

Inspiron 5505

Service Manual



Notes, cautions, and warnings

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

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

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

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Working inside your computer

Before working inside your computer

About this task

 **NOTE:** The images in this document may differ from your computer depending on the configuration you ordered.

Steps

1. Save and close all open files and exit all open applications.
2. Shut down your computer. Click **Start** >  **Power** > **Shut down**.
 **NOTE:** If you are using a different operating system, see the documentation of your operating system for shut-down instructions.
3. Disconnect your computer and all attached devices from their electrical outlets.
4. Disconnect all attached network devices and peripherals, such as keyboard, mouse, and monitor from your computer.
 **CAUTION:** To disconnect a network cable, first unplug the cable from your computer and then unplug the cable from the network device.
5. Remove any media card and optical disc from your computer, if applicable.

Safety instructions

Use the following safety guidelines to protect your computer from potential damage and to ensure your personal safety. Unless otherwise noted, each procedure included in this document assumes that you have read the safety information that shipped with your computer.

 **WARNING:** Before working inside your computer, read the safety information that is shipped with your computer. For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.

 **WARNING:** Disconnect your computer from all power sources before opening the computer cover or panels. After you finish working inside the computer, replace all covers, panels, and screws before connecting your computer to an electrical outlet.

 **CAUTION:** To avoid damaging the computer, ensure that the work surface is flat, dry, and clean.

 **CAUTION:** To avoid damaging the components and cards, handle them by their edges, and avoid touching the pins and the contacts.

 **CAUTION:** You should only perform troubleshooting and repairs as authorized or directed by the Dell technical assistance team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. See the safety instructions that is shipped with the product or at www.dell.com/regulatory_compliance.

 **CAUTION:** Before touching anything inside your computer, ground yourself by touching an unpainted metal surface, such as the metal at the back of the computer. While you work, periodically touch an unpainted metal surface to dissipate static electricity which could harm internal components.

 **CAUTION:** When you disconnect a cable, pull it by its connector or its pull tab, not the cable itself. Some cables have connectors with locking tabs or thumbscrews that you must disengage before disconnecting the cable. When disconnecting cables, keep them evenly aligned to avoid bending the connector pins. When connecting cables, ensure that the ports and the connectors are correctly oriented and aligned.

 **CAUTION:** Press and eject any installed card from the media-card reader.

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

Electrostatic discharge—ESD protection

ESD is a major concern when you handle electronic components, especially sensitive components such as expansion cards, processors, memory DIMMs, and system boards. Very slight charges can damage circuits in ways that may not be obvious, such as intermittent problems or a shortened product life span. As the industry pushes for lower power requirements and increased density, ESD protection is an increasing concern.

Due to the increased density of semiconductors used in recent Dell products, the sensitivity to static damage is now higher than in previous Dell products. For this reason, some previously approved methods of handling parts are no longer applicable.

Two recognized types of ESD damage are catastrophic and intermittent failures.

- **Catastrophic** – Catastrophic failures represent approximately 20 percent of ESD-related failures. The damage causes an immediate and complete loss of device functionality. An example of catastrophic failure is a memory DIMM that has received a static shock and immediately generates a "No POST/No Video" symptom with a beep code emitted for missing or nonfunctional memory.
- **Intermittent** – Intermittent failures represent approximately 80 percent of ESD-related failures. The high rate of intermittent failures means that most of the time when damage occurs, it is not immediately recognizable. The DIMM receives a static shock, but the tracing is merely weakened and does not immediately produce outward symptoms related to the damage. The weakened trace may take weeks or months to melt, and in the meantime may cause degradation of memory integrity, intermittent memory errors, etc.

The more difficult type of damage to recognize and troubleshoot is the intermittent (also called latent or "walking wounded") failure.

Perform the following steps to prevent ESD damage:

- Use a wired ESD wrist strap that is properly grounded. The use of wireless anti-static straps is no longer allowed; they do not provide adequate protection. Touching the chassis before handling parts does not ensure adequate ESD protection on parts with increased sensitivity to ESD damage.
- Handle all static-sensitive components in a static-safe area. If possible, use anti-static floor pads and workbench pads.
- When unpacking a static-sensitive component from its shipping carton, do not remove the component from the anti-static packing material until you are ready to install the component. Before unwrapping the anti-static packaging, ensure that you discharge static electricity from your body.
- Before transporting a static-sensitive component, place it in an anti-static container or packaging.

ESD field service kit

The unmonitored Field Service kit is the most commonly used service kit. Each Field Service kit includes three main components: anti-static mat, wrist strap, and bonding wire.

Components of an ESD field service kit

The components of an ESD field service kit are:

- **Anti-Static Mat** – The anti-static mat is dissipative and parts can be placed on it during service procedures. When using an anti-static mat, your wrist strap should be snug and the bonding wire should be connected to the mat and to any bare metal on the system being worked on. Once deployed properly, service parts can be removed from the ESD bag and placed directly on the mat. ESD-sensitive items are safe in your hand, on the ESD mat, in the system, or inside a bag.
- **Wrist Strap and Bonding Wire** – The wrist strap and bonding wire can be either directly connected between your wrist and bare metal on the hardware if the ESD mat is not required, or connected to the anti-static mat to protect hardware that is temporarily placed on the mat. The physical connection of the wrist strap and bonding wire between your skin, the ESD

mat, and the hardware is known as bonding. Use only Field Service kits with a wrist strap, mat, and bonding wire. Never use wireless wrist straps. Always be aware that the internal wires of a wrist strap are prone to damage from normal wear and tear, and must be checked regularly with a wrist strap tester in order to avoid accidental ESD hardware damage. It is recommended to test the wrist strap and bonding wire at least once per week.

- **ESD Wrist Strap Tester** – The wires inside of an ESD strap are prone to damage over time. When using an unmonitored kit, it is a best practice to regularly test the strap prior to each service call, and at a minimum, test once per week. A wrist strap tester is the best method for doing this test. If you do not have your own wrist strap tester, check with your regional office to find out if they have one. To perform the test, plug the wrist-strap's bonding-wire into the tester while it is strapped to your wrist and push the button to test. A green LED is lit if the test is successful; a red LED is lit and an alarm sounds if the test fails.
- **Insulator Elements** – It is critical to keep ESD sensitive devices, such as plastic heat sink casings, away from internal parts that are insulators and often highly charged.
- **Working Environment** – Before deploying the ESD Field Service kit, assess the situation at the customer location. For example, deploying the kit for a server environment is different than for a desktop or portable environment. Servers are typically installed in a rack within a data center; desktops or portables are typically placed on office desks or cubicles. Always look for a large open flat work area that is free of clutter and large enough to deploy the ESD kit with additional space to accommodate the type of system that is being repaired. The workspace should also be free of insulators that can cause an ESD event. On the work area, insulators such as Styrofoam and other plastics should always be moved at least 12 inches or 30 centimeters away from sensitive parts before physically handling any hardware components
- **ESD Packaging** – All ESD-sensitive devices must be shipped and received in static-safe packaging. Metal, static-shielded bags are preferred. However, you should always return the damaged part using the same ESD bag and packaging that the new part arrived in. The ESD bag should be folded over and taped shut and all the same foam packing material should be used in the original box that the new part arrived in. ESD-sensitive devices should be removed from packaging only at an ESD-protected work surface, and parts should never be placed on top of the ESD bag because only the inside of the bag is shielded. Always place parts in your hand, on the ESD mat, in the system, or inside an anti-static bag.
- **Transporting Sensitive Components** – When transporting ESD sensitive components such as replacement parts or parts to be returned to Dell, it is critical to place these parts in anti-static bags for safe transport.

ESD protection summary

It is recommended that all field service technicians use the traditional wired ESD grounding wrist strap and protective anti-static mat at all times when servicing Dell products. In addition, it is critical that technicians keep sensitive parts separate from all insulator parts while performing service and that they use anti-static bags for transporting sensitive components.

Transporting sensitive components

When transporting ESD sensitive components such as replacement parts or parts to be returned to Dell, it is critical to place these parts in anti-static bags for safe transport.

Lifting equipment

Adhere to the following guidelines when lifting heavy weight equipment:

 **CAUTION: Do not lift greater than 50 pounds. Always obtain additional resources or use a mechanical lifting device.**

1. Get a firm balanced footing. Keep your feet apart for a stable base, and point your toes out.
2. Tighten stomach muscles. Abdominal muscles support your spine when you lift, offsetting the force of the load.
3. Lift with your legs, not your back.
4. Keep the load close. The closer it is to your spine, the less force it exerts on your back.
5. Keep your back upright, whether lifting or setting down the load. Do not add the weight of your body to the load. Avoid twisting your body and back.
6. Follow the same techniques in reverse to set the load down.

After working inside your computer

About this task

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

Steps

1. Replace all screws and ensure that no stray screws remain inside your computer.
2. Connect any external devices, peripherals, or cables you removed before working on your computer.
3. Replace any media cards, discs, or any other parts that you removed before working on your computer.
4. Connect your computer and all attached devices to their electrical outlets.
5. Turn on your computer.

Removing and installing components

NOTE: The images in this document may differ from your computer depending on the configuration you ordered.

Recommended tools

The procedures in this document may require the following tools:

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

Screw list

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

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

NOTE: Screw color may vary with the configuration ordered.

Table 1. Screw list

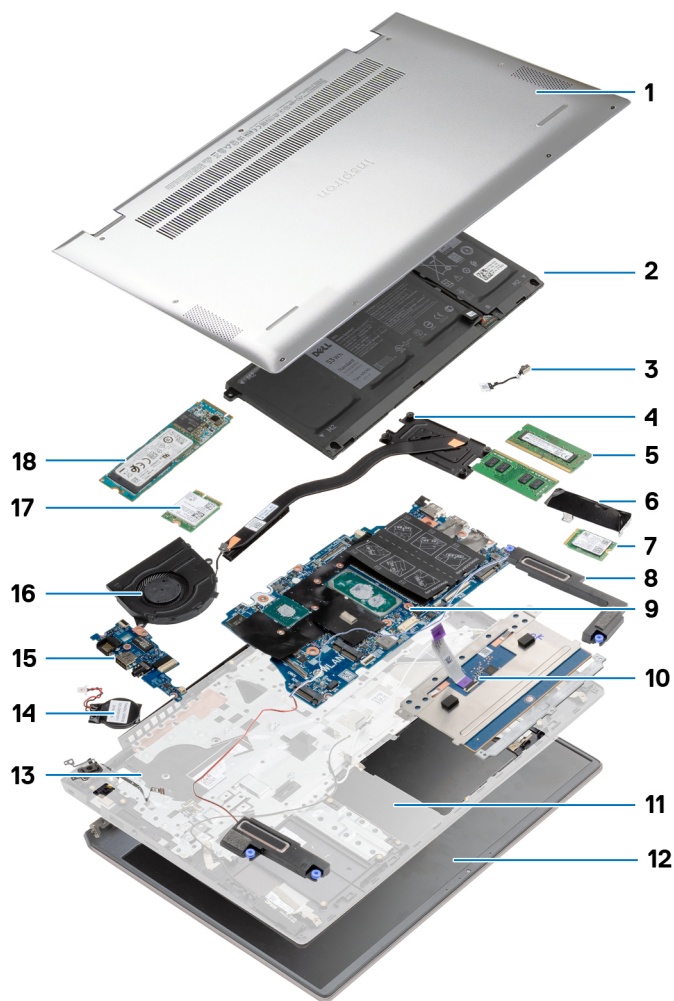
Component	Secured to	Screw type	Quantity	Screw image
Base cover	Palm-rest and keyboard assembly	M2x4	7	
Battery (3-cell)	Palm-rest and keyboard assembly	M2x3	4	
Battery (4-cell)	Palm-rest and keyboard assembly	M2x3	5	
Solid-state drive mounting bracket	Palm-rest and keyboard assembly	M2x3	1	
Solid-state drive (M.2 slot one)	Palm-rest and keyboard assembly	M2x3	1	
Solid-state drive (M.2 slot two)	Palm-rest and keyboard assembly	M2x3	1	
Wireless-card bracket	System board	M2x3	1	
Fan	Palm-rest and keyboard assembly	M2x2	2	
Left hinge	Palm-rest and keyboard assembly	M2.5x5	2	
		M2.5x3.5	1	

Table 1. Screw list (continued)

Component	Secured to	Screw type	Quantity	Screw image
				
Right hinge	Palm-rest and keyboard assembly	M2.5x5	3	
Power-adaptor port	Palm-rest and keyboard assembly	M2x3	1	
Power button with optional fingerprint reader	Palm-rest and keyboard assembly	M1.6x2	2	
Touchpad bracket	Palm-rest and keyboard assembly	M2x2	5	
I/O board	Palm-rest and keyboard assembly	M2x2	2	
USB 3.2 Gen 1 Type-C port bracket	System board	M2x5	2	
System board	Palm-rest and keyboard assembly	M2x2	2	

Major components of Inspiron 15 5505

The following image shows the major components of Inspiron 15 5505.



1. base cover
2. battery
3. power-adaptor port
4. heat sink
5. memory module
6. solid-state drive bracket
7. M.2 2230 solid-state drive
8. speakers
9. system board
10. touchpad
11. palm-rest and keyboard assembly
12. display assembly
13. power button with optional fingerprint reader
14. coin-cell battery
15. I/O board
16. fan
17. wireless card
18. M.2 2280 solid-state drive

Base cover

Removing the base cover

Prerequisites

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

About this task

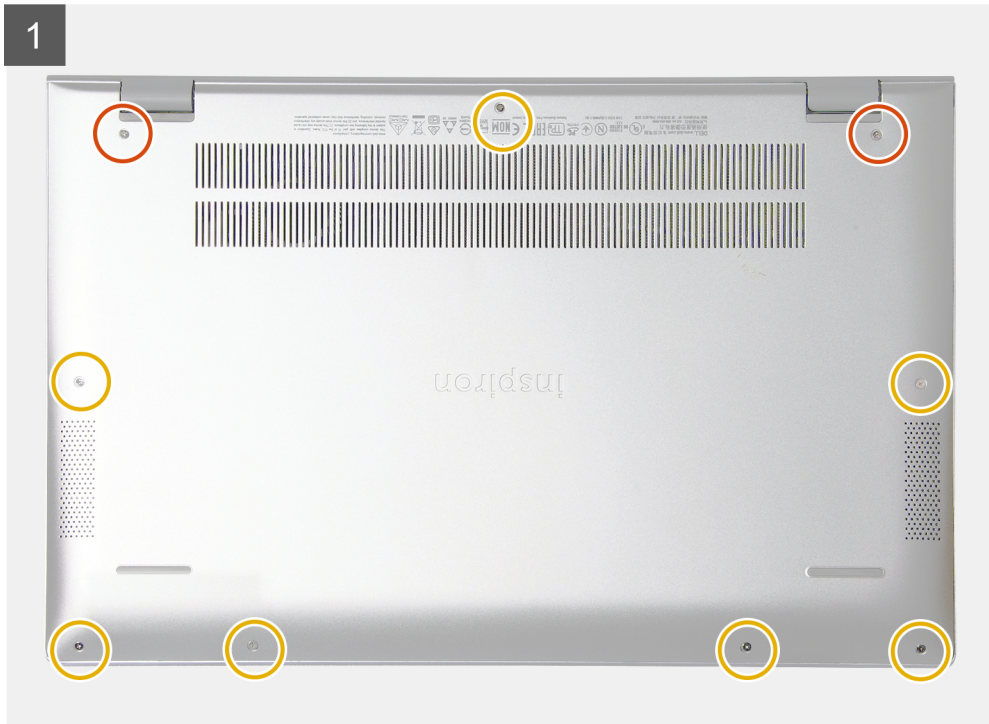
The figure indicates the location of the base cover and provides a visual representation of the removal procedure.

