display bezel from the display assembly.





## Installing the display bezel

These instructions are applicable only for a non-touch screen.

- 1 Place the display bezel on the display assembly.
- 2 Starting from the top corner, press on the display bezel and work around the entire bezel until it clicks on to the display assembly.
- 3 Install the:
  - a display assembly
  - b hinge cap
  - c WWAN card
  - d WLAN card
  - e battery
  - f base cover
- 4 Follow the procedure in [After working inside your computer](#).

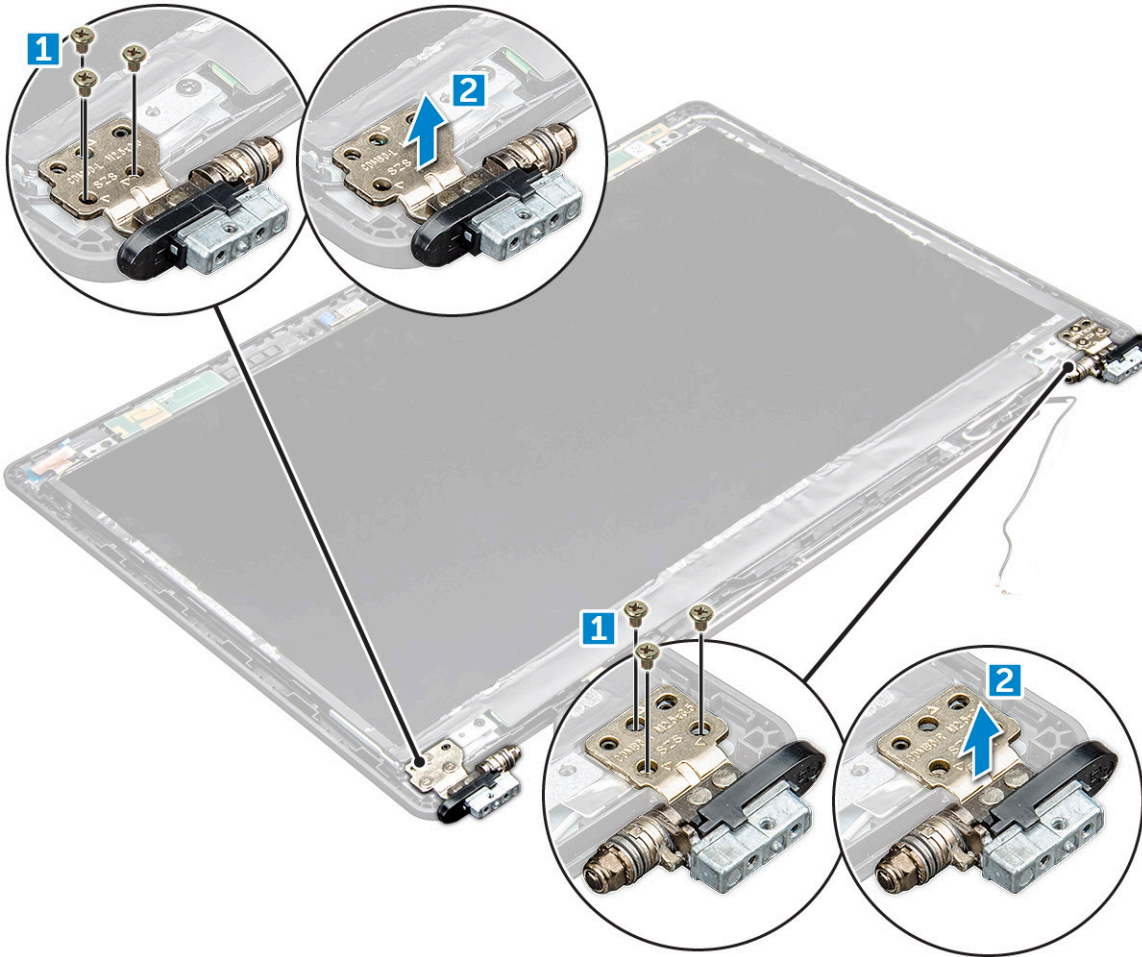
## Display hinges

### Removing the display hinge

These instructions are applicable only for a non-touch screen.

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
  - a base cover
  - b battery
  - c WWAN card

- d WLAN card
  - e hinge cap
  - f display assembly
  - g display bezel
- 3 To remove the display hinge:
- a Remove the M2.5x3.5 screws that secure the display hinge to the display assembly [1].
  - b Lift the display hinge away from the display assembly [2].
  - c Repeat the same procedure to remove the other display hinge.



## Installing the display hinge

These instructions are applicable only for a non-touch screen.

- 1 Place the display hinge cover on the display assembly.
- 2 Tighten the M2.5x3.5 screw to secure the display hinge cover to the display assembly.
- 3 Repeat the same procedure to install the other display hinge cover.
- 4 Install the:
  - a hinge cap
  - b display bezel
  - c display assembly
  - d hinge cap
  - e WWAN card
  - f WLAN card
  - g battery



h [base cover](#)

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

## Display panel

### Removing the display panel

These instructions are applicable only for a non-touch screen.

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

2 Remove the:

- a [base cover](#)
- b [battery](#)
- c [WWAN card](#)
- d [WLAN card](#)
- e [hinge cap](#)
- f [display assembly](#)
- g [display bezel](#)

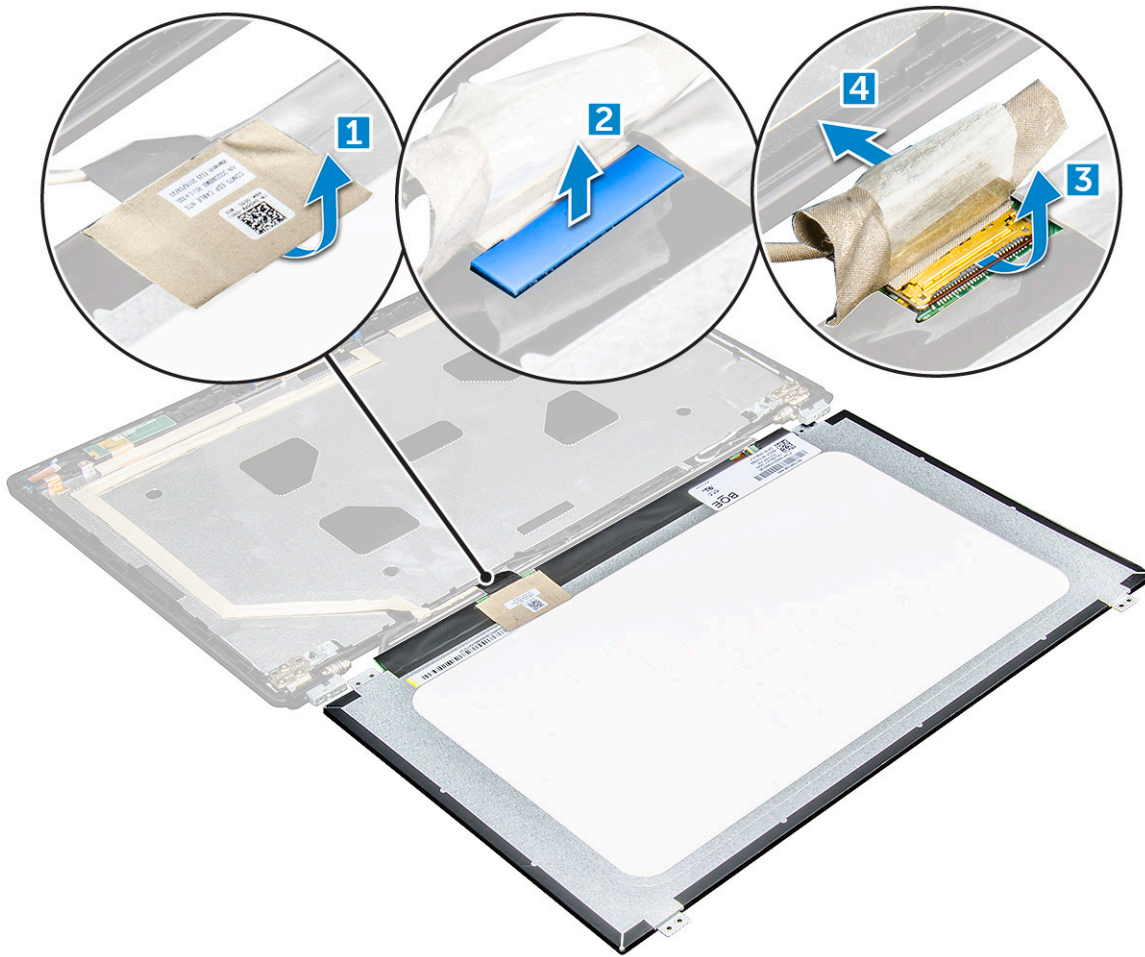
3 Remove the M2.0x3.0 screws that secure the display panel to the display assembly [1] and lift to turn over the display panel to access the eDP cable [2].



4 To remove the display panel:

- a Peel off the adhesive tape [1].
- b Lift the blue tape that secures the display cable [2].
- c Lift the latch and disconnect the display cable from the connector on the display panel [3] [4].





## Installing the display panel

These instructions are applicable only for a non-touch screen.