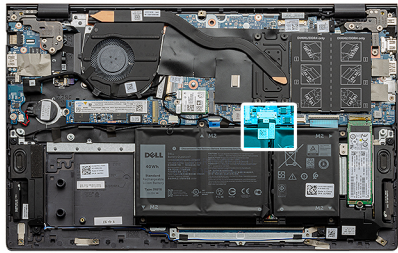
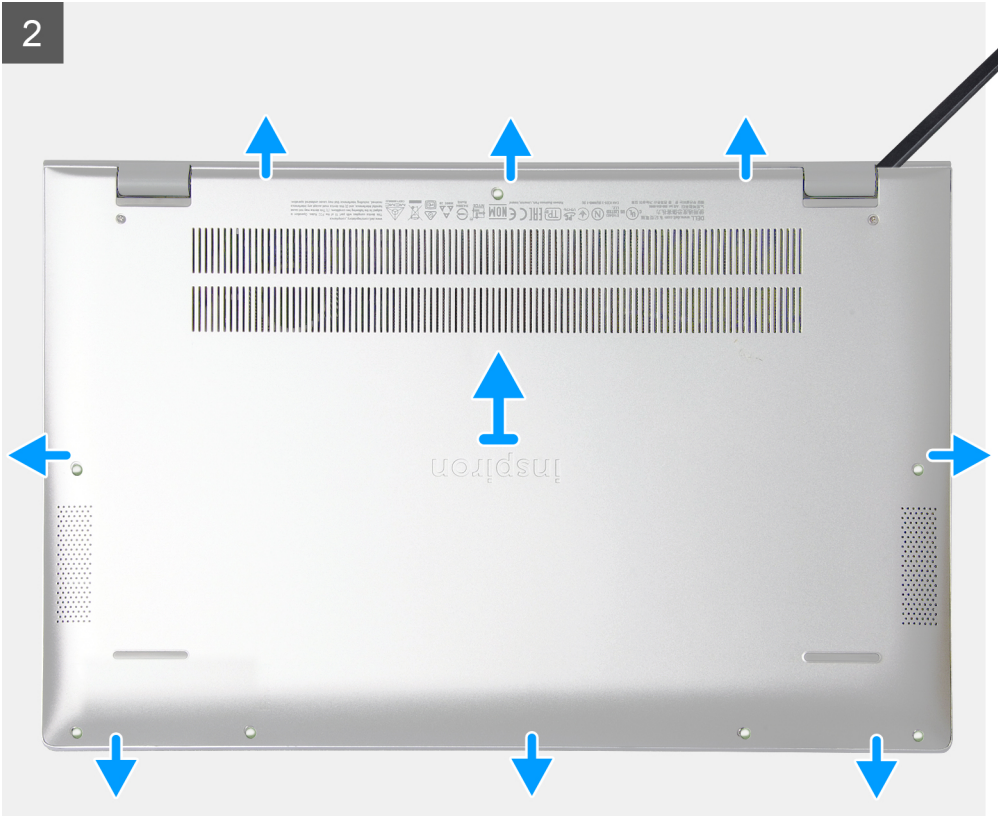


2x
M2x7.5



7x
M2x4







Steps

1. Loosen the two captive screws (M2x7.5) that secure the base cover to the palm-rest and keyboard assembly.
2. Remove the seven screws (M2x4) that secure the base cover to the palm-rest and keyboard assembly.
3. Using a plastic scribe, pry the base cover starting from the recess at the display hinge and work your way around the sides to remove the base cover.
4. Lift the base cover off the palm-rest and keyboard assembly.
5. Peel the tape and disconnect the battery cable from the system board.
 ⓘ **NOTE:** Disconnect the battery cable only when you are continuing to remove other components from your computer.
6. Press and hold the power button for five seconds to ground the computer and drain the flea power.

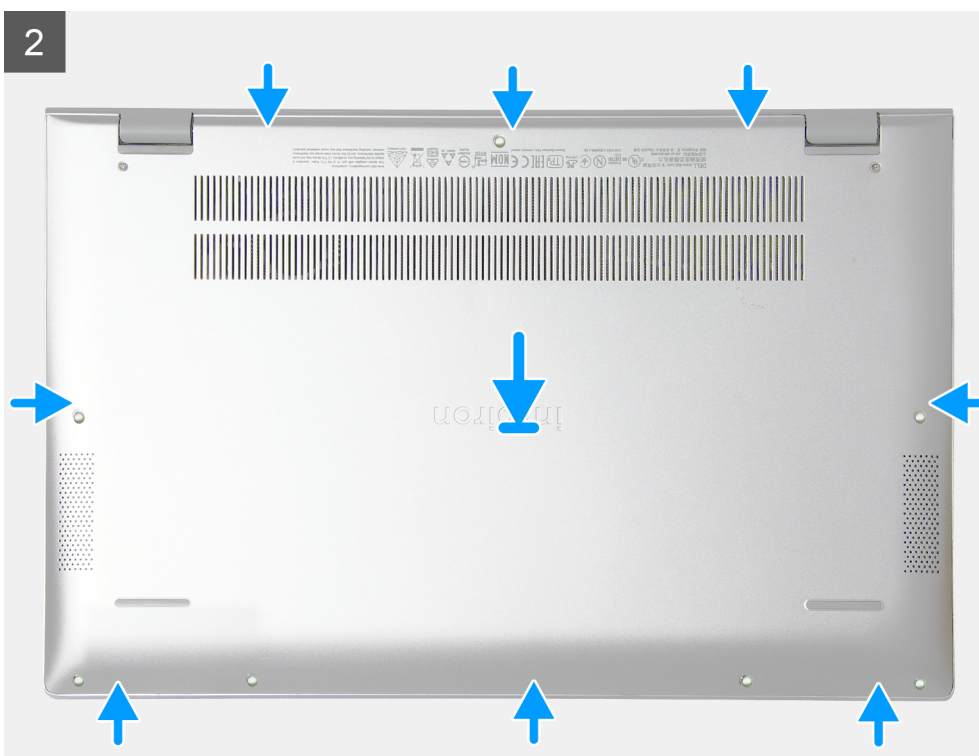
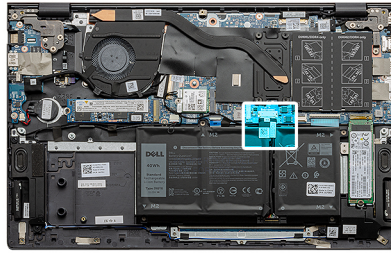
Installing the base cover

Prerequisites

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

About this task

The figure indicates the location of the base cover and provides a visual representation of the installation procedure.



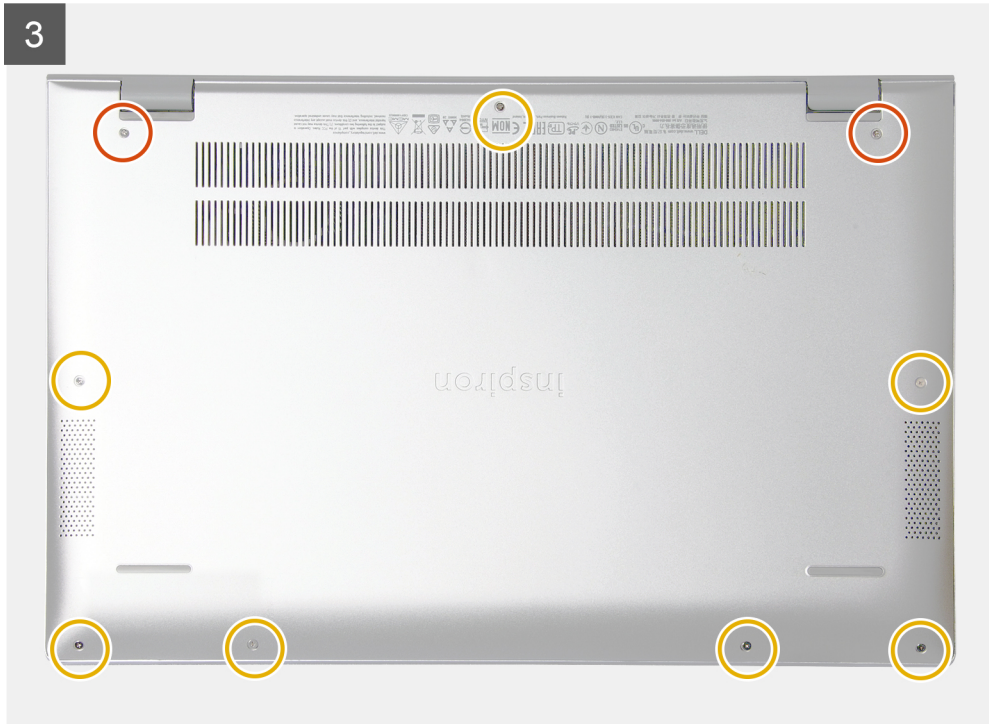


2x
M2x7.5



7x
M2x4

3



Steps

1. Adhere the tape and connect the battery cable to the system board, if applicable.
2. Place the base cover over the palm-rest and keyboard assembly.
3. Align the screw holes on the base cover with the screw holes on the palm-rest and keyboard assembly, and then snap the base cover into place.
4. Tighten the two captive screws that secure the base cover to the palm-rest and keyboard assembly.
5. Replace the seven screws (M2x4) that secure the base cover to the palm-rest and keyboard assembly.

Next steps

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

Battery

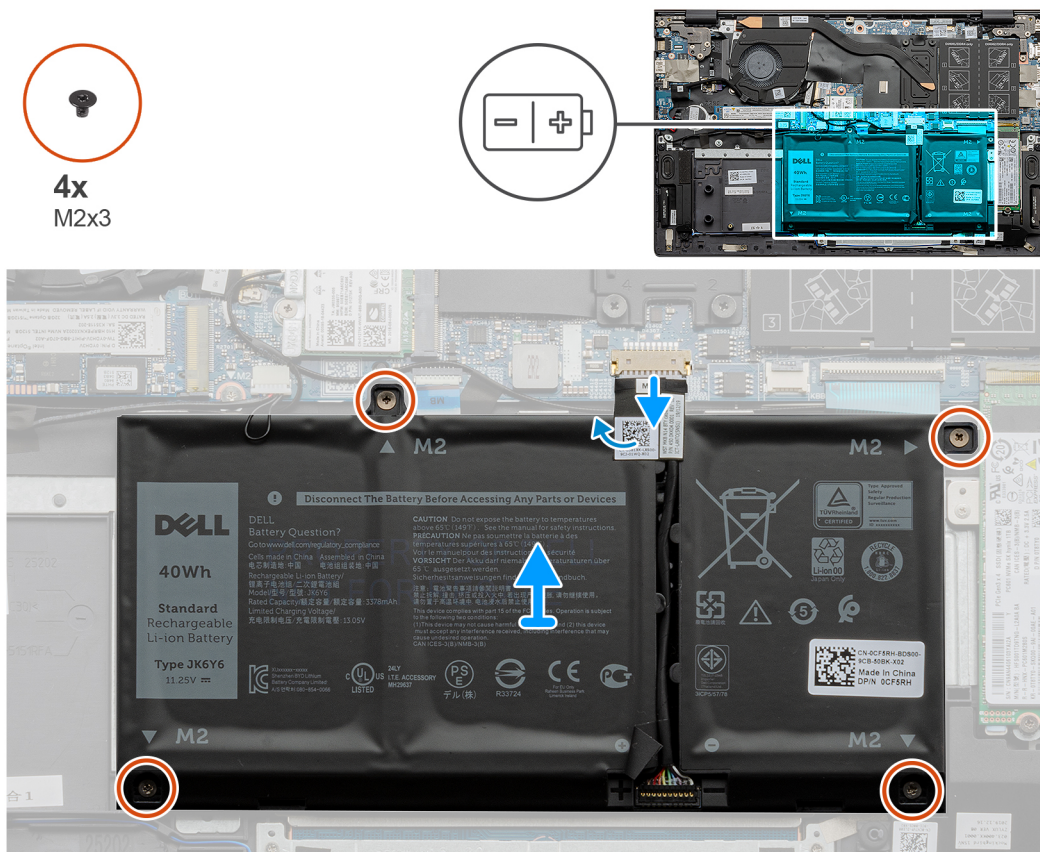
Removing the 3-cell battery

Prerequisites

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

About this task

The figure indicates the location of the 3-cell battery and provides a visual representation of the removal procedure.



Steps

1. Peel off the tape and disconnect the battery cable, if applicable.
2. Remove the four screws (M2x3) that secure the 3-cell battery to the palm-rest and keyboard assembly.
3. Lift the battery, along with its cable, off the palm-rest and keyboard assembly.

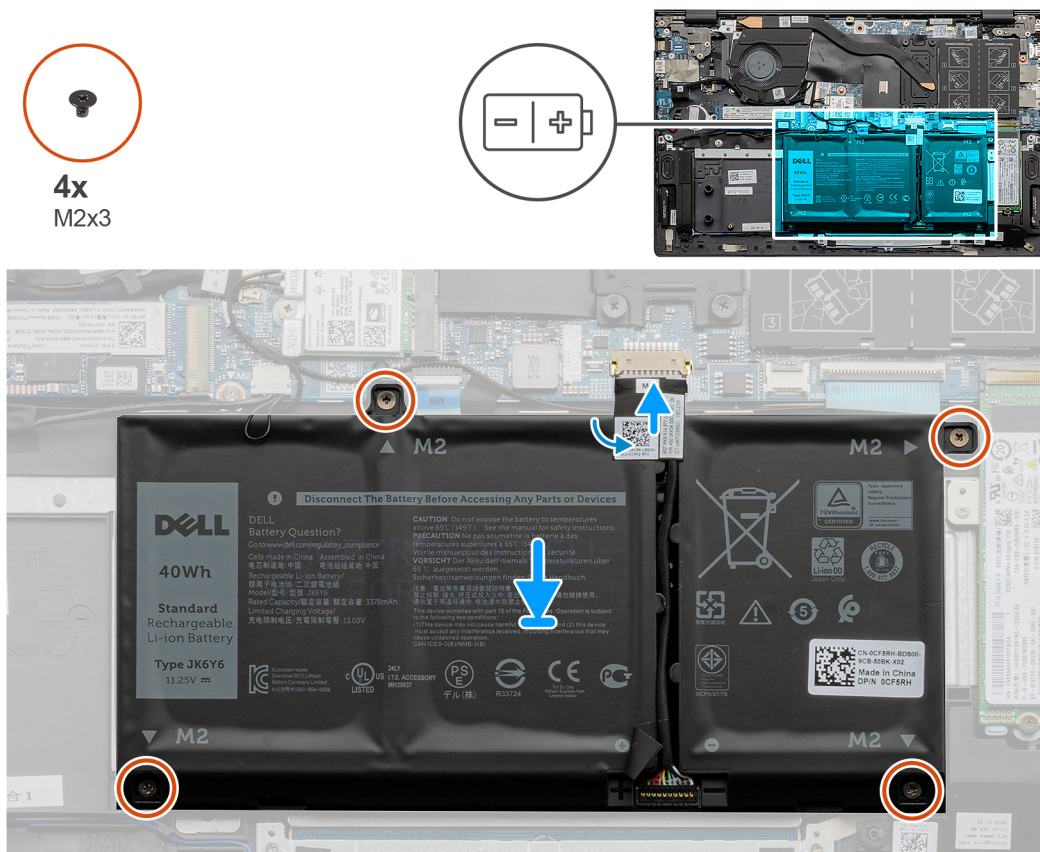
Installing the 3-cell battery

Prerequisites

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

About this task

The figure indicates the location of the 3-cell battery and provides a visual representation of the installation procedure.



Steps

1. Place the battery on the palm-rest and keyboard assembly.
2. Align the screw holes on the battery with the screw holes on the palm-rest and keyboard assembly.
3. Install the four screws (M2x3) that secure the battery to the palm-rest and keyboard assembly.
4. Connect the battery cable to the system board and adhere the tape that secures the battery cable to the system board.

Next steps

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

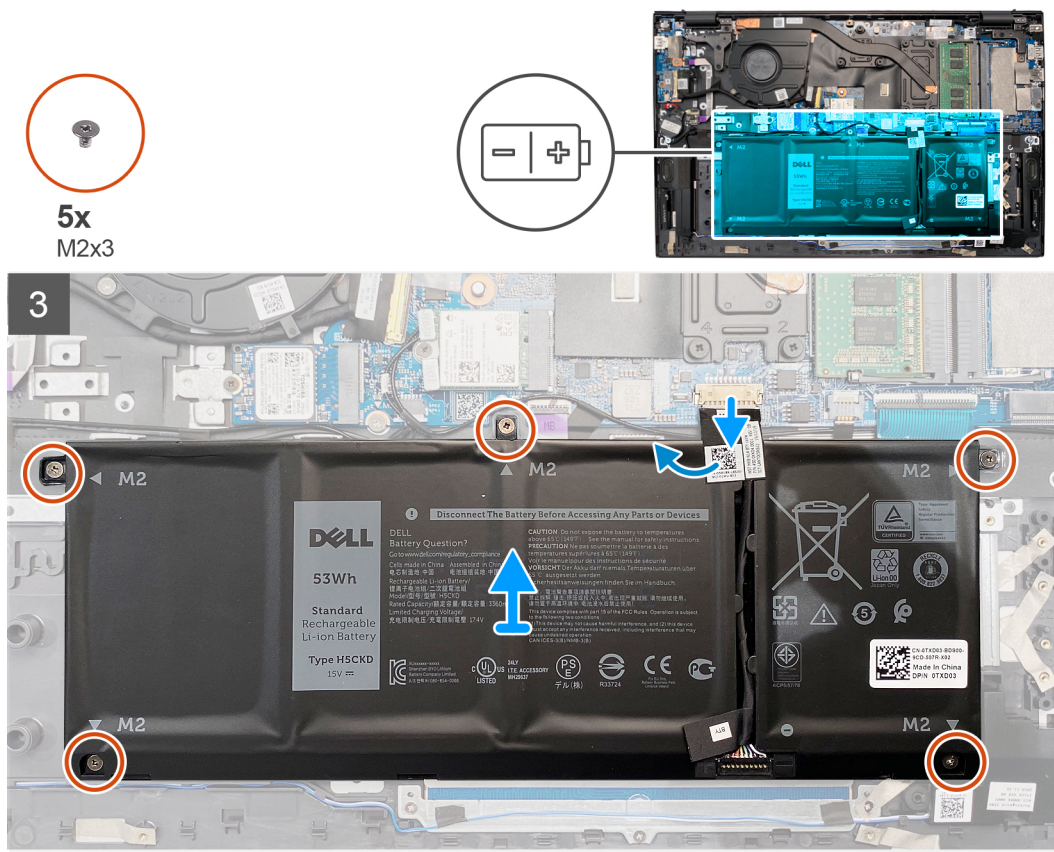
Removing the 4-cell battery

Prerequisites

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

About this task

The figure indicates the location of the 4-cell battery and provides a visual representation of the removal procedure.



Steps

1. Peel off the tape and disconnect the battery cable, if applicable.
2. Remove the five screws (M2x3) that secure the 4-cell battery to the palm-rest and keyboard assembly.
3. Lift the battery, along with its cable, off the palm-rest and keyboard assembly.

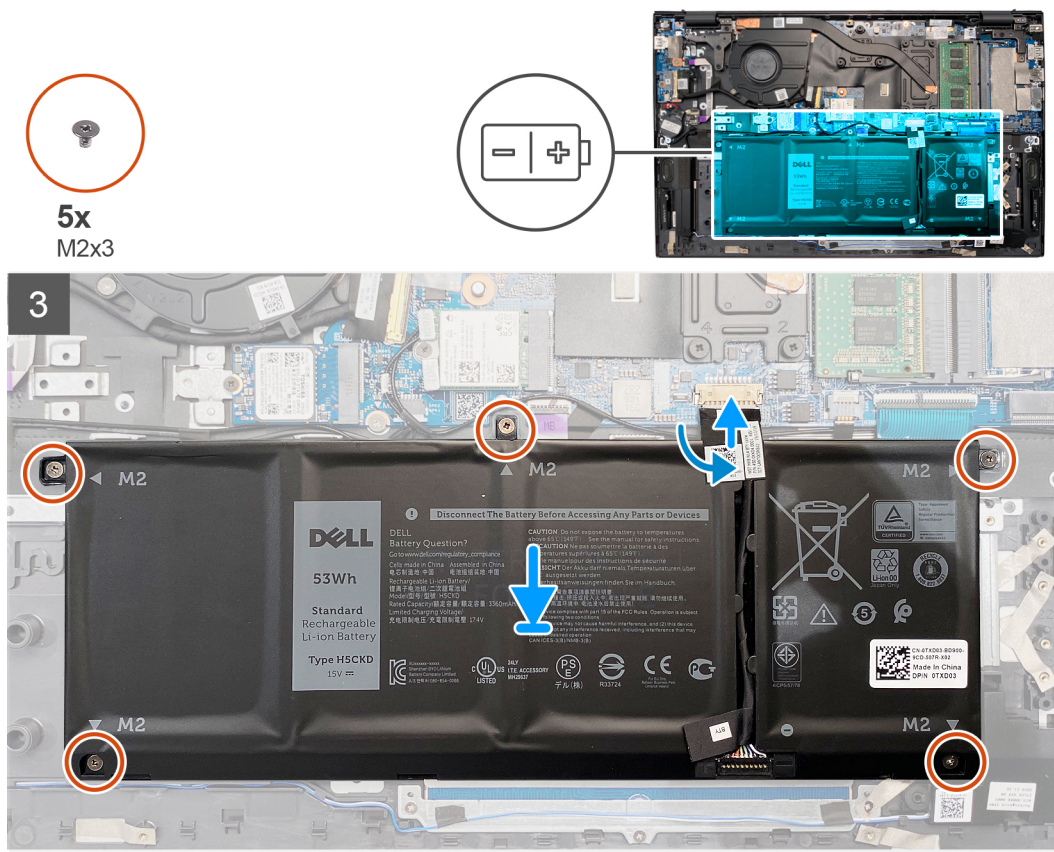
Installing the 4-cell battery

Prerequisites

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

About this task

The figure indicates the location of the 4-cell battery and provides a visual representation of the installation procedure.



Steps

1. Place the battery on the palm-rest and keyboard assembly.
2. Align the screw holes on the battery with the screw holes on the palm-rest and keyboard assembly.
3. Install the five screws (M2x3) that secure the 4-cell battery to the palm-rest and keyboard assembly.
4. Connect the battery cable to the system board and adhere the tape that secures the battery cable to the system board.

Next steps

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

Memory modules

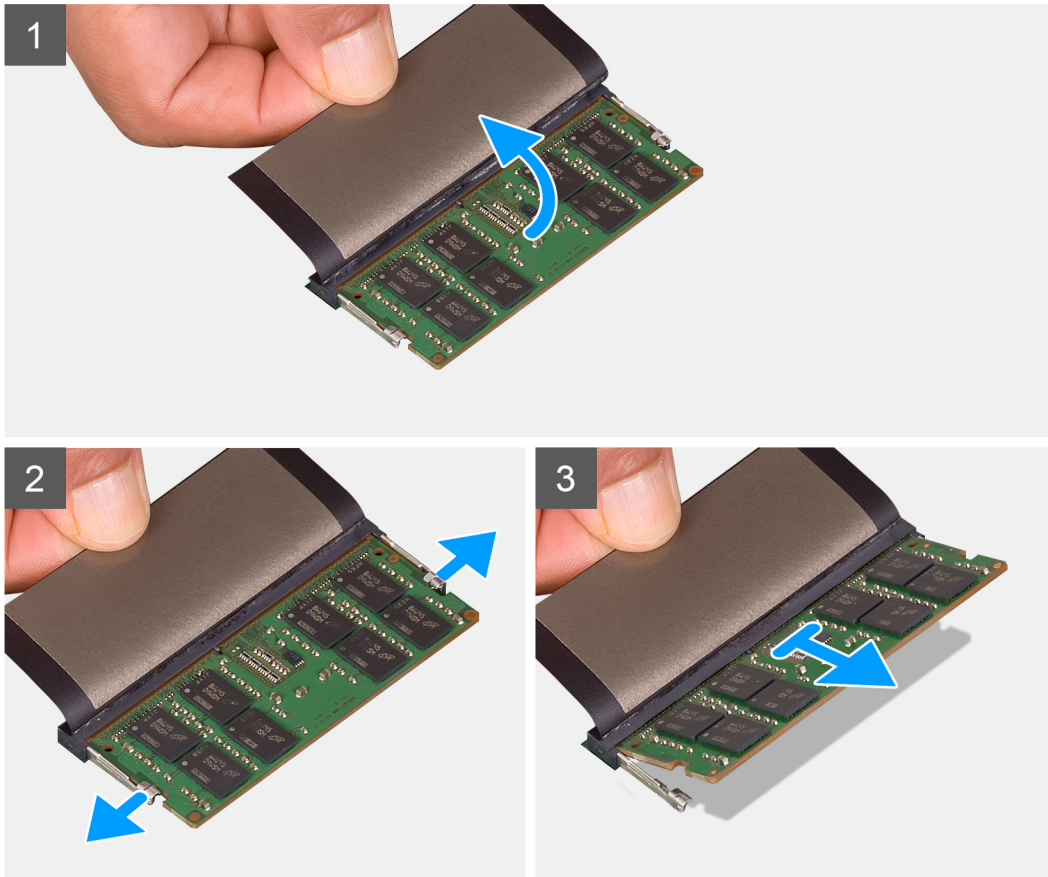
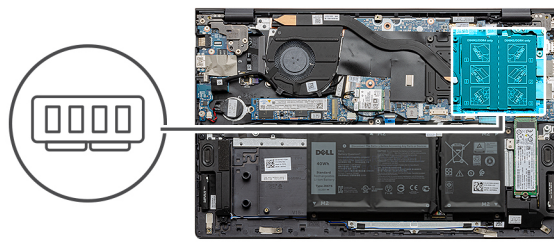
Removing the memory modules

Prerequisites

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

About this task

The figure indicates the location of the memory module and provides a visual representation of the removal procedure.



Steps

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

NOTE: Repeat step 1 to step 3 to remove any other memory modules installed in your computer.

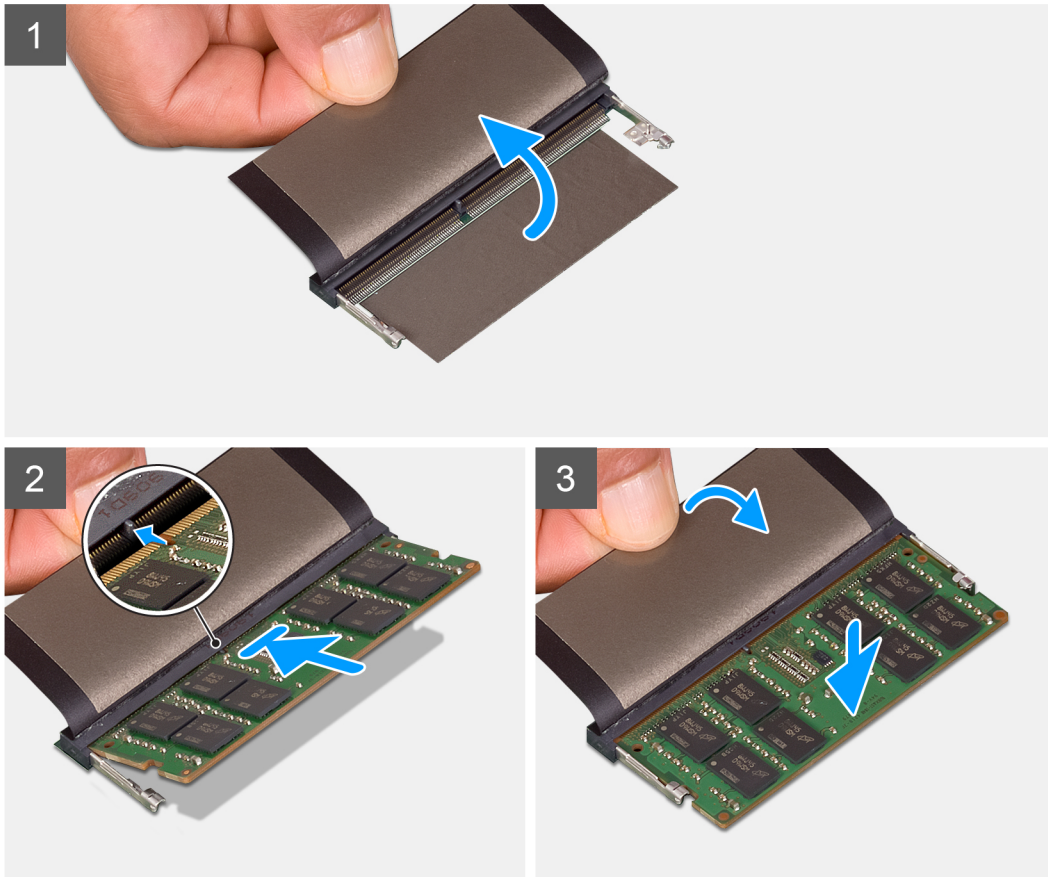
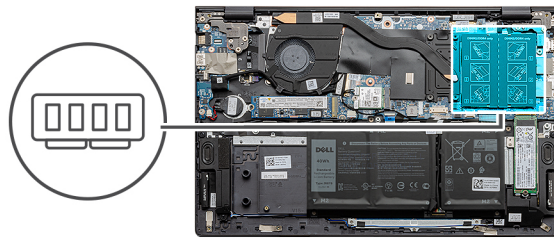
Installing the memory modules

Prerequisites

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

About this task

The figure indicates the location of the memory module and provides a visual representation of the installation procedure.



Steps

1. Lift the mylar and align the notch on the memory module with the tab on the memory-module slot.
2. Slide the memory module firmly into the slot at an angle.
3. Press the memory module down until it clicks into place.

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

NOTE: Repeat step 1 to step 3 to if you are installing other memory module.

Next steps

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

Solid-state drive—M.2 slot one

Removing the M.2 2230 solid-state drive from M.2 slot one

Prerequisites

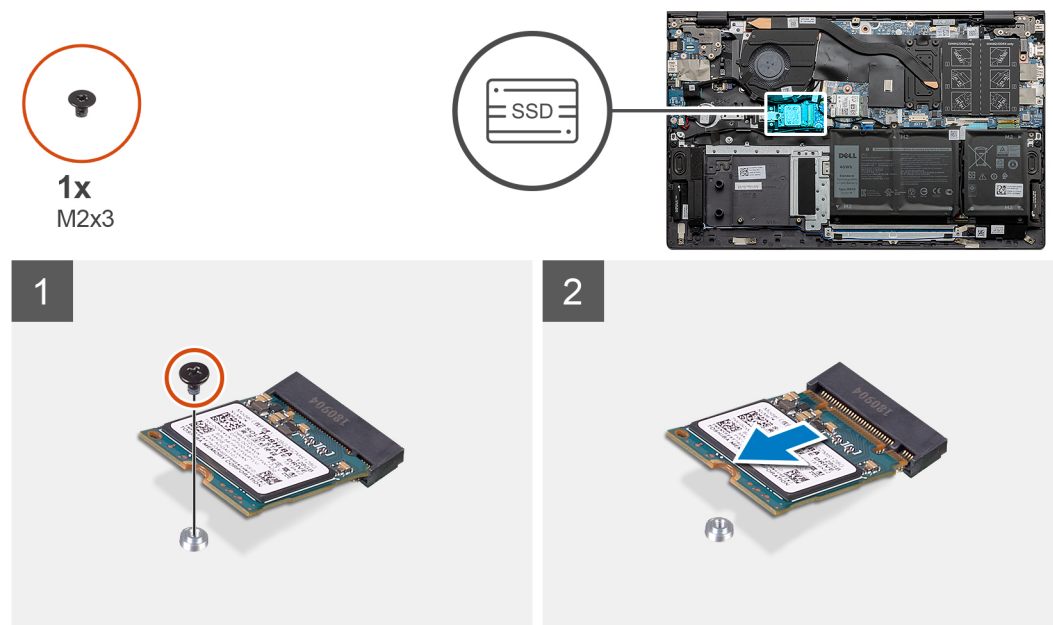
1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).

About this task

NOTE: Depending on the configuration ordered, your computer may support an M.2 2230 solid-state drive or an M.2 2280 solid-state drive in M.2 slot one.

NOTE: This procedure applies only to computers shipped with an M.2 2230 solid-state drive installed in M.2 slot one.

The figure indicates the location of the M.2 2230 solid-state drive that is installed in M.2 slot one and provides a visual representation of the removal procedure.



Steps

1. Remove the screw (M2x3) that secures the M.2 2230 solid-state drive to the solid-state drive mounting bracket.
2. Slide and lift the M.2 2230 solid-state drive off M.2 slot one on the system board.