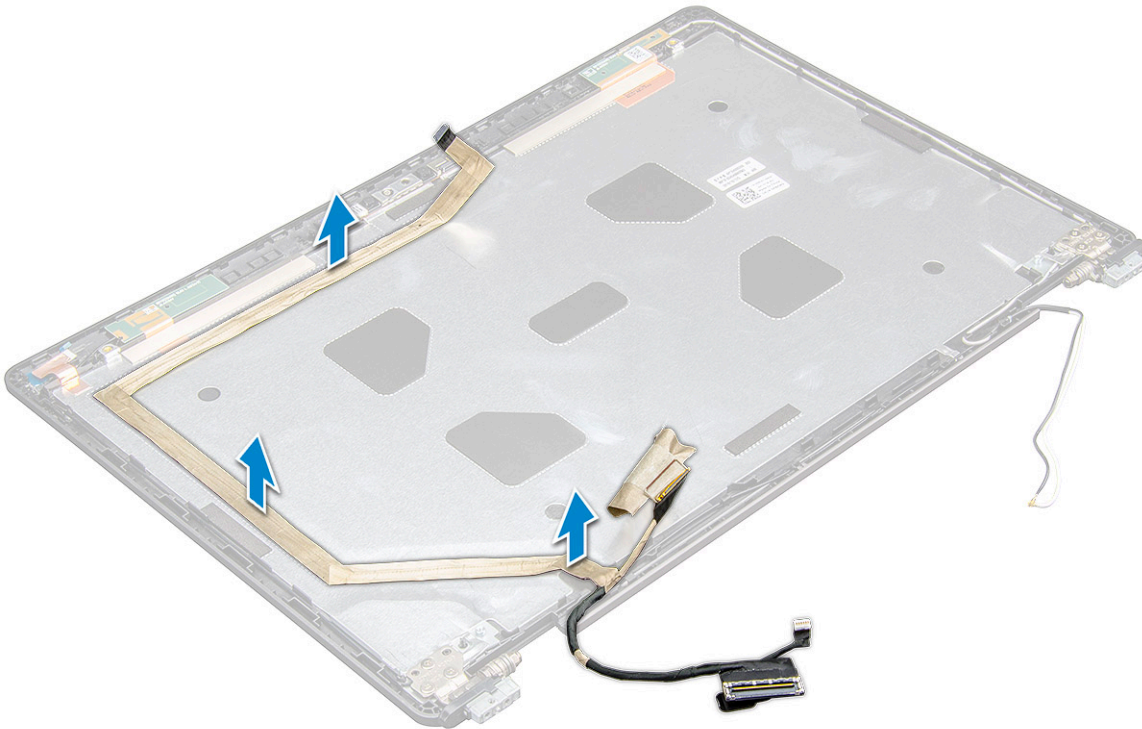
- 1 Connect the eDP cable to the connector and affix the blue tape.
- 2 Affix the adhesive tape to secure the eDP cable.
- 3 Replace the display panel to align with the screw holders on the display assembly.
- 4 Tighten the M2.0x3.0 screws to secure the display panel to the display assembly.
- 5 Install the:
  - a display bezel
  - b display assembly
  - c hinge cap
  - d WWAN card
  - e WLAN card
  - f battery
  - g base cover
- 6 Follow the procedure in [After working inside your computer](#).

# eDP cable

## Removing the eDP cable

These instructions are applicable only for a non-touch screen.

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
  - a [base cover](#)
  - b [battery](#)
  - c [WWAN card](#)
  - d [WLAN card](#)
  - e [display assembly](#)
  - f [display bezel](#)
  - g [display panel](#)
- 3 Peel off the eDP cable from the adhesive to remove it from the display.



## Installing the eDP cable

These instructions are applicable only for a non-touch screen.

- 1 Affix the eDP cable on the display assembly.
- 2 Install the:
  - a [display panel](#)
  - b [display bezel](#)
  - c [display assembly](#)
  - d [WWAN card](#)
  - e [WLAN card](#)

- f battery
- g base cover

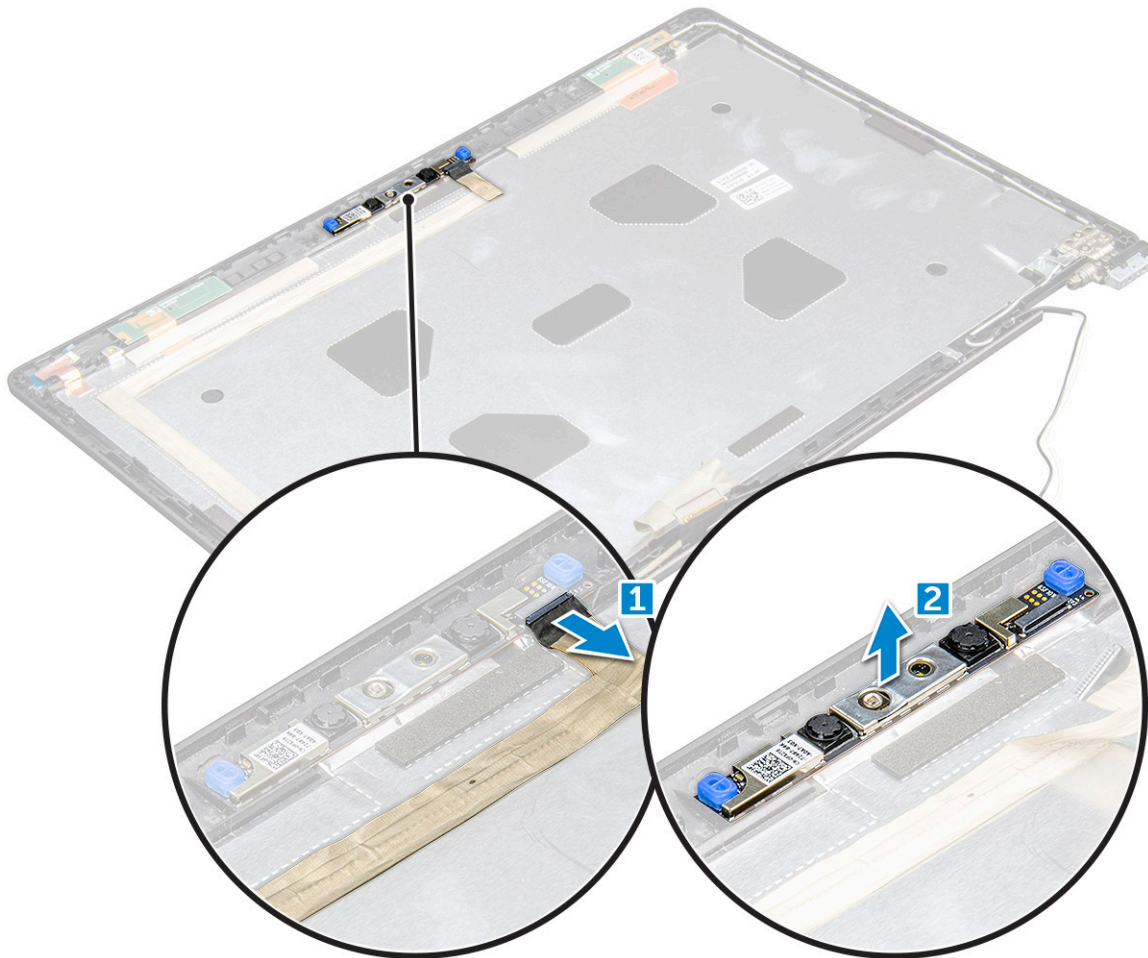
3 Follow the procedure in [After working inside your computer](#).

# Camera

## Removing the camera

These instructions are applicable only for a non-touch screen.

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



# Installing the camera

These instructions are applicable only for a non-touch screen.

- 1 Place the camera on the display assembly.
- 2 Connect the camera cable to the connector on the display assembly
- 3 Install the:
  - a [display panel](#)
  - b [display bezel](#)
  - c [display assembly](#)
  - d [WWAN card](#)
  - e [WLAN card](#)
  - f [battery](#)
  - g [base cover](#)
- 4 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 [base cover](#)
  - b [battery](#)
  - c [keyboard](#)
  - d [WLAN card](#)
  - e [SSD card or hard drive](#)
  - f [memory module](#)
  - g [heat sink](#)
  - h [system fan](#)
  - i [coin cell battery](#)
  - j [chassis frame](#)
  - k [touchpad panel](#)
  - l [SmartCard reader](#)
  - m [hinge cap](#)
  - n [display assembly](#)
  - o [display bezel](#)
  - p [display hinge](#)
  - q [display panel](#)
  - r [eDP cable](#)
  - s [camera](#)

**① | NOTE:** The component you are left with is the palm rest.



3 Install the following components on the new palm rest.

- a camera
- b eDP cable
- c display panel
- d display hinge
- e display bezel
- f display assembly
- g hinge cap
- h SmartCard reader
- i touchpad panel
- j chassis frame
- k coin cell battery
- l heat sink
- m system fan
- n memory module
- o SSD card or hard drive
- p WLAN card
- q keyboard
- r battery
- s base cover

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

# Technology and components

## Power adapter

This laptop is shipped with 65 W or 90 W power adapter.

**⚠ WARNING:** When you disconnect the power adapter cable from the laptop, grasp the connector, not the cable itself, and then pull firmly but gently to avoid damaging the cable.

**⚠ WARNING:** The power adapter works with electrical outlets worldwide. However, power connectors and power strips vary among countries. Using an incompatible cable or improperly connecting the cable to the power strip or electrical outlet may cause fire or equipment damage.

## Processors

This laptop is shipped with the following processors:

- Intel Core i3-7100U (3M Cache, up to 2.4 GHz), Dual Core
- Intel Core i5-7200U (3M Cache, up to 3.1 GHz), Dual Core
- Intel Core i5-7300U (3M Cache, up to 3.5 GHz), vPro, Dual Core
- Intel Core i7-7600U (4M Cache, up to 3.9 GHz), vPro, Dual Core
- Intel Core i5-7300HQ (6M Cache, up to 3.5GHz), Quad Core, 35W
- Intel Core i5-7440HQ (6M Cache, up to 3.8GHz), vPro, Quad Core, 35W
- Intel Core i7-7820HQ (8M Cache, up to 3.9GHz), vPro, Quad Core, 35W
- Intel Core i5-6200U (Dual Core, 2.3GHz, 3M cache, 15W)
- Intel Core i5-6300U (Dual Core, 2.4GHz, 3M cache, 15W)-vPro
- Intel Core i5-6440HQ (Quad Core, 2.6GHz, 6M cache, cTDP 35W) –vPro

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

## Skylake processor

Intel Skylake is the successor to the Intel® Broadwell processor. It is a microarchitecture redesign using an already existing process technology and it will be branded as Intel 6th Gen Core. Like Broadwell, Skylake is available in four variants with suffixes SKL-Y, SKL-H, and SKL-U.

The Skylake also includes Core i7, i5, i3, Pentium and Celeron processors.