Installing the M.2 2230 solid-state drive in M.2 slot one

Prerequisites

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

About this task

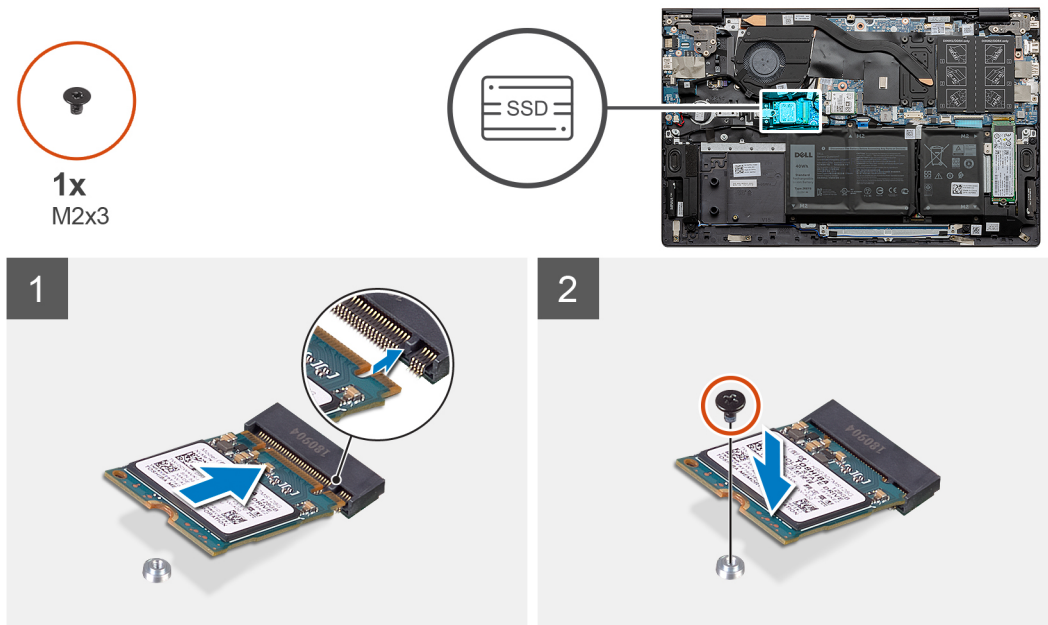
NOTE: Depending on the configuration ordered, your computer may support an M.2 2230 solid-state drive or an M.2 2280 solid-state drive in M.2 slot one.

NOTE: If there is only one solid-state drive in the configuration you ordered, you can install another solid-state drive in the other M.2 slot. However, you may need a solid-state drive mounting bracket (sold separately) to install the additional solid-state drive.

NOTE: This procedure applies only if you are installing an M.2 2230 solid-state drive in M.2 slot one.

NOTE: Before installing your M.2 2230 or M.2 2280 solid-state drive, ensure that the mounting bracket is in the correct location. For more information, see [Installing the solid-state drive mounting bracket](#).

The figure indicates the location of the M.2 2230 solid-state drive that is installed in M.2 slot one and provides a visual representation of the installation procedure.



Steps

1. Align the notch on the M.2 2230 solid-state drive with the tab on M.2 slot one on the system board.
2. Slide the M.2 2230 solid-state drive into M.2 slot one on the system board.
3. Replace the screw (M2x3) that secures the M.2 2230 solid-state drive to the solid-state drive mounting bracket.

Next steps

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

Removing the M.2 2280 solid-state drive from M.2 slot one

Prerequisites

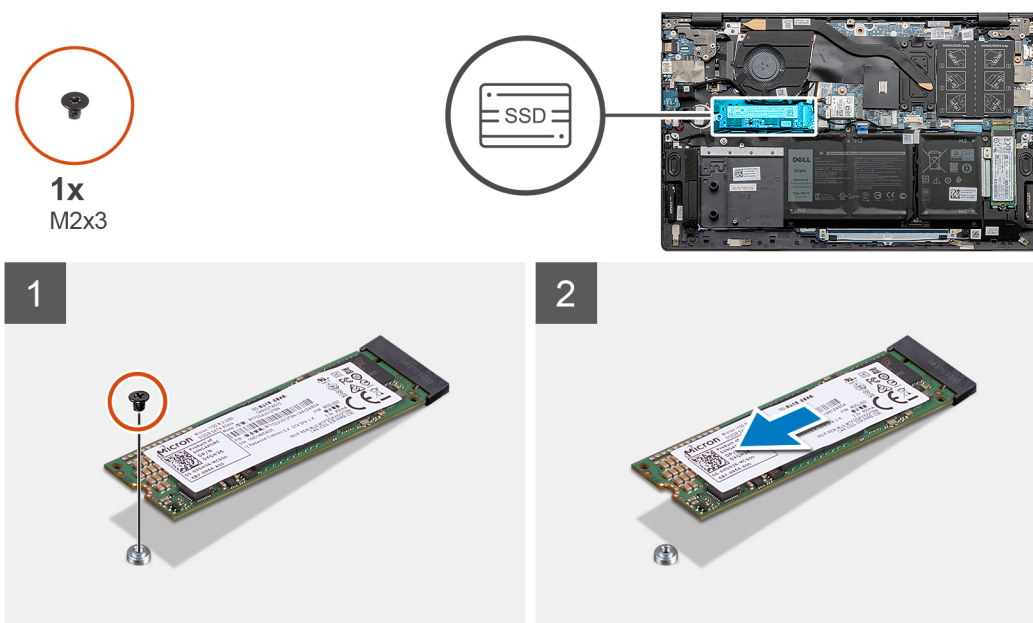
1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).

About this task

NOTE: Depending on the configuration ordered, your computer may support an M.2 2230 solid-state drive or an M.2 2280 solid-state drive in M.2 slot one.

NOTE: This procedure applies only to computers shipped with an M.2 2280 solid-state drive installed in M.2 slot one.

The figure indicates the location of the M.2 2280 solid-state drive that is installed in M.2 slot one and provides a visual representation of the removal procedure.



Steps

1. Remove the screw (M2x3) that secures the M.2 2280 solid-state drive to the palm-rest and keyboard assembly.
2. Slide and lift the M.2 2280 solid-state drive off M.2 slot one on the system board.

Installing the M.2 2280 solid-state drive in M.2 slot one

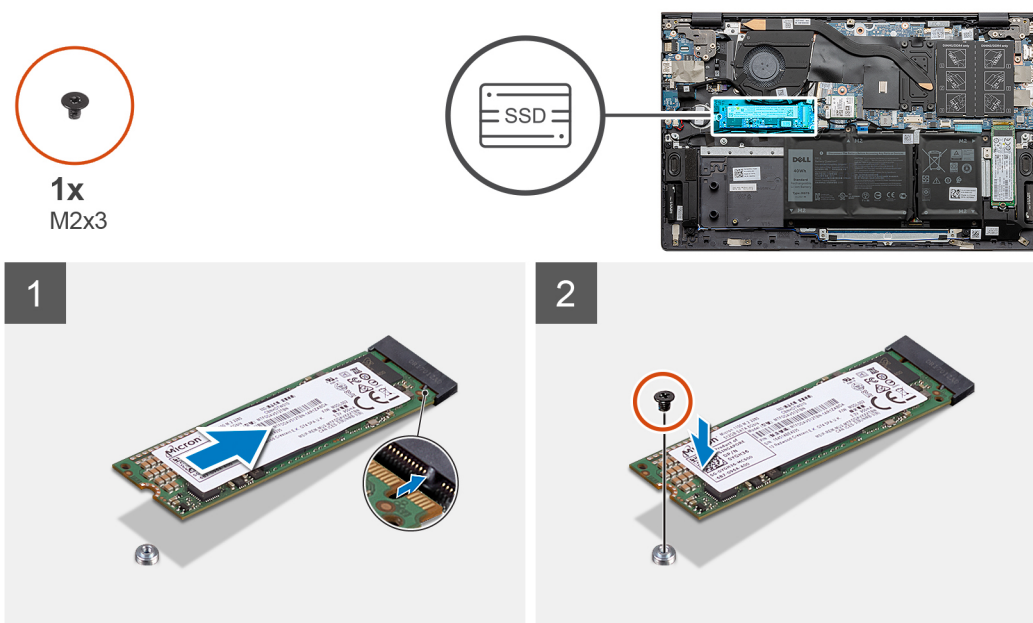
Prerequisites

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

About this task

- NOTE:** Depending on the configuration ordered, your computer may support an M.2 2230 solid-state drive or an M.2 2280 solid-state drive in M.2 slot one.
- NOTE:** If there is only one solid-state drive in the configuration you ordered, you can install another solid-state drive in the other M.2 slot. However, you may need a solid-state drive mounting bracket (sold separately) to install the additional solid-state drive.
- NOTE:** This procedure is applicable if you are installing an M.2 2280 solid-state drive in M.2 slot one.
- NOTE:** Before installing your M.2 2230 or M.2 2280 solid-state drive, ensure that the mounting bracket is in the correct location. For more information, see [Installing the solid-state drive mounting bracket](#).

The figure indicates the location of the M.2 2280 solid-state drive that is installed in M.2 slot one and provides a visual representation of the installation procedure.



Steps

1. Align the notch on the M.2 2280 solid-state drive with the tab on M.2 slot one on the system board.
2. Slide the M.2 2280 solid-state drive into M.2 slot one on the system board.
3. Replace the screw (M2x3) that secures the M.2 2280 solid-state drive to the palm-rest and keyboard assembly.

Next steps

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

Installing the solid-state drive mounting bracket on M.2 slot one

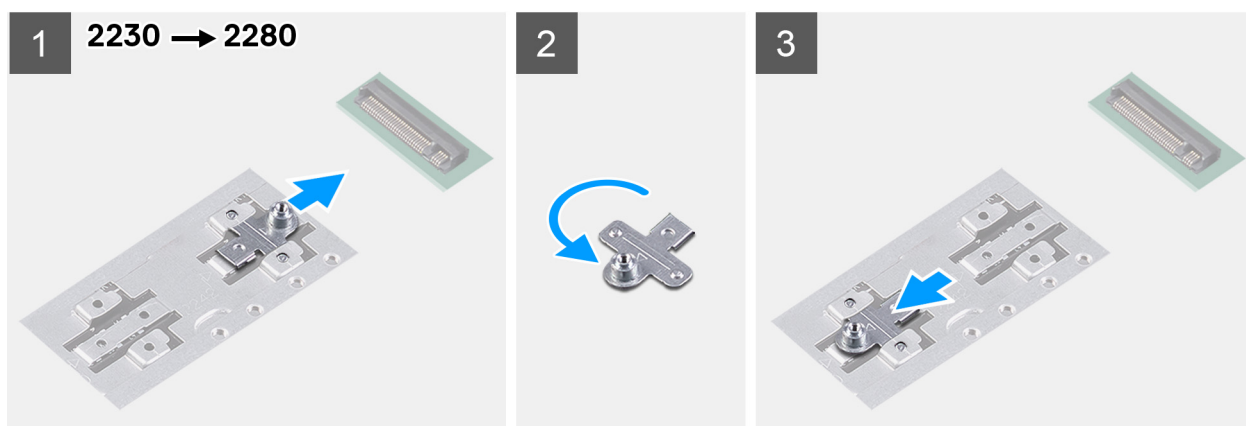
Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [M.2 2230 solid-state drive](#) or the [M.2 2280 solid-state drive](#) from M.2 slot one.

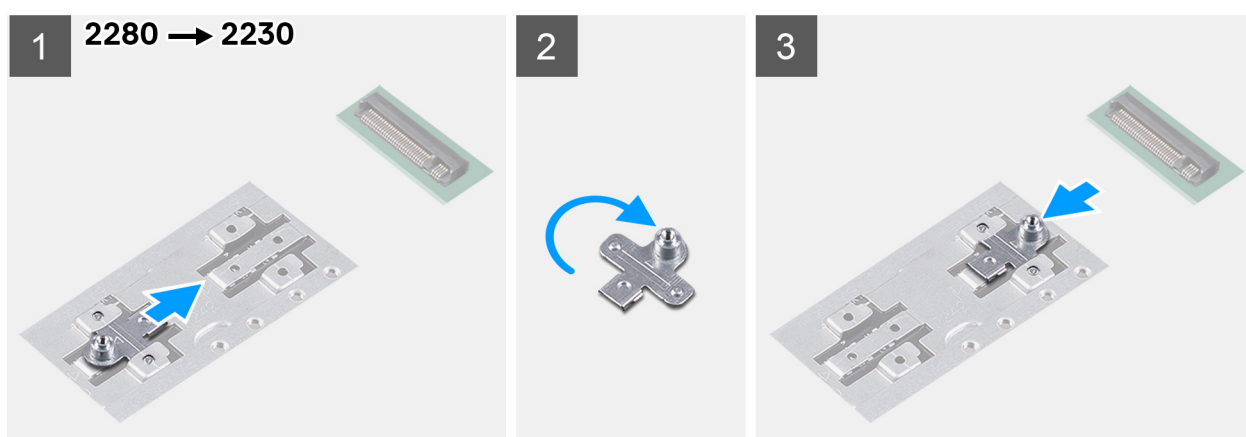
About this task

NOTE: If there is only one solid-state drive in the configuration you ordered, you can install another solid-state drive in the other M.2 slot. However, you may need a solid-state drive mounting bracket (sold separately) to install the additional solid-state drive.

The figure provides a visual representation of the procedure to install the solid-state drive mounting bracket when replacing M.2 2230 solid-state drive with M.2 2280 solid-state drive in M.2 slot one.



The figure provides a visual representation of the procedure to install the solid-state drive mounting bracket when replacing M.2 2280 solid-state drive with M.2 2230 solid-state drive in M.2 slot one.



Steps

1. Slide and remove the solid-state drive mounting bracket from the mounting bracket slot on the palm-rest and keyboard assembly.
2. Rotate the solid-state drive mounting bracket.
3. Slide the solid-state mounting bracket into the mounting slot on the palm-rest and keyboard assembly.
4. Install the [M.2 2230 solid-state drive](#) or the [M.2 2280 solid-state drive](#), whichever applicable.

Solid-state drive—M.2 slot two

Removing the M.2 2230 solid-state drive from M.2 slot two

Prerequisites

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

About this task

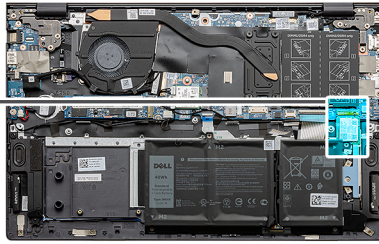
NOTE: Depending on the configuration ordered, your computer may support an M.2 2230 solid-state drive or an M.2 2280 solid-state drive in M.2 slot two.

NOTE: This procedure applies only to computers shipped with an M.2 2230 solid-state drive installed in M.2 slot two.

The figure indicates the location of the M.2 2230 solid-state drive that is installed in M.2 slot two and provides a visual representation of the removal procedure.



1x
M2x3



Steps

1. Remove the screw (M2x3) that secures the M.2 2230 solid-state drive to the palm-rest and keyboard assembly.
2. Slide and lift the M.2 2230 solid-state drive off M.2 slot two on the system board.

Installing the M.2 2230 solid-state drive in M.2 slot two

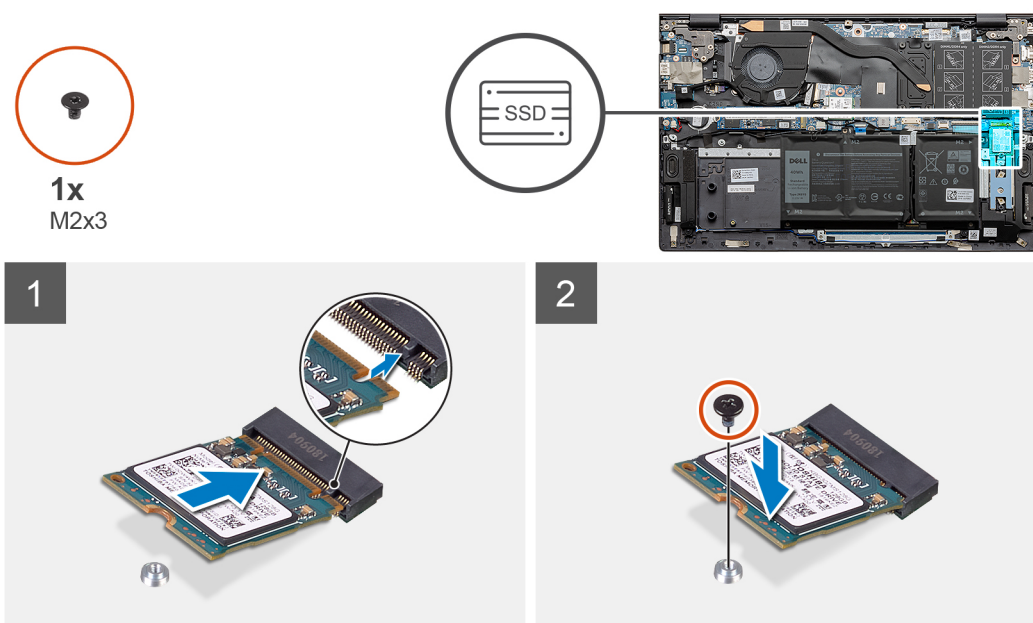
Prerequisites

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

About this task

- NOTE:** Depending on the configuration ordered, your computer may support an M.2 2230 solid-state drive or an M.2 2280 solid-state drive in M.2 slot two.
- NOTE:** If there is only one solid-state drive in the configuration you ordered, you can install another solid-state drive in the other M.2 slot. However, you may need a solid-state drive mounting bracket (sold separately) to install the additional solid-state drive.
- NOTE:** This procedure applies only if you are installing an M.2 2230 solid-state drive in M.2 slot two.
- NOTE:** Before installing your M.2 2230 or M.2 2280 solid-state drive, ensure that the mounting bracket is in the correct location. For more information, see [Installing the solid-state drive mounting bracket](#).