## Processor performance features

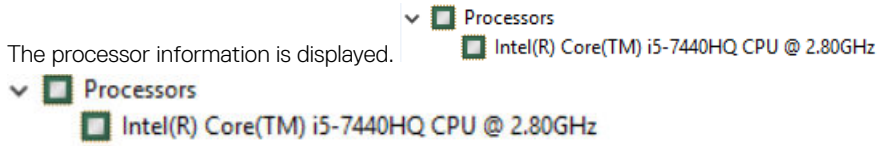
The following table illustrates the performance available on each Skylake suffix.

Processor number	Cache	No. of cores/No. of threads	Power	Memory type	Graphics
Intel Core i5-6200U (Dual Core, 2.3GHz, 15W)	3 MB	2/4	15 W	DDR4-2133	Intel HD graphics 620

Intel Core i5-6300U (Dual Core, 2.4GHz, 15W)-vPro	3 MB	2/4	15 W	DDR4-2133	Intel HD graphics 620
Intel Core i5-6440HQ (Quad Core, 2.6GHz, TDP 35W) – vPro	6 MB	4/4	35 W	DDR4-2133	Intel HD graphics 530

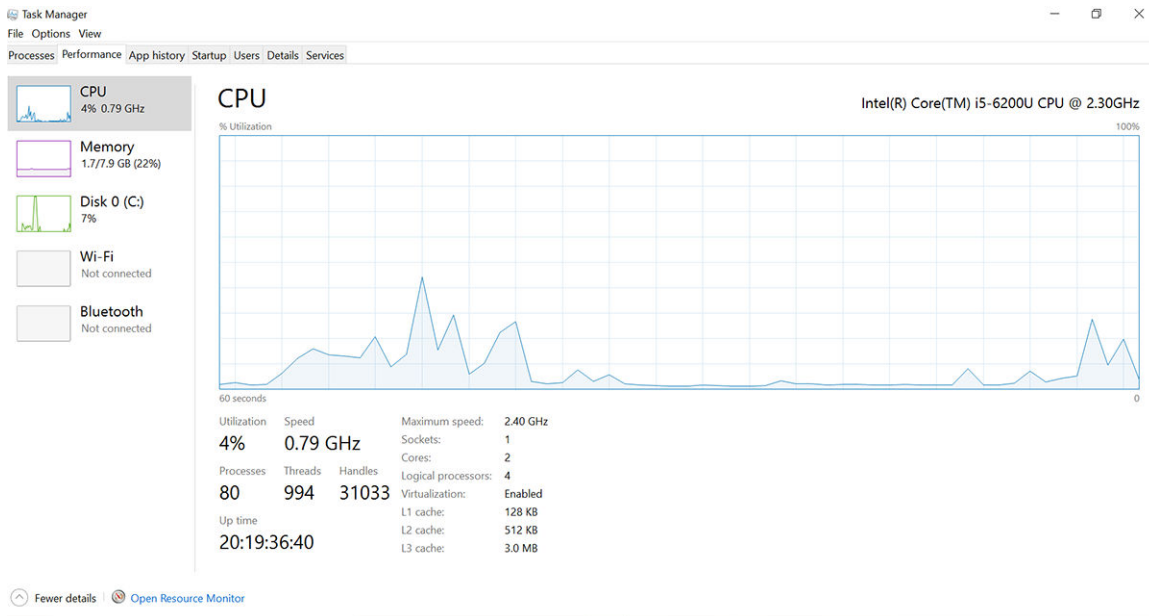
## Identifying processors in Windows 10

- 1 Tap **Search the Web and Windows**.
- 2 Type **Device Manager**.
- 3 Tap **Processor**.



## 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.

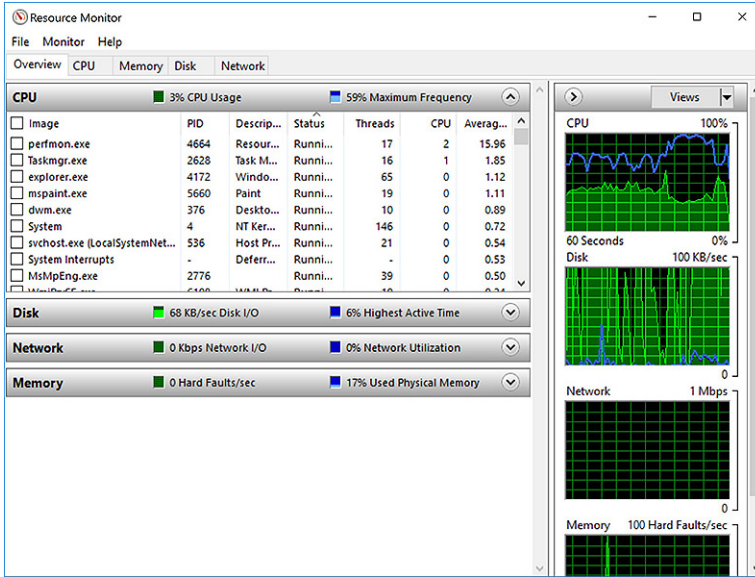


## Verifying the processor usage in Resource Monitor

- 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 or notebook communicate with the CPU through the chipset. This laptop is shipped with the Intel 100 Series chipset .

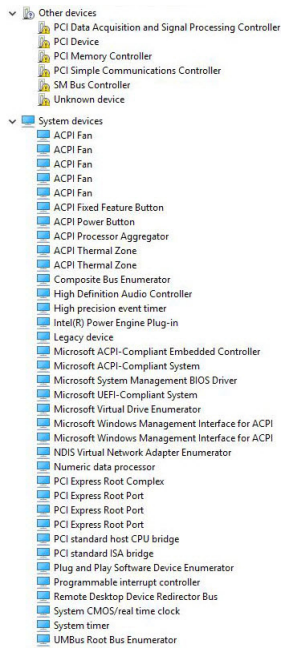
## Intel chipset drivers

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

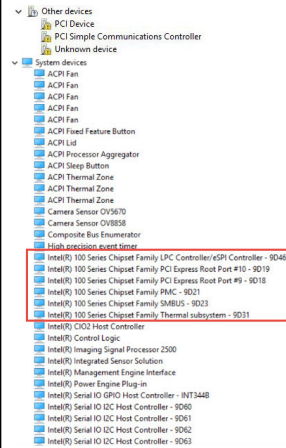


**Table 1. Intel chipset drivers**

**Before installation**



**After installation**




## 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**.

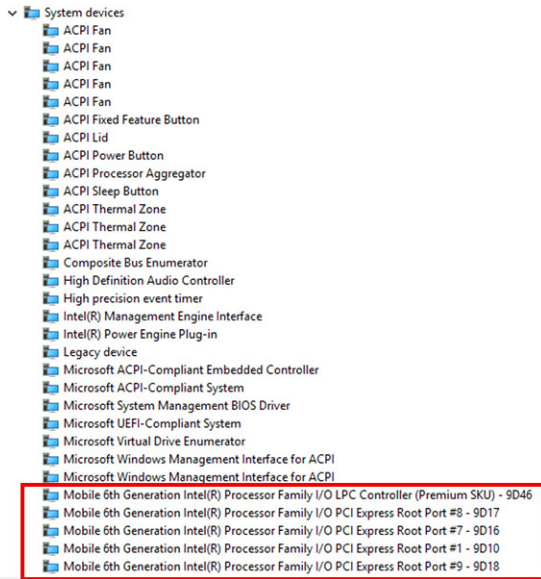
**NOTE:** If you do not have the Service Tag, use the autodetect feature or manually browse for your laptop model.

- 4 Click **Drivers and Downloads**.
- 5 Select the operating system installed on 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 **Settings**  on the Windows 10 Charms Bar.
- 2 From the **Control Panel**, select **Device Manager**.
- 3 Expand **System Devices** and search for the chipset.





## Graphic options

This laptop is shipped with the following graphics chipset options:

- Intel HD Graphics 620
- Intel HD Graphics 630
- NVIDIA GeForce 940M 64 Bit
- NVIDIA GeForce 930MX 64 Bit

## 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
<ul style="list-style-type: none"> <li>Display adapters               <ul style="list-style-type: none"> <li>Microsoft Basic Display Adapter</li> </ul> </li> <li>Sound, video and game controllers               <ul style="list-style-type: none"> <li>High Definition Audio Device</li> <li>High Definition Audio Device</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Display adapters               <ul style="list-style-type: none"> <li>Intel(R) HD Graphics 515</li> </ul> </li> <li>Sound, video and game controllers               <ul style="list-style-type: none"> <li>Intel(R) AVStream Camera 2500</li> <li>Intel(R) Display Audio</li> <li>Realtek High Definition Audio(SST)</li> </ul> </li> </ul>

## 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.

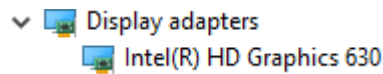
## Display options

This laptop has the following display options:

- 15.6" HD (1366 x 768)
- 15.6" FHD WVA (1920 x 1080)
- 15.6" FHD WVA (touch) (1920 x 1080)

## Identifying the display adapter

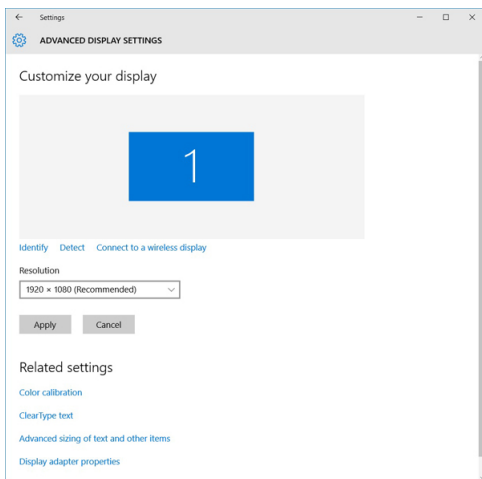
- 1 Start the **Search Charm** and select **Settings**.
- 2 Type `Device Manager` in the search box and tap **Device Manager** from the left pane.
- 3 Expand **Display adapters**.



The display adapters are displayed.

## Changing the screen resolution

- 1 Press and hold the desktop screen and select **Display Settings**.
- 2 Tap or click **Display settings**.  
The Setting window is displayed.
- 3 Scroll down and select **Advanced Display Settings**.  
The Advanced Display Setting is displayed.
- 4 Select the required resolution from the drop-down list and tap **Apply**.



## 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)

## 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 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.

## Using touch screen in Windows 10

Follow these steps to enable or disable the touch screen:

- 1 Go to the Charms Bar and tap **All Settings** .
- 2 Tap **Control Panel**.
- 3 Tap **Pen and Input Devices** in the **Control Panel**.
- 4 Tap the **Touch** tab.
- 5 Select **Use your finger as an input device** to enable the touch screen. Clear the box to disable the touch screen.

# 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

① | **NOTE:** For more information, see the document that shipped with your display device.

# Realtek ALC3246 Waves MaxxAudio Pro controller

This laptop is shipped with integrated Realtek ALC3246-CG Controller Waves MaxxAudio Pro controller. It is a High Definition audio codec designed for Windows desktop and laptops.


## Downloading the audio driver

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

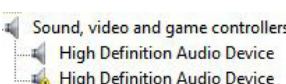
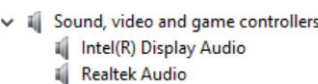
① | **NOTE:** If you do not have the Service Tag, use the autodetect feature or manually browse for your laptop model.

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

## Identifying the audio controller in Windows 10

- 1 Swipe from the right edge to access the **Search Charm** and select **All Settings** .
- 2 Type **Device Manager** in the search box and select **Device Manager** from the left pane.
- 3 Expand **Sound, video and game controllers**.  
The audio controller is displayed.

**Table 3. Identifying the audio controller in Windows 10**

Before installation	After installation
	



# Changing the audio settings

- 1 Tap or touch the **Search the web and Windows** and type `Dell Audio`.
- 2 Start the Dell Audio utility from the left pane.

# WLAN cards

This laptop supports the Intel 8265 with and without Bluetooth or Qualcomm 1820 with Bluetooth card.

**NOTE:** Qualcomm xxxxxx (for example :GCA61x4A) is a product of Qualcomm Technologies, Inc

# Secure Boot screen options

Option	Description
<b>Secure Boot Enable</b>	<p>This option enables or disables the <b>Secure Boot</b> feature.</p> <ul style="list-style-type: none"><li>· Disabled</li><li>· Enabled</li></ul> <p>Default setting: Enabled.</p>
<b>Expert Key Management</b>	<p>Allows you to manipulate the security key databases only if the system is in Custom Mode. The <b>Enable Custom Mode</b> option is disabled by default. The options are:</p> <ul style="list-style-type: none"><li>· PK</li><li>· KEK</li><li>· db</li><li>· dbx</li></ul> <p>If you enable the <b>Custom Mode</b>, the relevant options for <b>PK, KEK, db, and dbx</b> appear. The options are:</p> <ul style="list-style-type: none"><li>· <b>Save to File</b>—Saves the key to a user-selected file</li><li>· <b>Replace from File</b>—Replaces the current key with a key from a user-selected file</li><li>· <b>Append from File</b>—Adds a key to the current database from a user-selected file</li><li>· <b>Delete</b>—Deletes the selected key</li><li>· <b>Reset All Keys</b>—Resets to default setting</li><li>· <b>Delete All Keys</b>—Deletes all the keys</li></ul> <p><b>NOTE:</b> If you disable the Custom Mode, all the changes made will be erased and the keys will restore to default settings.</p>

# Hard drive options

This laptop supports HDD, M.2 SATA SSD, and M.2 PCIe NVMe.



# 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**.

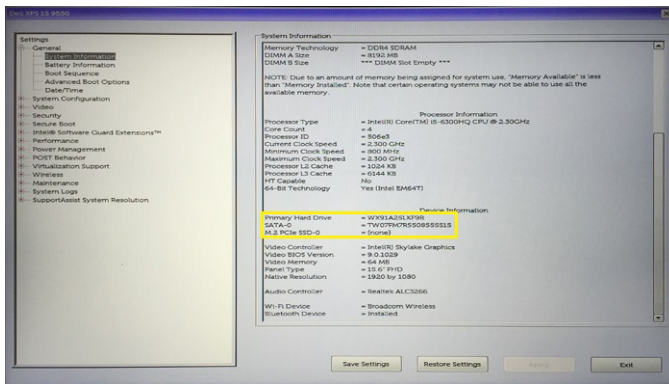


The hard drive is listed under **Disk drives**.

# Identifying the hard drive in the BIOS

- 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.

The hard drive is listed under the **System Information** under the **General** group.



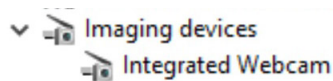
# Camera features

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

 **NOTE:** The camera is at the top center of the display.

# 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**.



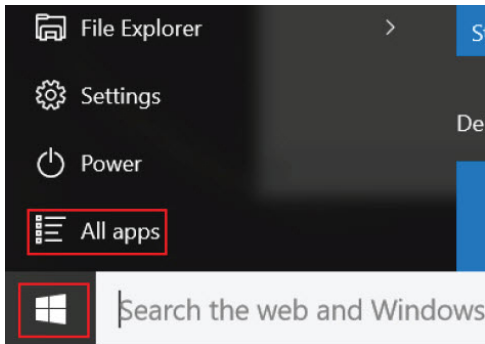
# Starting the camera

To start the camera, open an application that uses the camera. For instance, if you tap the 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.

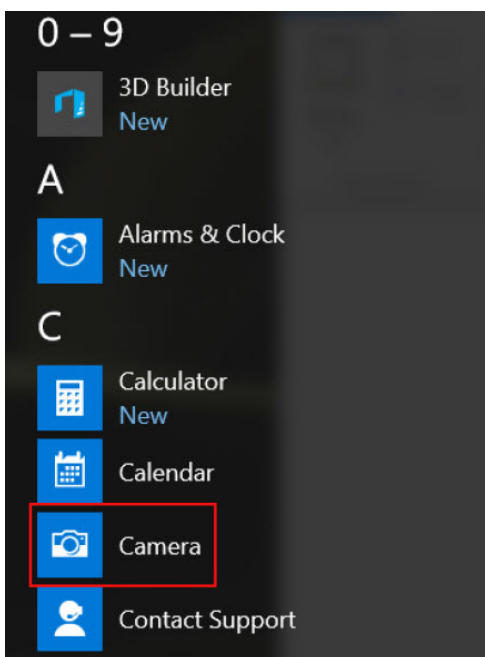


# Starting the camera application

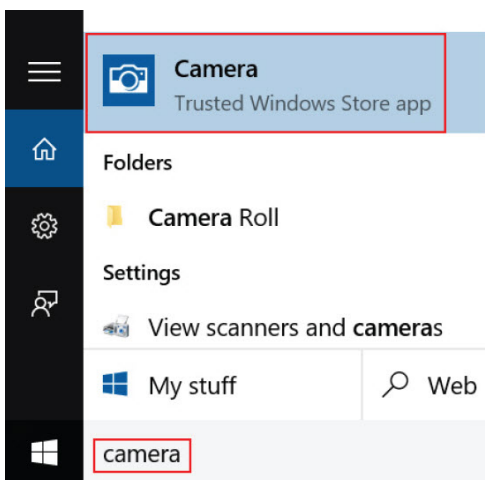
- 1 Tap or click the **Windows** button and select **All apps**.



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



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






# Memory features

This laptop supports a minimum memory of :

- 4 GB and a maximum of 32 GB DDR4 memory, up to 2133 MHz (dual core).
- 4 GB and a maximum of 32 GB DDR4 memory, up to 2400 MHz (quad core).

**NOTE:** The memory module in the Dual Core processor will have 2400 MHz printed, but it performs at 2133 MHz.

## Verifying system memory in Windows 10

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

## Verifying system memory in system setup (BIOS)

- 1 Turn on or restart your system.
- 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 system.
- 2 Perform one of the following actions after the Dell logo is displayed:
  - With keyboard — Press **F12**.
  - 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 system.

**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.

## Realtek HD audio drivers

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

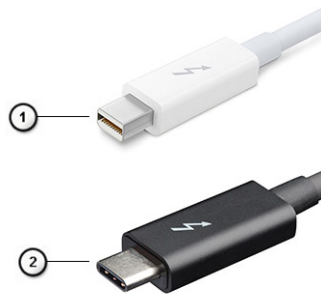
**Table 4. Realtek HD audio drivers**

Before installation	After installation
<ul style="list-style-type: none"><li>Audio inputs and outputs<ul style="list-style-type: none"><li>Microphone (High Definition Audio Device)</li><li>Speakers (High Definition Audio Device)</li></ul></li><li>Sound, video and game controllers<ul style="list-style-type: none"><li>High Definition Audio Device</li><li>Intel(R) Display Audio</li></ul></li></ul>	<ul style="list-style-type: none"><li>Audio inputs and outputs<ul style="list-style-type: none"><li>Microphone Array (Realtek High Definition Audio(SST))</li><li>Speakers / Headphones (Realtek High Definition Audio(SST))</li></ul></li><li>Sound, video and game controllers<ul style="list-style-type: none"><li>Intel(R) AVStream Camera 2500</li><li>Intel(R) Display Audio</li><li>Realtek High Definition Audio(SST)</li></ul></li></ul>



# Thunderbolt over Type-C

Thunderbolt is a hardware interface that combines data, video, audio, and power in a single connection. Thunderbolt combines PCI Express (PCIe) and DisplayPort (DP) into one serial signal, and additionally provides DC power, all in one cable. Thunderbolt 1 and Thunderbolt 2 use the same connector as miniDP (DisplayPort) to connect to peripherals, while Thunderbolt 3 uses a USB Type-C connector.



**Figure 1. Thunderbolt 1 and Thunderbolt 3**

- 1 Thunderbolt 1 and Thunderbolt 2 (using a miniDP connector)
- 2 Thunderbolt 3 (using a USB Type-C connector)

## Thunderbolt 3 over Type-C

Thunderbolt 3 brings Thunderbolt to USB Type-C at speeds up to 40 Gbps, creating one compact port that does it all - delivering the fastest, most versatile connection to any dock, display or data device like an external hard drive. Thunderbolt 3 uses a USB Type-C connector/port to connect to supported peripherals.