The figure indicates the location of the M.2 2230 solid-state drive that is installed in M.2 slot two and provides a visual representation of the installation procedure.



Steps

1. Slide the solid-state drive mounting bracket into the slot on the palm-rest and keyboard assembly, if it is not installed.
2. Align the notches on the M.2 2230 solid-state drive with the tabs in the M.2 slot two on the system board.
3. Slide the M.2 2230 solid-state drive into M.2 slot two on the system board.
4. Replace the screw (M2x3) that secures the M.2 2230 solid-state drive to the palm-rest and keyboard assembly.

Next steps

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

Removing the M.2 2280 solid-state drive from M.2 slot two

Prerequisites

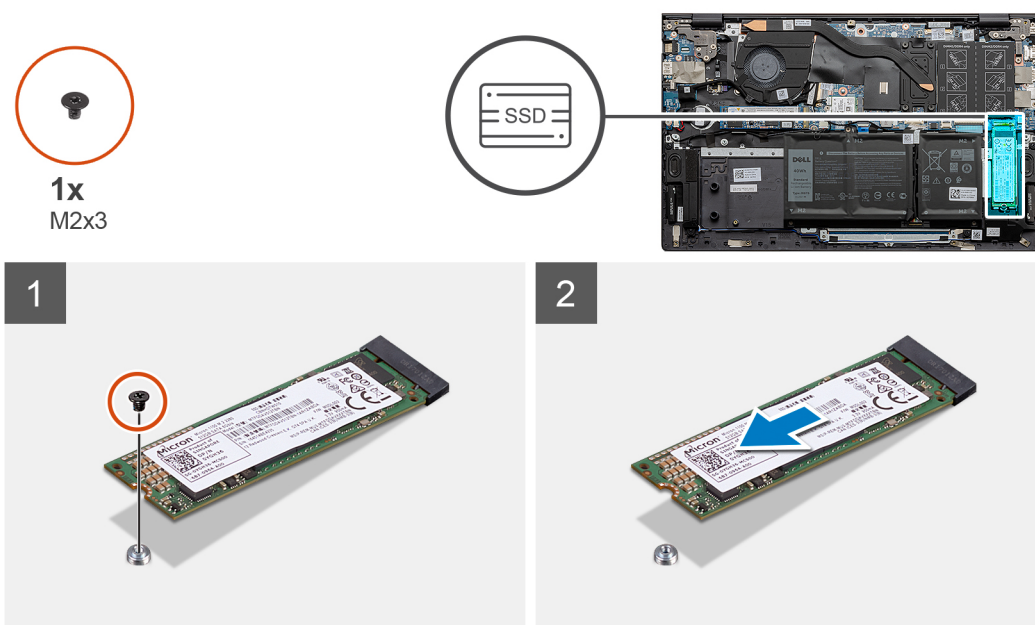
1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).

About this task

NOTE: Depending on the configuration ordered, your computer may support an M.2 2230 solid-state drive or an M.2 2280 solid-state drive in M.2 slot two.

NOTE: This procedure applies only to computers shipped with an M.2 2280 solid-state drive installed in M.2 slot two.

The figure indicates the location of the M.2 2280 solid-state drive that is installed in M.2 slot two and provides a visual representation of the removal procedure.



Steps

1. Remove the screw (M2x3) that secures the M.2 2280 solid-state drive to the palm-rest and keyboard assembly.
2. Slide and lift the solid-state drive bracket off the M.2 2280 solid-state drive.

Installing the M.2 2280 solid-state drive in M.2 slot two

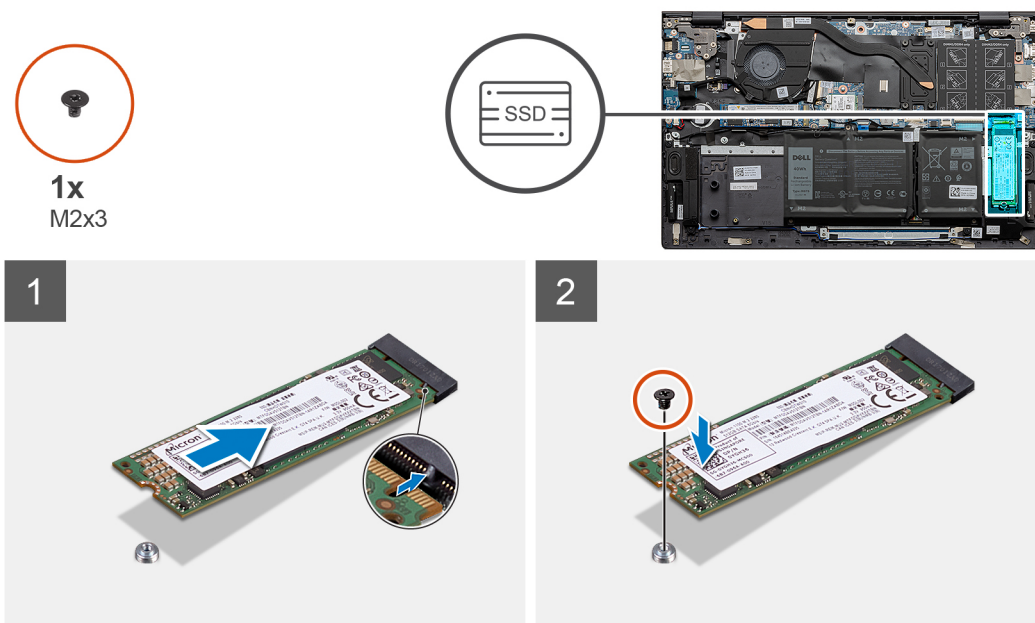
Prerequisites

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

About this task

- NOTE:** Depending on the configuration ordered, your computer may support an M.2 2230 solid-state drive or an M.2 2280 solid-state drive in M.2 slot two.
- NOTE:** If there is only one solid-state drive in the configuration you ordered, you can install another solid-state drive in the other M.2 slot. However, you may need a solid-state drive mounting bracket (sold separately) to install the additional solid-state drive.
- NOTE:** This procedure applies only if you are installing a 2280 solid-state drive in M.2 slot two.
- NOTE:** Before installing your M.2 2230 or M.2 2280 solid-state drive, ensure that the mounting bracket is in the correct location. For more information, see [Installing the solid-state drive mounting bracket](#).

The figure indicates the location of the M.2 2280 solid-state drive that is installed in M.2 slot two and provides a visual representation of the installation procedure.



Steps

1. Align the notches on the M.2 2280 solid-state drive with the tabs in M.2 slot two on the system board.
2. Slide the M.2 2280 solid-state drive into M.2 slot two on the system board.
3. Replace the screw (M2x3) that secures the M.2 2280 solid-state drive to the palm-rest and keyboard assembly.

Next steps

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

Installing the solid-state drive mounting bracket on M.2 slot two

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [M.2 2230 solid-state drive](#) or the [M.2 2280 solid-state drive](#) from M.2 slot two.

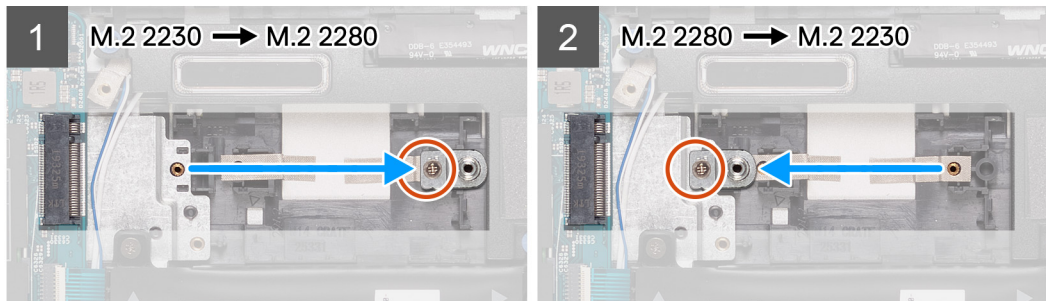
About this task

NOTE: If there is only one solid-state drive in the configuration you ordered, you can install another solid-state drive in the other M.2 slot. However, you may need a solid-state drive mounting bracket (sold separately) to install the additional solid-state drive.

The figure provides a visual representation of the procedure to move the solid-state drive mounting bracket on M.2 slot two.



1x
M1.6x2.5



Steps

1. Remove the screw (M1.6x2.5) that secures the solid-state drive mounting bracket to the M.2 2230/2280 bracket slot on the palm-rest and keyboard assembly.
2. Lift the solid-state drive mounting bracket from the M.2 2230/2280 bracket slot on the palm-rest and keyboard assembly.
3. Place the solid-state drive mounting bracket into the M.2 2230/2280 bracket slot on the palm-rest and keyboard assembly.
4. Replace the screw (M1.6x2.5) that secures the solid-state drive mounting bracket to M.2 2230/2280 bracket slot on the palm-rest and keyboard assembly.
5. Install the [M.2 2230 solid-state drive](#) or the [M.2 2280 solid-state drive](#), whichever applicable.

Wireless card

Removing the wireless card

Prerequisites

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

About this task

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



1x
M2x3



Steps

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

Installing the wireless card

Prerequisites

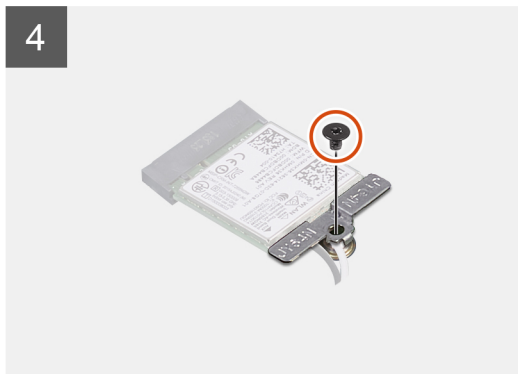
If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

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



1x
M2x3



Steps

1. Align the notch on the wireless card with the tab on the wireless-card slot and insert the wireless card at an angle into the wireless-card slot.
2. Connect the antenna cables to the wireless card.

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

Table 2. Antenna-cable color scheme

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

3. Place the wireless-card bracket on the wireless card.
4. Align the screw hole on the wireless-card bracket with the screw hole on the system board.
5. Replace the screw (M2x3) that secures the wireless card to the system board.

Next steps

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

Fan

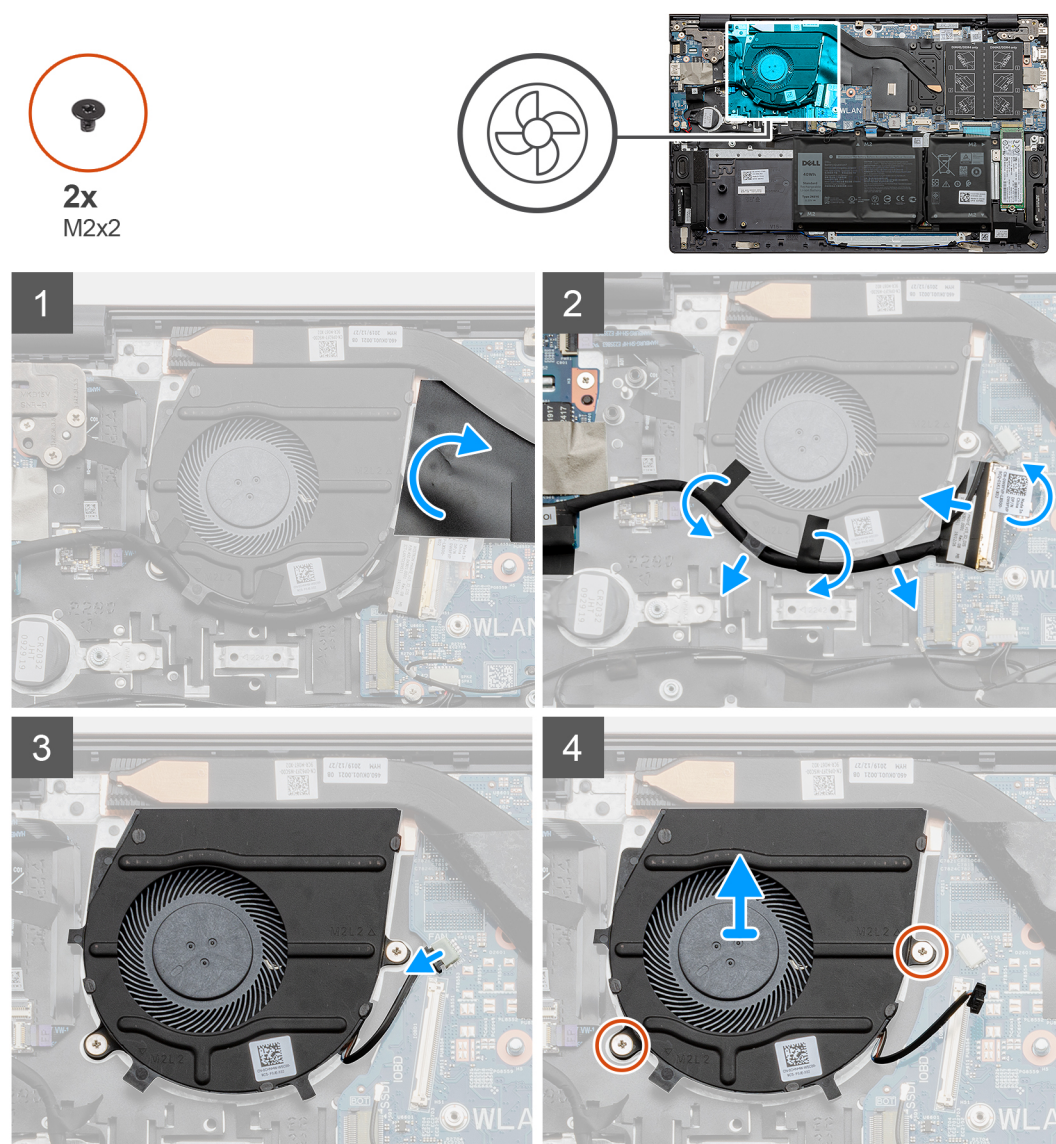
Removing the fan

Prerequisites

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

About this task

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



Steps

1. Peel and lift the mylar covering the fan cable.
2. Peel the tape, lift the latch, and then disconnect the I/O-board cable from the system board.
3. Remove the I/O-board cable from the routing guides on the fan.
4. Disconnect the fan cable from the system board.
5. Remove the two screws (M2x2) that secure the fan to the palm-rest and keyboard assembly.

6. Lift the fan off the palm-rest and keyboard assembly.

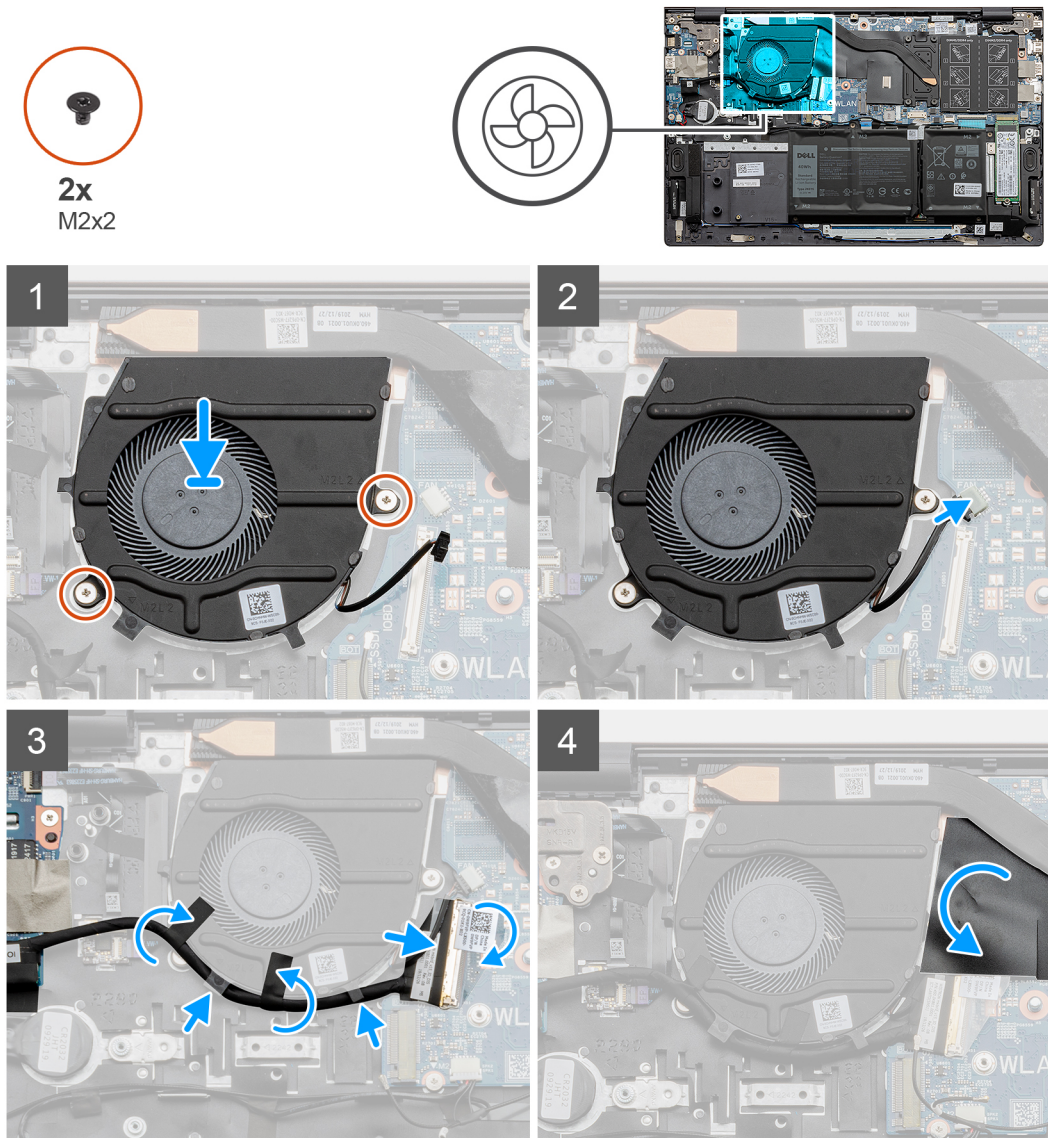
Installing the fan

Prerequisites

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

About this task

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



Steps

1. Place the fan on the palm-rest and keyboard assembly.
2. Align the screw holes on the fan with the screw holes on the palm-rest and keyboard assembly.
3. Replace the two screws (M2x2) that secure the fan to the palm-rest and keyboard assembly.
4. Route the I/O-board cable through the routing guides on the fan.
5. Connect the fan cable to the system board.
6. Connect the I/O-board cable to the system board and close the latch.
7. Adhere the tape that secures the I/O-board cable to the system board.

8. Adhere the mylar that covers the fan cable.

Next steps

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

Coin-cell battery

Removing the coin-cell battery

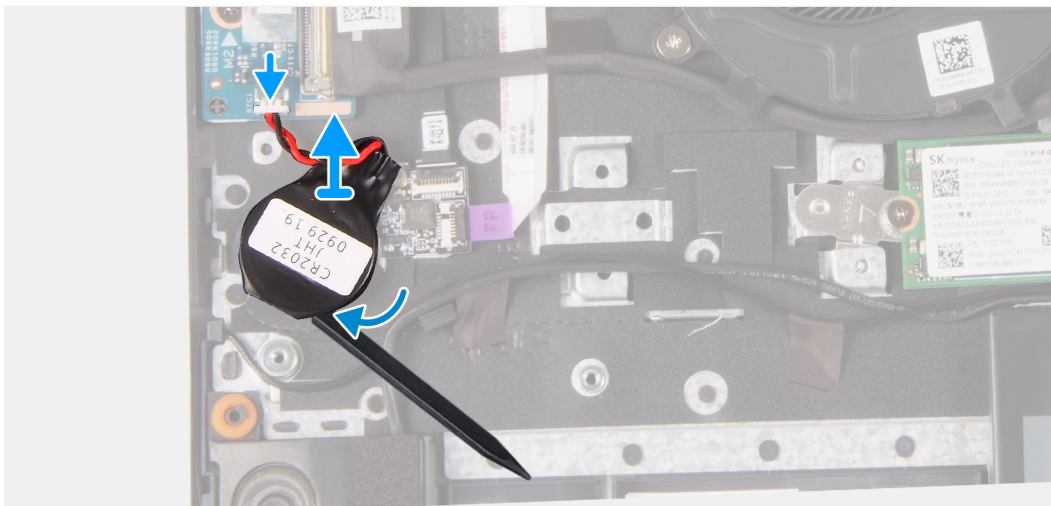
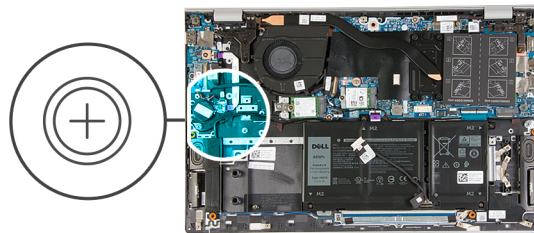
Prerequisites

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

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

About this task

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



Steps

1. Disconnect the coin-cell battery cable from the I/O board.
2. Peel the coin-cell battery from the palm-rest and keyboard assembly.

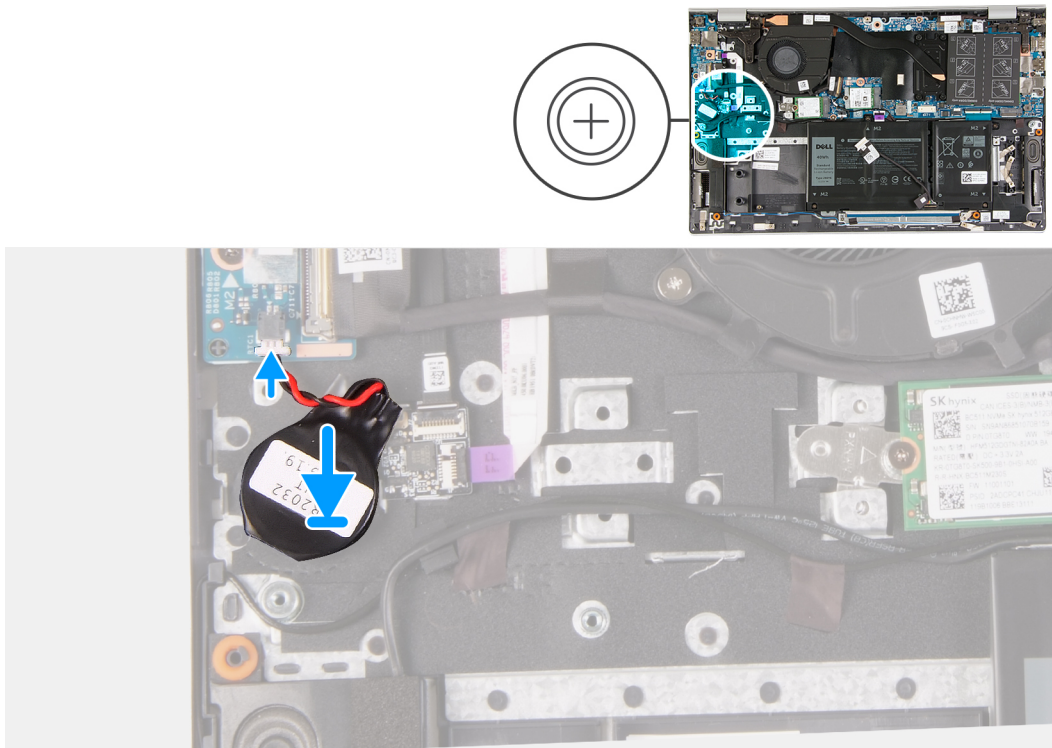
Installing the coin-cell battery

Prerequisites

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

About this task

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



Steps

1. Adhere the coin-cell battery to the coin-cell battery slot on the palm-rest and keyboard assembly.
2. Route the coin-cell battery cable as illustrated and connect it to the I/O board.

Next steps

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

Heat sink

Removing the heat sink

Prerequisites

CAUTION: For maximum cooling of the processor, do not touch the heat transfer areas on the heat sink. The oils in your skin can reduce the heat transfer capability of the thermal grease.

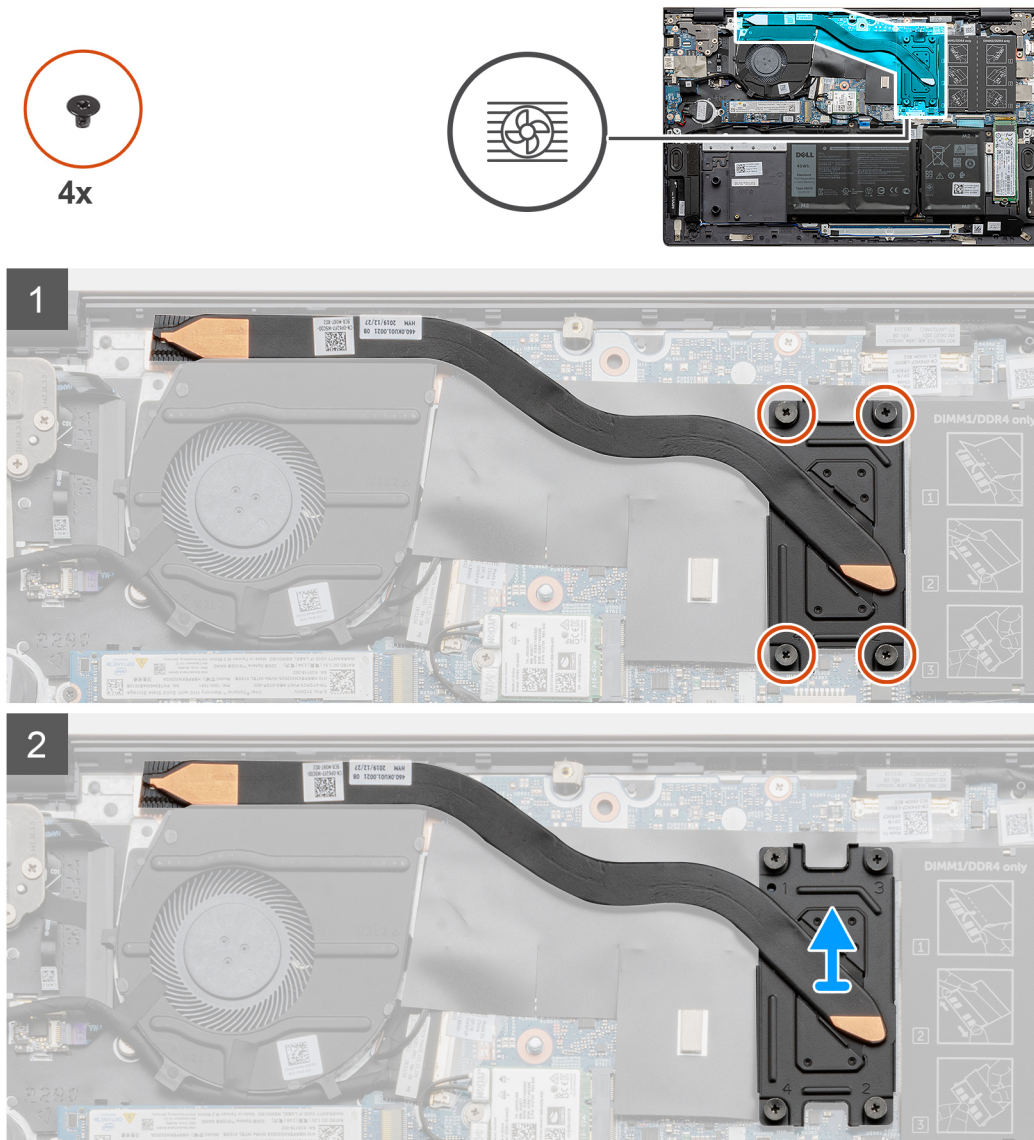
CAUTION: The heat sink may become hot during normal operation. Allow sufficient time for the heat sink to cool before you touch it.

NOTE: The appearance of the heat sink and the number of captive screws vary depending on the graphics card installed in your computer.

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

About this task

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



Steps

1. In reverse order (following the numeral markings on the heat sink, from 4 to 1), loosen the four captive screws that secure the heat sink to the system board.
2. Lift and remove the heat sink off the palm-rest and keyboard assembly.

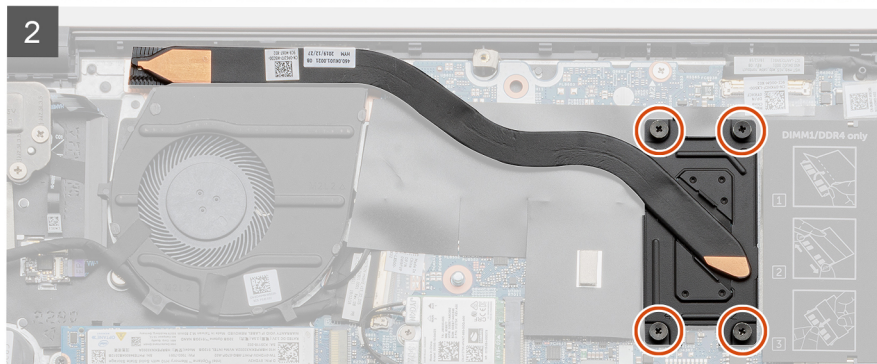
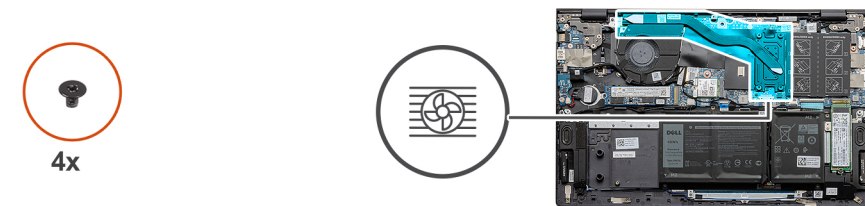
Installing the heat sink

Prerequisites

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

About this task

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



Steps

1. Place the heat sink on the system board and align the screw holes on the heat sink with the screw holes on the system board.
2. In sequential order (following the numeral markings on the heat sink, from 1 to 4), tighten the four captive screws that secure the heat sink to the system board.

Next steps

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

Display assembly

Removing the display assembly

Prerequisites

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

About this task

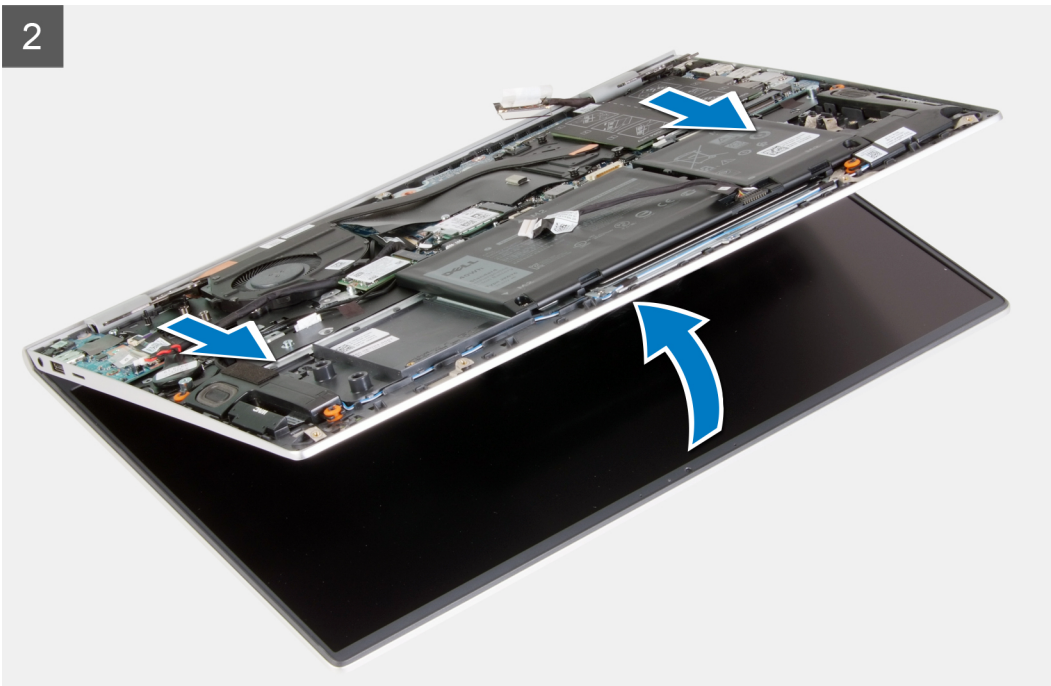
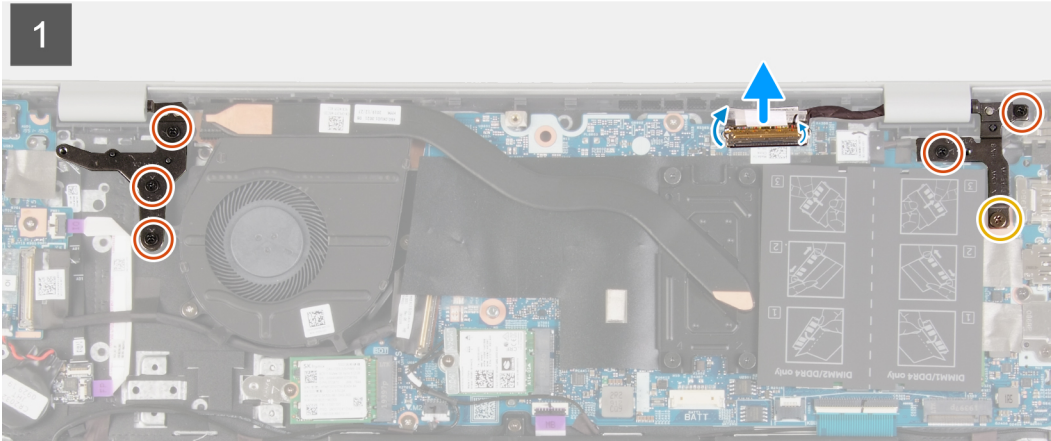
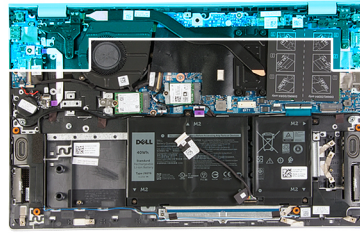
The figure indicates the location of the display assembly and provides a visual representation of the removal procedure.