- 1 Thunderbolt 3 uses USB Type-C connector and cables - It is compact and reversible
- 2 Thunderbolt 3 supports speed up to 40 Gbps
- 3 DisplayPort 1.2 – compatible with existing DisplayPort monitors, devices and cables
- 4 USB Power Delivery - Up to 130W on supported computers



## Key Features of Thunderbolt 3 over USB Type-C

- 1 Thunderbolt, USB, DisplayPort and power on USB Type-C on a single cable (features vary between different products)
- 2 USB Type-C connector and cables which are compact and reversible
- 3 Supports Thunderbolt Networking (\*varies between different products)
- 4 Supports up to 4K displays
- 5 Up to 40 Gbps

**NOTE:** Data transfer speed may vary between different devices.

# Thunderbolt Icons

## Thunderbolt Iconography Variations

Protocol	USB Type-A	USB Type-C	Notes
Thunderbolt	Not Applicable		Will use industry standard icon regardless of port style (i.e., mDP or USB Type-C)
Thunderbolt w/ Power Delivery	Not Applicable		Up to 130 Watts via USB Type-C

## DisplayPort over USB-C Iconography Variations

Protocol	USB Type-A	USB Type-C	Notes
DisplayPort over USB-C	Not Applicable		Will use the DisplayPort icon
DisplayPort over USB-C w/ Power Delivery	Not Applicable		Up to 130 Watts via USB Type-C

Figure 2.

# System setup options

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

Topics:

- [Boot Sequence](#)
- [Navigation keys](#)
- [System Setup overview](#)
- [Accessing System Setup](#)
- [General screen options](#)
- [System Configuration screen options](#)
- [Video screen options](#)
- [Security screen options](#)
- [Secure Boot screen options](#)
- [Intel Software Guard Extensions](#)
- [Performance screen options](#)
- [Power Management screen options](#)
- [POST Behavior screen options](#)
- [Virtualization support screen options](#)
- [Wireless screen options](#)
- [Maintenance screen options](#)
- [System Log screen 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.
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.
	<b>NOTE:</b> 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 overview

System Setup allows you to:

- Change the system configuration information after you add, change, or remove any hardware in your computer.
- Set or change a user-selectable option such as the user password.
- Read the current amount of memory or set the type of hard drive installed.

Before you use System Setup, it is recommended that you write down the System Setup screen information for future reference.

**CAUTION:** Unless you are an expert computer user, do not change the settings for this program. Certain changes can cause your computer to work incorrectly.

## Accessing System Setup

- 1 Turn on (or restart) your computer.
- 2 After the white Dell logo appears, press F2 immediately.  
The System Setup page is displayed.

**NOTE:** If you wait too long and the operating system logo appears, wait until you see the desktop. Then, shut down or restart your computer and try again.

**NOTE:** After the Dell logo appears, you can also press F12 and then select BIOS setup.

## General screen options

This section lists the primary hardware features of your computer.

Option	Description
<b>System Information</b>	This section lists the primary hardware features of your computer.

- System Information: Displays BIOS Version, Service Tag, Asset Tag, Ownership Tag, Ownership Date, Manufacture Date, and the Express Service Code.



Option	Description
	<ul style="list-style-type: none"> <li>· Memory Information: Displays Memory Installed, Memory Available, Memory Speed, Memory Channels Mode, Memory Technology, DIMM ASize, DIMM B Size,</li> <li>· Processor Information: Displays Processor Type, Core Count, Processor ID, Current Clock Speed, Minimum Clock Speed, Maximum Clock Speed, Processor L2 Cache, Processor L3 Cache, HT Capable, and 64-Bit Technology.</li> <li>· Device Information: Displays Primary Hard Drive, M.2 SATA2, M.2 SATA, M.2 PCIe SSD-0, LOM MAC Address, Video Controller, Video BIOS Version, Video Memory, Panel Type, Native Resolution, Audio Controller, Wi-Fi Device, WiGig Device, Cellular Device, Bluetooth Device.</li> </ul>

**Battery Information** Displays the battery status and the type of AC adapter connected to the computer.

**Boot Sequence** Allows you to change the order in which the computer attempts to find an operating system.

- Diskette Drive
- Internal HDD
- USB Storage Device
- CD/DVD/CD-RW Drive
- Onboard NIC

**Advanced Boot Options** This option allows you the legacy option ROMs to load. By default, the **Enable Legacy Option ROMs** is disabled.

**UEFI Booth Path Security** This options controls whether or not the system will prompt the user to enter the Admin password when booting a UEFI boot path from the F12 Boot Menu.

- Always, Except Internal HDD
- Always
- Never (by default enabled)

**Date/Time** Allows you to change the date and time.


## System Configuration screen options

Option	Description
<b>Integrated NIC</b>	Allows you to configure the integrated network controller. The options are: <ul style="list-style-type: none"> <li>· Disabled</li> <li>· Enabled</li> <li>· Enabled w/PXE: This option is enabled by default.</li> </ul>

<b>Parallel Port</b>	Allows you to configure the parallel port on the docking station. The options are: <ul style="list-style-type: none"> <li>· Disabled</li> <li>· AT: This option is enabled by default.</li> <li>· PS2</li> <li>· ECP</li> </ul>
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<b>Serial Port</b>	Allows you to configure the integrated serial port. The options are: <ul style="list-style-type: none"> <li>· Disabled</li> <li>· COM1: This option is enabled by default.</li> <li>· COM2</li> <li>· COM3</li> </ul>
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Option	Description
	<ul style="list-style-type: none"> <li>· COM4</li> </ul>
<b>SATA Operation</b>	<p>Allows you to configure the internal SATA hard-drive controller. The options are:</p> <ul style="list-style-type: none"> <li>· Disabled</li> <li>· AHCI</li> <li>· RAID On: This option is enabled by default.</li> </ul>
<b>Drives</b>	<p>Allows you to configure the SATA drives on board. All drives are enabled by default. The options are:</p> <ul style="list-style-type: none"> <li>· SATA-0</li> <li>· SATA-2</li> <li>· SATA-4</li> <li>· M.2 PCI-e SSD-0</li> </ul>
<b>SMART Reporting</b>	<p>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. This option is disabled by default.</p> <ul style="list-style-type: none"> <li>· Enable SMART Reporting</li> </ul>
<b>USB Configuration</b>	<p>This is an optional feature.</p> <p>This field configures the integrated USB controller. If Boot Support is enabled, the system is allowed to boot any type of USB Mass Storage Devices (HDD, memory key, floppy).</p> <p>If USB port is enabled, device attached to this port is enabled and available for OS.</p> <p>If USB port is disabled, the OS cannot see any device attached to this port.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>· Enable USB Boot Support (by default enable)</li> <li>· Enable External USB Port (by default enable)</li> <li>· Enable Thunderbolt Ports (by default enable)</li> <li>· Enable Thunderbolt Boot Support</li> <li>· Always Allow Dell Docks (by default enable)</li> <li>· Enable Thunderbolt (ans PCIe behind TBT) Pre-boot</li> <li>· Security level — No Securiry</li> <li>· Security level — User Configuration(by default enable)</li> <li>· Security level — Secure connect</li> <li>· Security level — Display Port Only</li> </ul>
	<p> <b>NOTE: USB keyboard and mouse always work in the BIOS setup irrespective of these settings.</b></p>
<b>USB PowerShare</b>	<p>This field configures the USB PowerShare feature behavior. This option allows you to charge external devices using the stored system battery power through the USB PowerShare port.</p>
<b>Audio</b>	<p>This field enables or disables the integrated audio controller. By default, the <b>Enable Audio</b> option is selected. The options are:</p> <ul style="list-style-type: none"> <li>· Enable Microphone (by default enable)</li> <li>· Enable Internal Speaker (by default enable)</li> </ul>



Option	Description
<b>Keyboard Illumination</b>	<p>This field lets you choose the operating mode of the keyboard illumination feature. The keyboard brightness level can be set from 0% to 100%. The options are:</p> <ul style="list-style-type: none"> <li>· Disabled</li> <li>· Dim</li> <li>· Bright (enabled by default)</li> </ul>
<b>Keyboard Backlight Timeout on AC</b>	<p>The Keyboard Backlight Timeout dims out with AC option. The main keyboard illumination feature is not affected. Keyboard Illumination will continue to support the various illumination levels. This field has an effect when the backlight is enabled.</p> <ul style="list-style-type: none"> <li>· 5 seconds</li> <li>· 10 seconds (enabled by default)</li> <li>· 15 seconds</li> <li>· 30 seconds</li> <li>· 1 minute</li> <li>· 5 minutes</li> <li>· 15 minutes</li> <li>· Never</li> </ul>
<b>Keyboard Backlight Timeout on Battery</b>	<p>The Keyboard Backlight Timeout dims out with Battery option. The main keyboard illumination feature is not affected. Keyboard Illumination will continue to support the various illumination levels. This field has an effect when the backlight is enabled.</p> <ul style="list-style-type: none"> <li>· 5 seconds</li> <li>· 10 seconds (enabled by default)</li> <li>· 15 seconds</li> <li>· 30 seconds</li> <li>· 1 minute</li> <li>· 5 minutes</li> <li>· 15 minutes</li> <li>· Never</li> </ul>
<b>Keyboard Backlight with AC</b>	<p>The Keyboard Backlight with AC option does not affect the main keyboard illumination feature. Keyboard Illumination will continue to support the various illumination levels. This field has an effect when the backlight is enabled.</p>
<b>Touchscreen</b>	<p>This fields controls whether the touchscreen is enabled or disabled.</p> <ul style="list-style-type: none"> <li>· Touchscreen (enabled by default)</li> </ul>
<b>Unobtrusive Mode</b>	<p>This option, when enabled, pressing Fn+F7 turns off all light and sound emissions in the system. To resume normal operation, press Fn+F7 again. This option is disabled by default.</p>
<b>Miscellaneous Devices</b>	<p>Allows you to enable or disable the following devices:</p> <ul style="list-style-type: none"> <li>· Enable Camera —enabled by default</li> <li>· Enable Hard Drive Free Fall Protection (enabled by default)</li> <li>· Enable Secure Digital (SD) Card (enabled by default)</li> <li>· Secure Digital (SD) Card Boot</li> <li>· Secure Digital (SD) Card Read — only Mode</li> </ul>



# Video screen options

Option	Description
<b>LCD Brightness</b>	Allows you to set the display brightness depending up on the power source (On Battery and On AC).