5x
M2.5x5



1x
M2.5x3.5



Steps

1. Peel off the tape that secures the display cable to the system board.
2. Open the latch, and disconnect the display cable from the system board.
3. Remove the screw (M2.5x3.5) and the two screws (M2.5x5) that secure the right display hinge to the system board.
4. Remove the three screws (M2.5x5) that secure the left display hinge to the system board.
5. Lift the palm-rest and keyboard assembly up to raise the display hinges.
6. Slide the palm-rest and keyboard assembly carefully off the display assembly.

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

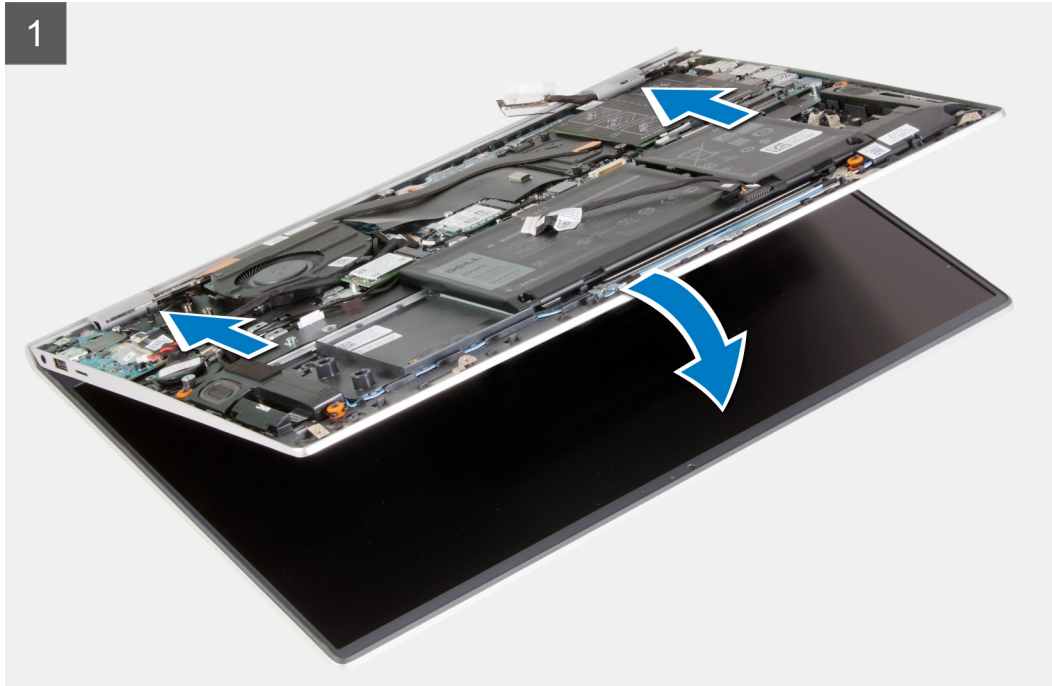
Installing the display assembly

Prerequisites

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

About this task

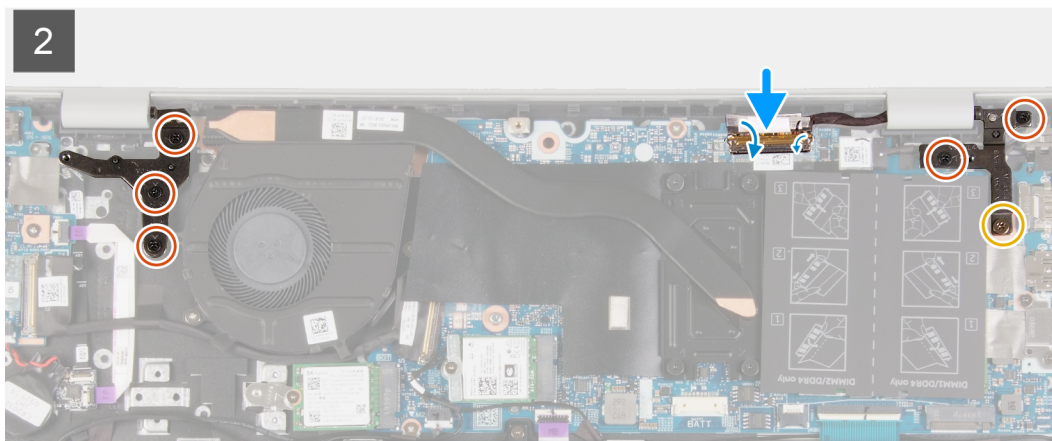
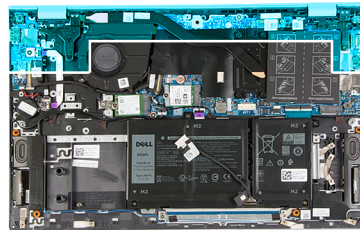
The figure indicates the location of the display assembly and provides a visual representation of the installation procedure.



5x
M2.5x5



1x
M2.5x3.5



Steps

1. Place the display assembly on a clean and flat surface.
2. Align and slide the palm-rest and keyboard assembly under the display hinges.

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

3. Press down the display hinges and align the screw holes on the display hinges with the screw holes on the palm-rest and keyboard assembly.
4. Replace the screw (M2.5x3.5) and the two screws (M2.5x5) that secure the right display hinge to the system board.
5. Replace the three screws (M2.5x5) that secure the left display hinge to the system board.
6. Connect the display cable to the system board, close the latch, and adhere the tape that secures the display cable to the system board.

Next steps

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

Power-adapter port

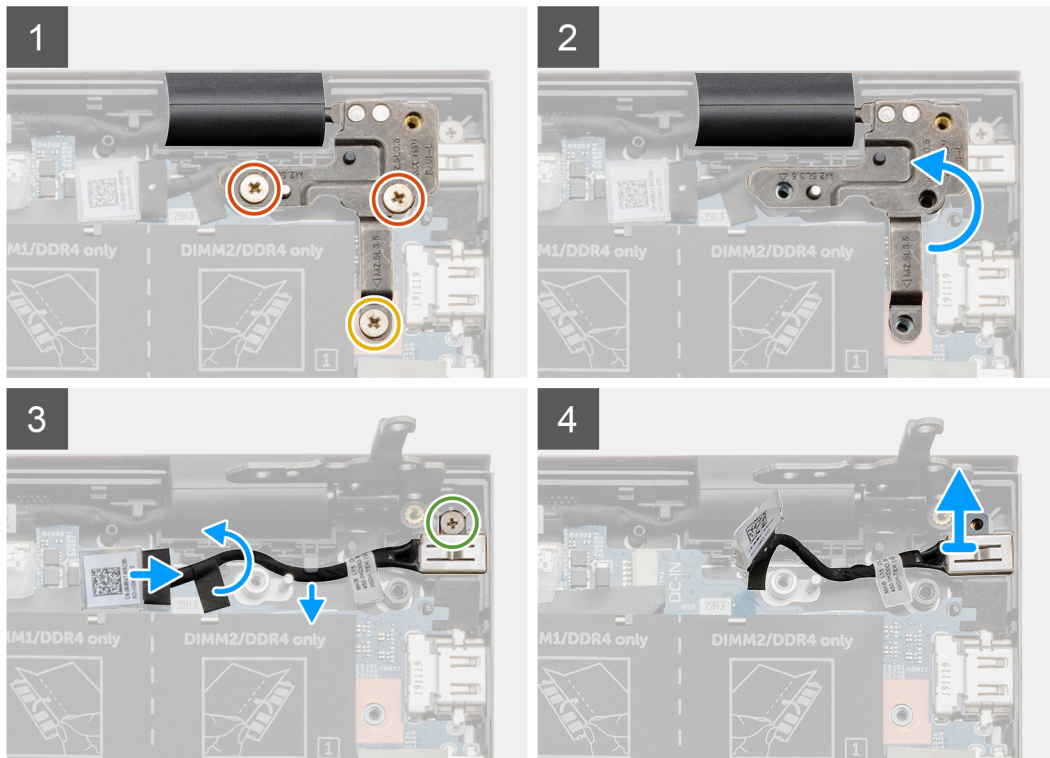
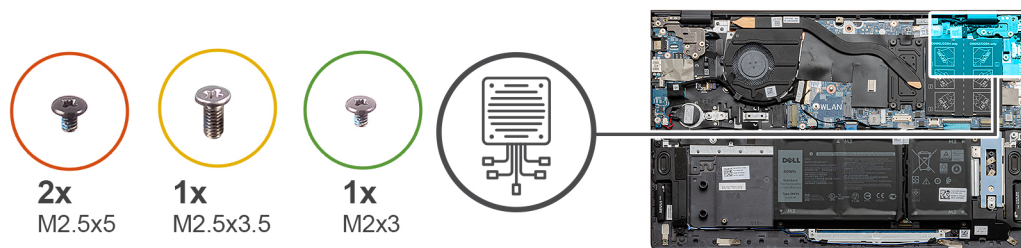
Removing the power-adapter port

Prerequisites

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

About this task

The figure indicates the location of the power-adapter port and provides a visual representation of the removal procedure.



Steps

1. Remove the screw (M2.5x3.5) and the two screws (M2.5x5) that secure the right display hinge to the system board.
2. Lift the right display-hinge plate to uncover the power-adaptor port cable.
3. Peel off the tape that secures the power-adaptor port cable to the system board.
4. Disconnect the power-adaptor port cable from its connector on the system board.
5. Remove the power-adaptor port cable from the routing guides on the system board.
6. Remove the screw (M2x3), and lift the power-adaptor port off the palm-rest and keyboard assembly.

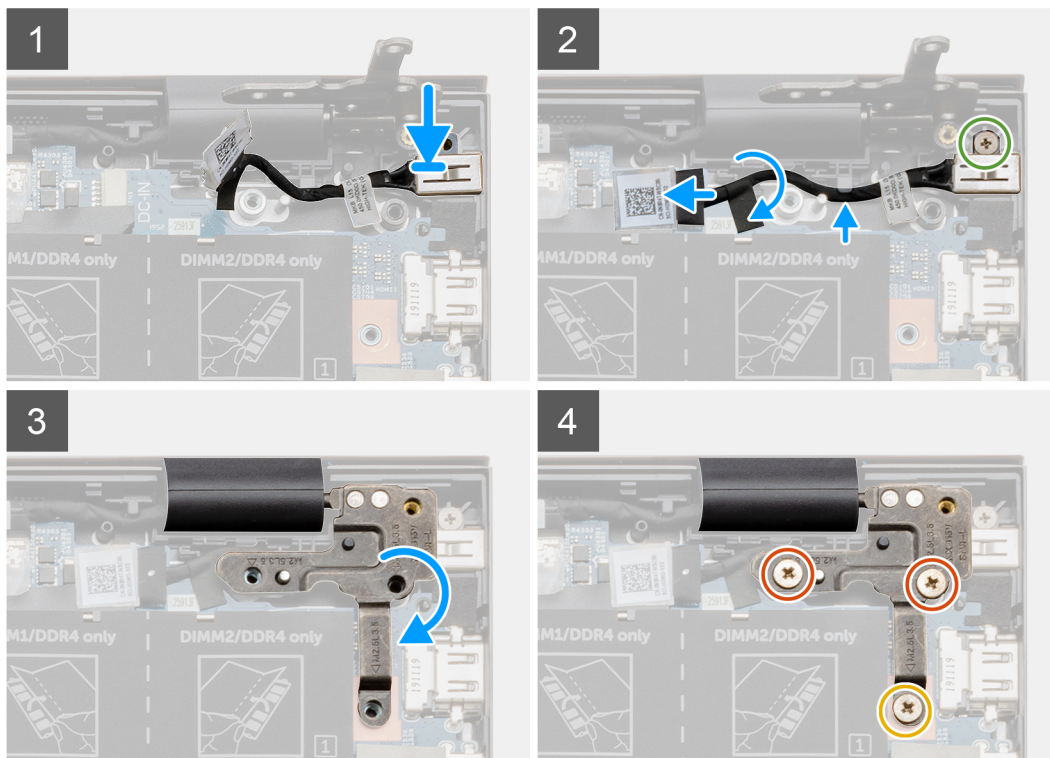
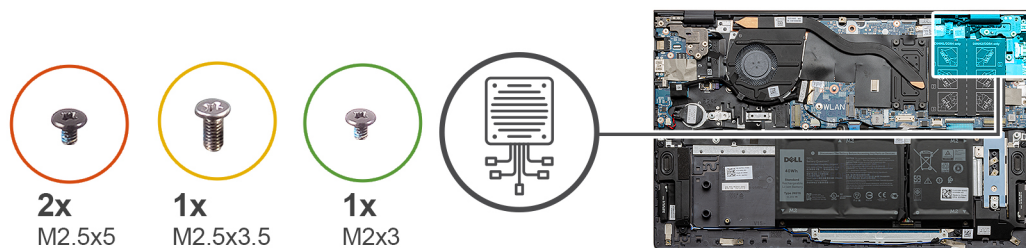
Installing the power-adaptor port

Prerequisites

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

About this task

The figure indicates the location of the power-adaptor port and provides a visual representation of the installation procedure.



Steps

1. Place the power-adapter port into the slot on the palm-rest and keyboard assembly.
2. Replace the screw (M2x3) that secures the power-adapter port to the palm-rest and keyboard assembly.
3. Route the power-adapter port cable along the routing guide on the system board.
4. Connect the power-adapter port cable to the system board.
5. Adhere the tape to secure the power-adapter port cable to the system board.
6. Lower the right display-hinge plate and ensure that the screw holes are aligned with the screw holes on the system board.
7. Replace the screw (M2.5x3.5) and the two screws (M2.5x5) that secure the right display hinge to the system board.

Next steps

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

Speakers

Removing the speakers

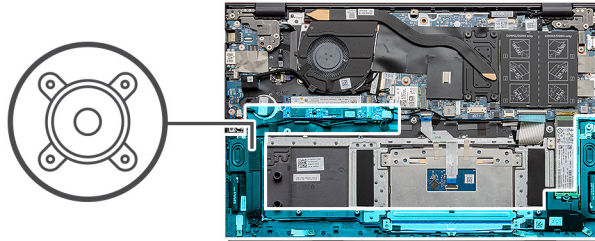
Prerequisites

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

3. Remove the 3-cell battery or 4-cell battery.

About this task

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



Steps

1. Disconnect the speaker cable from the system board.
2. Note the routing of the speaker cables.
3. Peel off the black tapes that secure the speaker cable to the touchpad bracket.
4. Remove the speaker cable from the routing guides on the palm-rest and keyboard assembly.

NOTE: Note the position of the rubber grommets before lifting the speakers.