**NOTE:** The video setting will be visible only when a video card is installed into the system.

# Security screen options

Option	Description
<b>Admin Password</b>	<p>Allows you to set, change, or delete the administrator (admin) password.</p> <p><b>NOTE:</b> You must set the admin password before you set the system or hard drive password. Deleting the admin password automatically deletes the system password and the hard drive password.</p> <p><b>NOTE:</b> Successful password changes take effect immediately.</p> <p>Default setting: Not set</p>
<b>System Password</b>	<p>Allows you to set, change or delete the system password.</p> <p><b>NOTE:</b> Successful password changes take effect immediately.</p> <p>Default setting: Not set</p>
<b>M.2 SATA SSD Password</b>	<p>Allows you to set, change, or delete the M.2 SATA SSD password.</p> <p><b>NOTE:</b> Successful password changes take effect immediately.</p> <p>Default setting: Not set</p>
<b>Strong Password</b>	<p>Allows you to enforce the option to always set strong passwords.</p> <p>Default Setting: Enable Strong Password is not selected.</p> <p><b>NOTE:</b> If Strong Password is enabled, Admin and System passwords must contain at least one uppercase character, one lowercase character and be at least 8 characters long.</p>
<b>Password Configuration</b>	<p>Allows you to determine the minimum and maximum length of Administrator and System passwords.</p>
<b>Password Bypass</b>	<p>Allows you to enable or disable the permission to bypass the System and the Internal HDD password, when they are set. The options are:</p> <ul style="list-style-type: none"><li>· Disabled</li><li>· Reboot bypass</li></ul> <p>Default setting: Disabled</p>
<b>Password Change</b>	<p>Allows you to enable the disable permission to the System and Hard Drive passwords when the admin password is set.</p> <p>Default setting: <b>Allow Non-Admin Password Changes</b> is selected.</p>
<b>Non-Admin Setup Changes</b>	<p>Allows you to determine whether changes to the setup options are allowed when an Administrator Password is set. If disabled the setup options are locked by the admin password.</p>



Option	Description
<b>UEFI Capsule Firmware Updates</b>	<p>Allows you to control whether this system allows BIOS updates via UEFI capsule update packages.</p> <ul style="list-style-type: none"> <li>· Enable UEFI Capsule Firmware Updates (enabled by default)</li> </ul>
<b>TPM 2.0 Security</b>	<p>Allows you to enable the Trusted Platform Module (TPM) during POST. The options are:</p> <ul style="list-style-type: none"> <li>· TPM On (enabled by default)</li> <li>· Clear</li> <li>· PPI Bypass for Enabled Commands(enabled by default)</li> <li>· Attestation Enable (enabled by default)</li> <li>· Key Storage Enable (enabled by default)</li> <li>· PPI Bypass for Disabled Commands</li> <li>· SHA-256 (enabled by default)</li> <li>· Disabled</li> <li>· Enabled</li> </ul> <p><b>NOTE:</b> To upgrade or downgrade TPM1.2/2.0, download the TPM wrapper tool (software).</p>
<b>Computrace</b>	<p>Allows you to activate or disable the optional Computrace software The options are:</p> <ul style="list-style-type: none"> <li>· Deactivate</li> <li>· Disable</li> <li>· Activate</li> </ul> <p><b>NOTE:</b> The Activate and Disable options will permanently activate or disable the feature and no further changes will be allowed</p> <p>Default setting: Deactivate</p>
<b>CPU XD Support</b>	<p>Allows you to enable the Execute Disable mode of the processor.</p> <p>Enable CPU XD Support (default)</p>
<b>OROM Keyboard Access</b>	<p>Allows you to set an option to enter the Option ROM Configuration screens using hotkeys during boot. The options are:</p> <ul style="list-style-type: none"> <li>· Enable</li> <li>· One Time Enable</li> <li>· Disable</li> </ul> <p>Default setting: Enable</p>
<b>Admin Setup Lockout</b>	<p>Allows you to prevent users from entering Setup when an Administrator password is set.</p> <p>Default Setting: <b>Disabled</b></p>
<b>Master Password Lockout</b>	<p>Allows you to disable master password support. Hard disk password need to be cleared before the setting can be changed</p> <ul style="list-style-type: none"> <li>· Enable Master Password Lockout (Disabled)</li> </ul>



# Secure Boot screen options

Option	Description
<b>Secure Boot Enable</b>	<p>This option enables or disables the <b>Secure Boot</b> feature.</p> <ul style="list-style-type: none"><li>· Disabled</li><li>· Enabled</li></ul> <p>Default setting: Enabled.</p>
<b>Expert Key Management</b>	<p>Allows you to manipulate the security key databases only if the system is in Custom Mode. The <b>Enable Custom Mode</b> option is disabled by default. The options are:</p> <ul style="list-style-type: none"><li>· PK</li><li>· KEK</li><li>· db</li><li>· dbx</li></ul> <p>If you enable the <b>Custom Mode</b>, the relevant options for <b>PK, KEK, db, and dbx</b> appear. The options are:</p> <ul style="list-style-type: none"><li>· <b>Save to File</b>—Saves the key to a user-selected file</li><li>· <b>Replace from File</b>—Replaces the current key with a key from a user-selected file</li><li>· <b>Append from File</b>—Adds a key to the current database from a user-selected file</li><li>· <b>Delete</b>—Deletes the selected key</li><li>· <b>Reset All Keys</b>—Resets to default setting</li><li>· <b>Delete All Keys</b>—Deletes all the keys</li></ul> <p><b>NOTE:</b> If you disable the Custom Mode, all the changes made will be erased and the keys will restore to default settings.</p>

# Intel Software Guard Extensions

Option	Description
<b>Intel SGX Enable</b>	<p>This field specifies you to provide a secured environment for running code/storing sensitive information in the context of the main OS. The options are:</p> <ul style="list-style-type: none"><li>· Disabled</li><li>· Enabled</li><li>· Software Controlled: This option is enabled by default.</li></ul>
<b>Enclave Memory Size</b>	<p>This option sets SGX Enclave Reserve Memory Size. The options are:</p> <ul style="list-style-type: none"><li>· 32 MB</li><li>· 64 MB</li><li>· 128 MB</li></ul>



# Performance screen options

Option	Description
<b>Multi Core Support</b>	<p>This field specifies whether the process has one or all cores enabled. The performance of some applications improves with the additional cores.</p> <ul style="list-style-type: none"><li>· All (By default enabled)</li><li>· 1</li><li>· 2</li><li>· 3</li></ul>
<b>Intel SpeedStep</b>	<p>Allows you to enable or disable the Intel SpeedStep feature.</p> <ul style="list-style-type: none"><li>· Enable Intel SpeedStep</li></ul> <p>Default setting: The option is enabled.</p>
<b>C-States Control</b>	<p>Allows you to enable or disable the additional processor sleep states.</p> <ul style="list-style-type: none"><li>· C states</li></ul> <p>Default setting: The option is enabled.</p>
<b>Intel TurboBoost</b>	<p>Allows you to enable or disable the Intel TurboBoost mode of the processor.</p> <ul style="list-style-type: none"><li>· Enable Intel TurboBoost</li></ul> <p>Default setting: The option is enabled.</p>
<b>Hyper-Thread Control</b>	<p>Allows you to enable or disable the Hyper-Threading in the processor.</p> <ul style="list-style-type: none"><li>· Disabled</li><li>· Enabled</li></ul> <p>Default setting: Enabled.</p>

# Power Management screen options

Option	Description
<b>AC Behavior</b>	<p>Allows you to enable or disable the computer from turning on automatically when an AC adapter is connected.</p> <p>Default setting: Wake on AC is not selected.</p>
<b>Auto On Time</b>	<p>Allows you to set the time at which the computer must turn on automatically. The options are:</p> <ul style="list-style-type: none"><li>· Disabled</li><li>· Every Day</li><li>· Weekdays</li><li>· Select Days</li></ul> <p>Default setting: Disabled</p>
<b>USB Wake Support</b>	<p>Allows you to enable USB devices to wake the system from Standby.</p>



Option	Description
	<p><b>NOTE:</b> This feature is only functional when the AC power adapter is connected. If the AC power adapter is removed during Standby, the system setup removes power from all the USB ports to conserve battery power.</p> <ul style="list-style-type: none"> <li>Enable USB Wake Support</li> <li>Wake on Dell USB-C Dock (By default enable)</li> </ul>
<b>Wireless Radio Control</b>	<p>Allows you to enable or disable the feature that automatically switches from wired or wireless networks without depending on the physical connection.</p> <ul style="list-style-type: none"> <li>Control WLAN Radio</li> <li>Control WWAN Radio</li> </ul> <p>Default setting: The option is disabled.</p>
<b>Wake on LAN/WLAN</b>	<p>Allows you to enable or disable the feature that powers on the computer from the Off state when triggered by a LAN signal.</p> <ul style="list-style-type: none"> <li>Disabled</li> <li>LAN Only</li> <li>WLAN Only</li> <li>LAN or WLAN</li> </ul> <p>Default setting: Disabled</p>
<b>Block Sleep</b>	<p>This option lets you block entering to sleep (S3 state) in operating system environment.</p> <p>Block Sleep (S3 state)</p> <p>Default setting: This option is disabled</p>
<b>Peak Shift</b>	<p>This option enables you to minimize the AC power consumption during the peak power times of day. After you enable this option, your system runs only in battery even if the AC is attached.</p>
<b>Advanced Battery Charge Configuration</b>	<p>This option enables you to maximize the battery health. By enabling this option, your system uses the standard charging algorithm and other techniques, during the non-work hours to improve the battery health.</p> <p>Disabled</p> <p>Default setting: Disabled</p>
<b>Primary Battery Charge Configuration</b>	<p>Allows you to select the charging mode for the battery. The options are:</p> <ul style="list-style-type: none"> <li>Adaptive</li> <li>Standard — Fully charges your battery at a standard rate.</li> <li>ExpressCharge — The battery charges over a shorter period of time using Dell's fast charging technology. This option is enabled by default.</li> <li>Primarily AC use</li> <li>Custom</li> </ul> <p>If Custom Charge is selected, you can also configure Custom Charge Start and Custom Charge Stop.</p> <p><b>NOTE:</b> All charging mode may not be available for all the batteries. To enable this option, disable the Advanced Battery Charge Configuration option.</p>
<b>Sleep Mode</b>	<p>This option is used to select which sleep mode will be used by operating system.</p>



Option	Description
	<ul style="list-style-type: none"> <li>OS Automatic Selection</li> <li>Force S3 (By default enable)</li> </ul>
<b>Type-C Connector Power</b>	<p>This option lets you set the maximum power that can be drawn from the Type-C connector.</p> <ul style="list-style-type: none"> <li>7.5 Watts (By default enable)</li> <li>15 Watts</li> </ul>

## POST Behavior screen options

Option	Description
<b>Adapter Warnings</b>	<p>Allows you to enable or disable the system setup (BIOS) warning messages when you use certain power adapters.</p> <p>Default setting: Enable Adapter Warnings</p>
<b>Keypad (Embedded)</b>	<p>Allows you to choose one of two methods to enable the keypad that is embedded in the internal keyboard.</p> <ul style="list-style-type: none"> <li>Fn Key Only: This option is enabled by default.</li> <li>By Numlock</li> </ul> <p><b>NOTE: When setup is running, this option has no effect. Setup works in Fn Key Only mode.</b></p>
<b>Mouse/Touchpad</b>	<p>Allows you to define how the system handles mouse and touch pad input. The options are:</p> <ul style="list-style-type: none"> <li>Serial Mouse</li> <li>PS2 Mouse</li> <li>Touchpad/PS-2 Mouse: This option is enabled by default.</li> </ul>
<b>Numlock Enable</b>	<p>Allows you to enable the Numlock option when the computer boots.</p> <p>Enable Network. This option is enabled by default.</p>
<b>Fn Key Emulation</b>	<p>Allows you to set the option where the Scroll Lock key is used to simulate the Fn key feature.</p> <p>Enable Fn Key Emulation (default)</p>
<b>Fn Lock Options</b>	<p>Allows you to let hot key combinations Fn + Esc toggle the primary behavior of F1–F12, between their standard and secondary functions. If you disable this option, you cannot toggle dynamically the primary behavior of these keys. The available options are:</p> <ul style="list-style-type: none"> <li>Fn Lock. This option is selected by default.</li> <li>Lock Mode Disable/Standard</li> <li>Lock Mode Enable/Secondary</li> </ul>
<b>Fastboot</b>	<p>Allows you to speed up the boot process by bypassing some of the compatibility steps. The options are:</p> <ul style="list-style-type: none"> <li>Minimal</li> <li>Thorough (default)</li> <li>Auto</li> </ul>
<b>Extended BIOS POST Time</b>	<p>Allows you to create an additional preboot delay. The options are:</p> <ul style="list-style-type: none"> <li>0 seconds. This option is enabled by default.</li> </ul>

Option	Description
	<ul style="list-style-type: none"> <li>· 5 seconds</li> <li>· 10 seconds</li> </ul>
<b>Full Screen Logo</b>	<p>This option will display full screen logo if your image match screen resolution</p> <ul style="list-style-type: none"> <li>· Enable Full Screen Logo</li> </ul>
<b>Warnings and Error</b>	<p>This option will cause the boot process to only pause when warnings or errors are detected.</p> <ul style="list-style-type: none"> <li>· Prompt on Warnings and Errors This option is enabled by default.</li> <li>· Continue on Warnings</li> <li>· Continue on Warnings and Errors</li> </ul> <p><b>NOTE:</b> Error deemed critical to the operation of the system hardware will always halt the system.</p>

## Virtualization support screen options

Option	Description
<b>Virtualization</b>	<p>Allows you to enable or disable the Intel Virtualization Technology.</p> <p>Enable Intel Virtualization Technology: This option is enabled by default.</p>
<b>VT for Direct I/O</b>	<p>Enables or disables the Virtual Machine Monitor (VMM) from utilizing the additional hardware capabilities provided by Intel® Virtualization technology for direct I/O.</p> <p>Enable VT for Direct I/O: This option is enabled by default.</p>
<b>Trusted Execution</b>	<p>This option specifies whether a Measured Virtual Machine Monitor (MVMM) can utilize the additional hardware capabilities provided by Intel Trusted Execution Technology. The TPM Virtualization Technology, and Virtualization technology for direct I/O must be enabled to use this feature.</p> <p>Trusted Execution: This option is enabled by default.</p>

## Wireless screen options

Option	Description
<b>Wireless Switch</b>	<p>Allows to set the wireless devices that can be controlled by the wireless switch. The options are:</p> <ul style="list-style-type: none"> <li>· WWAN</li> <li>· GPS (on WWAN Module)</li> <li>· WLAN/WiGig</li> <li>· Bluetooth</li> </ul> <p>All the options are enabled by default.</p> <p><b>NOTE:</b> For WLAN and WiGig enable or disable controls are tied together and they cannot be enabled or disabled independently.</p>
<b>Wireless Device Enable</b>	<p>Allows you to enable or disable the internal wireless devices.</p> <ul style="list-style-type: none"> <li>· WWAN/GPS</li> <li>· WLAN/WiGig</li> </ul>



Option	Description
	<ul style="list-style-type: none"> <li>Bluetooth</li> </ul> <p>All the options are enabled by default.</p>

## Maintenance screen options

Option	Description
<b>Service Tag</b>	Displays the Service Tag of your computer.
<b>Asset Tag</b>	Allows you to create a system asset tag if an asset tag is not already set. This option is not set by default.
<b>BIOS Downgrade</b>	<p>This controls flashing of the system firmware to previous revisions.</p> <ul style="list-style-type: none"> <li>Allows BIOS Downgrade (enabled by default)</li> </ul>
<b>Data Wipe</b>	<p>This field allows users to erase the data securely from all internal storage devices. The following is list of devices affected:</p> <ul style="list-style-type: none"> <li>Internal SATA HDD/SSD</li> <li>Internal M.2 SATA SDD</li> <li>Internal M.2 PCIe SSD</li> <li>Internal eMMC</li> </ul>
<b>BIOS Recovery</b>	<p>This field allows you to recover from certain corrupted BIOS conditions from a recover file on the user primary hard drive or an external USB key.</p> <ul style="list-style-type: none"> <li>BIOS Recovery from Hard Drive (enabled by default)</li> <li>BIOS Auto-Recovery</li> <li>Always perform Integrity Check</li> </ul>

## System Log screen options

Option	Description
<b>BIOS Events</b>	Allows you to view and clear the System Setup (BIOS) POST events.
<b>Thermal Events</b>	Allows you to view and clear the System Setup (Thermal) events.
<b>Power Events</b>	Allows you to view and clear the System Setup (Power) events.

## 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

- Restart the computer.
- Go to **Dell.com/support**.
- 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.

- 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 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 System Setup.  
The computer reboots.

# 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**.

Topics:

- [System specifications](#)
- [Processor specifications](#)
- [Memory specifications](#)
- [Storage specifications](#)
- [Audio specifications](#)
- [Video specifications](#)
- [Camera specifications](#)
- [Communication specifications](#)
- [Port and connector specifications](#)
- [Contactless smart card specifications](#)
- [Display specifications](#)
- [Keyboard specifications](#)
- [Touchpad specifications](#)
- [Battery specifications](#)
- [AC Adapter specifications](#)
- [Physical specifications](#)
- [Environmental specifications](#)

## System specifications

Feature	Specification
Chipset	Intel 7th Generation processors Intel 6th Generation processors
DRAM bus width	64-bit
Flash EPROM	SPI 128 Mbits
PCIe bus	100 MHz
External Bus Frequency	PCIe Gen3 (8 GT/s)



# Processor specifications

Feature	Specification
Types	<ul style="list-style-type: none"><li>• Intel Core i3 series, i5 series, i7 series (Dual core)</li><li>• Intel Core i5 series, i7 series (Quad core)</li><li>•</li></ul>
L3 cache	
i3 U-series	<ul style="list-style-type: none"><li>• 3 MB</li></ul>
i5 U-series	<ul style="list-style-type: none"><li>• 3 MB</li></ul>
i5 H-series	<ul style="list-style-type: none"><li>• 6 MB</li></ul>
i7 U-series	<ul style="list-style-type: none"><li>• 4 MB</li></ul>
i7 H-series	<ul style="list-style-type: none"><li>• non vPro — 6 MB</li><li>• vPro — 8 MB</li></ul>

# Memory specifications

Feature	Specification
Memory connector	Two SODIMM slots
Memory capacity	4 GB, 8 GB, and 16 GB
Memory type	DDR4 SDRAM
Speed	<ul style="list-style-type: none"><li>• 2133 MHz</li><li>• 2400 MHz</li></ul> <p><b>NOTE:</b> 2133 MHz supports only in Intel Dual Core.</p>
Minimum memory	4 GB
Maximum memory	32 GB

# Storage specifications

Feature	Specification
SSD M.2 SATA / PCIe	Up to 512 GB
HDD	Up to 1 TB



# Audio specifications

Feature	Specification
Types	High-definition audio
Controller	Realtek ALC3246
Stereo conversion	Digital audio-out through HDMI — up to 7.1 compressed and uncompressed audio
Internal interface	High-definition audio codec
External interface	Stereo headset/mic combo
Speakers	Two
Internal speaker amplifier	2 W (RMS) per channel
Volume controls	Hot keys

# Video specifications

Feature	Specification
Type	Integrated on system board, hardware accelerated
Graphic cards	i3, i5, i7 Intel HD Graphics 620 (dual core)  Intel HD Graphics 630 (quad core)  NVIDIA GeForce 930MX 64 Bit(dual core)  NVIDIA GeForce 940MX 64 Bit
Data bus	Integrated video
External display support	<ul style="list-style-type: none"><li>· 19-pin HDMI connector</li><li>· 15-pin VGA connector</li><li>· DisplayPort over Type-C connector</li></ul>

# Camera specifications

**NOTE:** Windows Hello face authentication enabled.

Feature	Specification
Camera resolution	0.92 megapixels
HD Panel Resolution	1366 x 768 pixels
FHD Panel Resolution	1280 x 720 pixels
HD Panel Video Resolution (maximum)	1280 x 720 pixels



Feature	Specification
FHD Panel Video Resolution (maximum)	1920 x 1080 pixels
Diagonal viewing angle	74°

## Communication specifications

Features	Specification
Network adapter	10/100/1000 Mb/s Ethernet (RJ-45)
Wireless	<ul style="list-style-type: none"> <li>Internal wireless local area network (WLAN)</li> <li>Wireless wide area network (WWAN) - optional</li> <li>Wireless gigabit (WiGig) - optional</li> </ul>

## Port and connector specifications

Feature	Specification
Audio	Stereo headset / mic combo
Video	<ul style="list-style-type: none"> <li>One 19-pin HDMI connector</li> <li>15 pin VGA connector</li> </ul>
Network adapter	One RJ-45 connector
USB	Three USB 3.0 ports, with one PowerShare
Memory card reader	Up to SD4.0
Micro SIM (uSIM) card	One external (optional)
Docking port	Docking has one options: <ul style="list-style-type: none"> <li>One DisplayPort over USB type C, optional Thunderbolt 3 cable docking port</li> </ul>

**NOTE:** DisplayPort over USB Type-C Thunderbolt 3 is available in systems with discrete graphics only.

## Contactless smart card specifications

Feature	Specification
Supported Smart Cards/Technologies	BTO with USH

# Display specifications

Feature	Specification
Type	<ul style="list-style-type: none"><li>· Non-touch HD</li><li>· Non-touch FHD</li><li>· Touch FHD with OTP lite - The <b>OTP Lite</b> provides better clarity than traditional LED displays. OTP Lite also reduces the number of display layers and improves multi touch functionality.</li></ul>
Height	360 mm (14.17 inches)
Width	224.3 mm (8.83 inches)
Diagonal	396.24 mm (15.6 inches)
Active area (X/Y)	344.23 mm x 193.54 mm
<b>Touch FHD anti-glare:</b>	
Maximum resolution	1920 x 1080
Maximum brightness	300 nits
Refresh rate	60 Hz
Maximum viewing angles (horizontal)	80/80
Maximum viewing angles (vertical)	80/80
Pixel pitch	0.179 mm (0.007 inches)
<b>HD anti-glare:</b>	
Maximum resolution	1366 x 768
Maximum brightness	200 nits
Refresh rate	60 Hz
Maximum viewing angles (horizontal)	40/40
Maximum viewing angles (vertical)	+10/-30
Pixel pitch	0.252 mm (0.01 inches)

# Keyboard specifications

Feature	Specification
Number of keys	<ul style="list-style-type: none"><li>· United States: 103 keys</li><li>· United Kingdom: 104 keys</li><li>· Japan: 107 keys</li><li>· Brazil: 106 keys</li></ul>



# Touchpad specifications

Feature	Specification
---------	---------------

Active Area:

X-axis	99.50 mm
Y-axis	53.00 mm

# Battery specifications

Feature	Specification
---------	---------------

Type	42 Whr
	51Whr
	68Whr
	92Whr

**42 Whr :**

Depth	181 mm (7.126 inches)
Height	7.05 mm (0.28 inch)
Width	95.9 mm (3.78 inches)
Weight	210 g (0.46 lb)
Voltage	11.4 V DC

**51 Whr :**

Depth	181 mm (7.126 inches)
Height	7.05 mm (0.28 inch)
Width	95.9 mm (3.78 inches)
Weight	250 g (0.55 lb)
Voltage	11.4 V DC

**68 Whr :**

Depth	233.00 mm (9.17 inches)
Height	7.5 mm (0.28 inch)
Width	95.90 mm (3.78 inches)
Weight	340 g (0.74 lb)
Voltage	7.6 V DC

**92Whr :**

Depth	332.00 mm (13.07 inches)
Height	7.7 mm (0.303 inches)
Width	96.0 mm (3.78 inches)
Weight	450.00 g (0.99 lb)



Feature	Specification
Voltage	11.4 V DC
Life span	300 discharge per charge cycles
Temperature range	
Operating	<ul style="list-style-type: none"> <li>• Charge: 0°C to 50°C (32°F to 158°F)</li> <li>• Discharge: 0°C to 70°C (32°F to 122°F)</li> <li>• Operating: 0°C to 35°C (32°F to 95°F)</li> </ul>
Non-operating	- 20°C to 65°C (- 4°F to 149°F)
Coin cell battery	3 V CR2032 lithium coin cell

## AC Adapter specifications

Feature	Specification
Type	65 W / 90 W
Input voltage	100 V AC to 240 V AC
Input current (maximum)	1.7 A / 2.5 A
Input frequency	50 Hz to 60 Hz
Output current	3.34 A / 4.62 A
Rated output voltage	19.5 +/- 1.0 V DC
Temperature range (Operating)	0°C to 40°C (32°F to 104°F)
Temperature range (Non-Operating)	-40°C to 70°C (-40°F to 158°F)

## Physical specifications

Feature	Specification
Front height (non-touch)	<ul style="list-style-type: none"> <li>• 23.25 mm (0.91 inch) (dual core)</li> <li>• 24.3 mm (0.95 inch) (quad core)</li> </ul>
Back height (non-touch)	<ul style="list-style-type: none"> <li>• 23.25 mm (0.91 inch) (dual core)</li> <li>• 24.3 mm (0.95 inch) (quad core)</li> </ul>
Width	<ul style="list-style-type: none"> <li>• 376.0 mm (14.8 inches) (dual core)</li> <li>• 376.0 mm (14.8 inches) (quad core)</li> </ul>
Depth	<ul style="list-style-type: none"> <li>• 250.7 mm (9.9 inches) (dual core)</li> <li>• 250.65 mm (9.86 inches) (quad core)</li> </ul>



Feature	Specification
Starting weight	<ul style="list-style-type: none"> <li>· 4.19 lbs (1.90 kg) (dual core)</li> <li>· 4.26 lbs (1.93 kg) (quad core)</li> </ul>

## Environmental specifications

Temperature	Specifications
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)	Specifications
Operating	10 % to 90 % (non condensing)
Storage	5 % to 95 % (non condensing)
Altitude (maximum)	Specifications
Operating	0 m to 3048 m (0 ft to 10,000 ft)
Non-operating	0 m to 10,668 m (0 ft to 35,000 ft)
Airborne contaminant level	G1 as defined by ISA-71.04-1985



# 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.

Topics:

- [Enhanced Pre-Boot System Assessment \(ePSA\) diagnostics](#)
- [Device status lights](#)
- [Battery status lights](#)
- [Troubleshooting](#)

## 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.**

You can launch the ePSA diagnostics in two ways:

- 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 displays, 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.

OR




- 1 Shutdown the computer.



- 2 Press and hold the fn key, while pressing the power button, and then release both.  
The **Enhanced Pre-boot System Assessment** window displays, listing all devices detected in the computer. The diagnostics starts running the tests on all the detected devices.
- 3 On the boot menu screen, select the **Diagnostics** option.  
The **Enhanced Pre-boot System Assessment** window displays, 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 5. Device status lights**

Icon	Name	Description
	Power status light	Turns on when you turn on the computer and blinks when the computer is in a power management mode.
	Hard drive status light	Turns on when the computer reads or writes data.
	Battery charge indicator	Turns on steadily or blinks to indicate battery charge status.

The device status LEDs are usually located either on the top or left side of the keyboard. They 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.

**NOTE:** The position of the power status light may vary depending on the system.

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

**Table 6. Battery charge LED indicator**

Amber blinking pattern	Problem description	Suggested resolution
2,1	CPU	CPU failure
2,2	System board: BIOS ROM	System board, covers BIOS corruption or ROM error
2,3	Memory	No memory/RAM detected
2,4	Memory	Memory/RAM failure
2,5	Memory	Invalid memory installed
2,6	System board: Chipset	System board/Chipset error
2,7	LCD	Replace the system board
3,1	RTC Power Failure	CMOS battery failure
3,2	PCI/Video	PCI or video card/chip failure
3,3	BIOS Recovery 1	Recovery image not found
3,4	BIOS Recovery 2	Recovery image found but invalid

The blinking patterns will consist of 2 set of numbers being represented by (First Group: Amber blinks, Second Group: White blinks)

**NOTE:**

- 1 First Group: The LED blinks 1 to 9 times followed by a brief pause with LED off at the interval of 1.5 seconds.(This is in Amber color)
- 2 Second Group: The LED blinks 1 to 9 times, that would be then followed by a longer pause before the next cycle starts again at the interval of 1.5 seconds.(This is in White color)

For Example: No Memory detected (2,3), Battery LED blinks two times of amber color followed by a pause, and then blinks three times of white color. The Battery LED will pause for 3 seconds before the next cycle repeat itself again.

## 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.

## Troubleshooting

### 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.

### 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.

## Real Time Clock (RTC) reset

The Real Time Clock (RTC) reset function allows you or the service technician to recover the recently launched model Dell Latitude and Precision systems from select **No POST/No Boot/No Power** situations. You can initiate the RTC reset on the system from a power off state only if it is connected to AC power. Press and hold the power button for 25 seconds. The system RTC reset occurs after you release the power button.

**NOTE:** If AC power is disconnected from the system during the process or the power button is held longer than 40 seconds, the RTC reset process is aborted.

The RTC reset will reset the BIOS to Defaults, un-provision Intel vPro and reset the system date and time. The following items are unaffected by the RTC reset:

- Service Tag
- Asset Tag
- Ownership Tag
- Admin Password
- System Password
- HDD Password
- Key Databases
- System Logs

The following items may or may not reset based on your custom BIOS setting selections:

- The Boot List
- Enable Legacy OROMs
- Secure Boot Enable
- Allow BIOS Downgrade

# 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.