5. Lift the speakers, along with the cables, off the palm-rest and keyboard assembly.

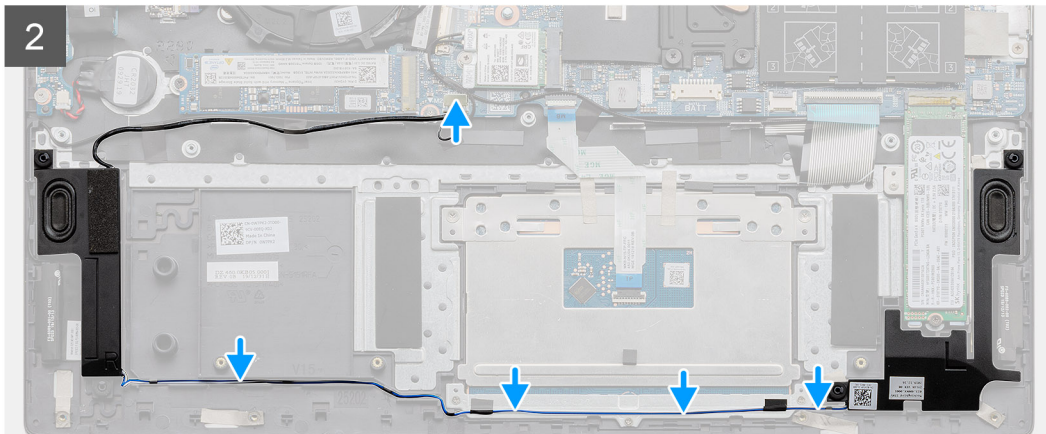
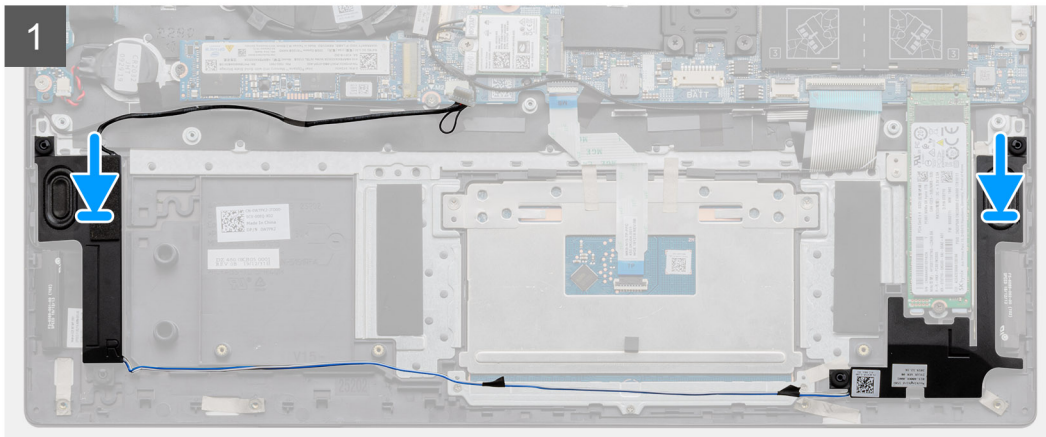
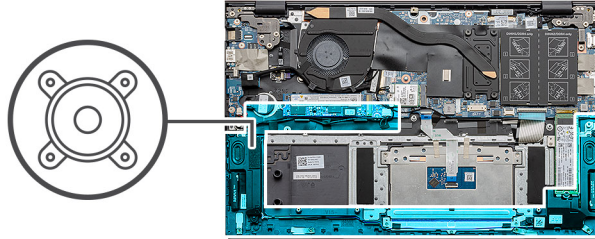
Installing the speakers

Prerequisites

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

About this task

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



Steps

1. Using the alignment posts and rubber grommets, place the speakers in the slots on the palm-rest and keyboard assembly.
i **NOTE:** If the rubber grommets are pushed out of the speakers when the speakers were removed, push the grommets back in place before replacing the speakers.
2. Route the speaker cable through the routing guides on the palm-rest and keyboard assembly.
3. Adhere the black tapes that secure the speaker cable to the touchpad bracket.
4. Connect the speaker cable to the system board.

Next steps

1. Install the [3-cell battery](#) or [4-cell battery](#).
2. Install the [base cover](#).
3. Follow the procedure in [After working inside your computer](#).

Power button with optional fingerprint reader

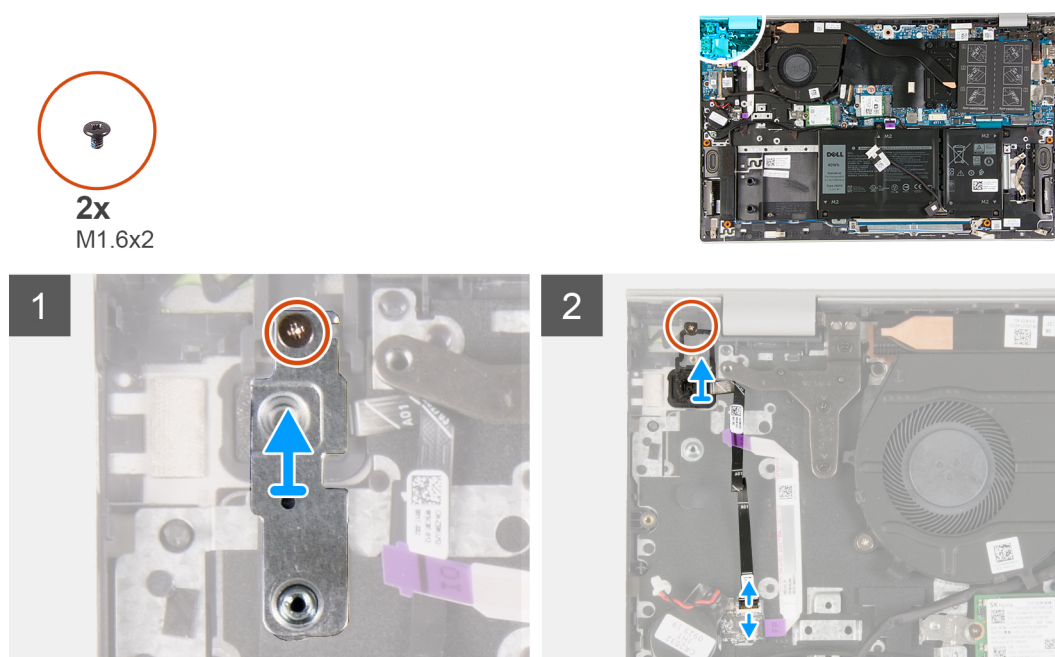
Removing the power button with optional fingerprint reader

Prerequisites

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

About this task

The figure indicates the location of the power button with optional fingerprint reader and provides a visual representation of the removal procedure.



Steps

1. Remove the screw (M1.6x2) that secures the power-button bracket to the palm-rest and keyboard assembly.
2. Lift the power-button bracket off the power-button with optional fingerprint reader.
3. Remove the screw (M1.6x2) that secures the power button to the palm-rest and keyboard assembly.
4. Lift the latch and disconnect the power-button cable (or the optional fingerprint-reader cable) from the connector on the palm-rest and keyboard assembly.
5. Lift the power button, along with its cable, off the palm-rest and keyboard assembly.

Installing the power button with optional fingerprint reader

Prerequisites

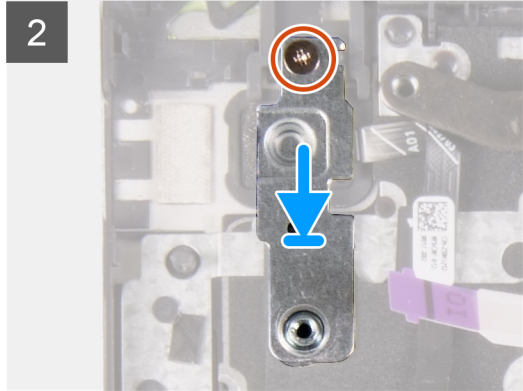
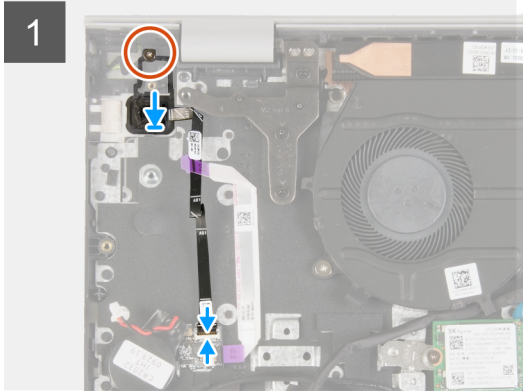
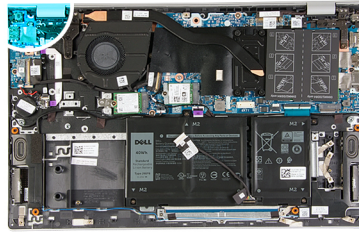
If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The figure indicates the location of the power button with optional fingerprint reader and provides a visual representation of the installation procedure.



2x
M1.6x2



Steps

1. Align the screw holes on the power-button with optional fingerprint reader to the screw holes on the palm-rest and keyboard assembly.
2. Replace the screw (M1.6x2) that secures the power button to the palm-rest and keyboard assembly.
3. Connect the power-button cable (or the optional fingerprint-reader cable) to the connector on palm-rest and keyboard assembly, and close the latch to secure the cable to the palm-rest and keyboard assembly.
4. Align the screw hole on the power-button bracket with the screw hole on the palm-rest and keyboard assembly.
5. Replace the screw (M1.6x2) that secures the power-button bracket to the palm-rest and keyboard assembly.

Next steps

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

Touchpad

Removing the touchpad

Prerequisites

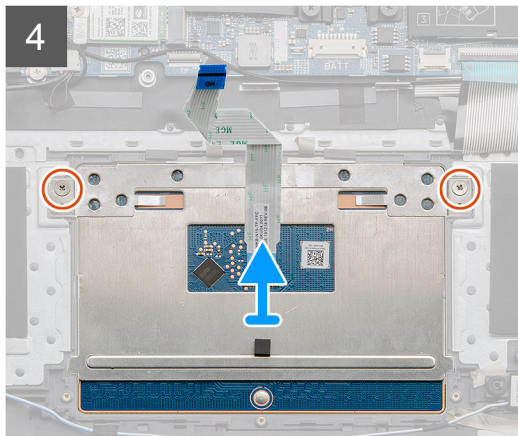
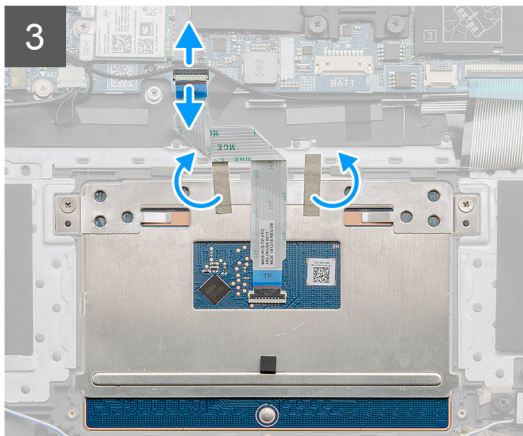
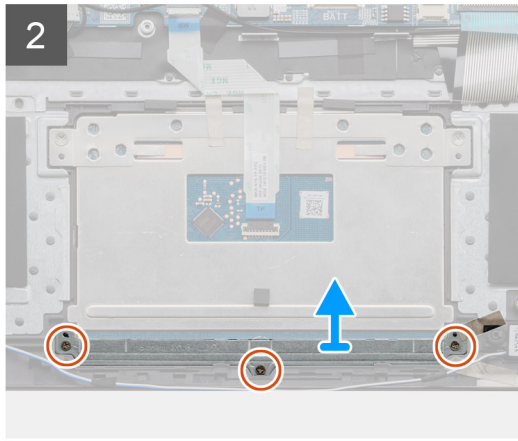
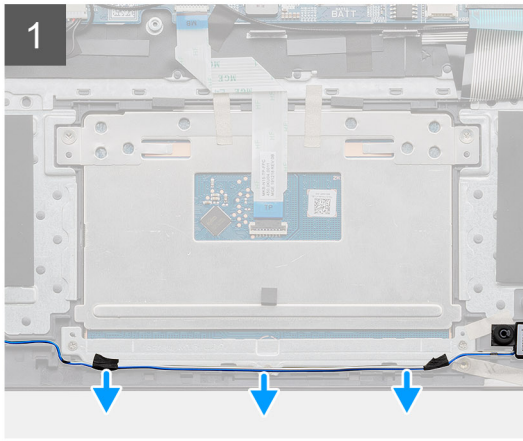
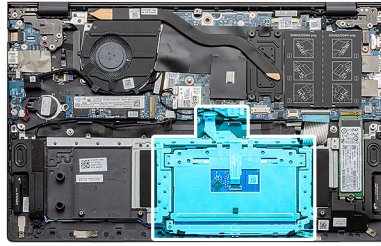
1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [3-cell battery](#) or [4-cell battery](#).

About this task

The figure indicates the location of the touchpad and provides a visual representation of the removal procedure.



5x
M2x2



Steps

1. Peel the tapes that secure the speaker cable to the touchpad bracket.
2. Remove the speaker cable from the routing guide.
3. Remove the three screws (M2x2) that secure the touchpad bracket to the palm-rest and keyboard assembly.
4. Lift the touchpad bracket off the palm-rest and keyboard assembly.
5. Open the latch and disconnect the touchpad cable from the system board.
6. Peel the tapes that secure the touchpad to the palm-rest and keyboard assembly.
7. Remove the two screws (M2x2) that secure the touchpad to the palm-rest and keyboard assembly.
8. Lift the touchpad, along with the cable, off the palm-rest and keyboard assembly.

Installing the touchpad

Prerequisites

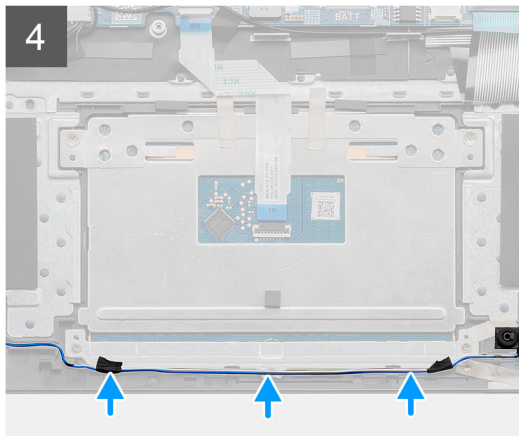
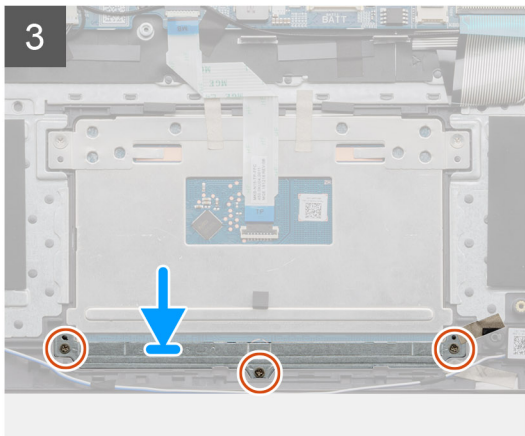
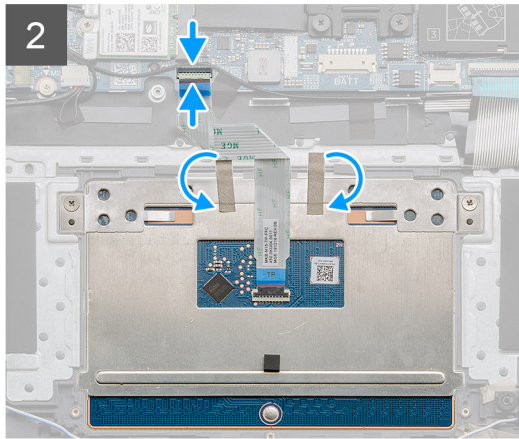
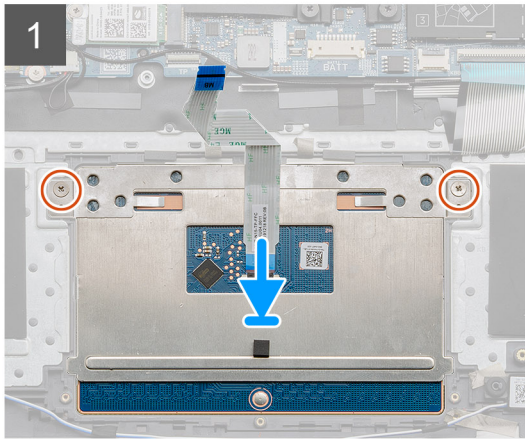
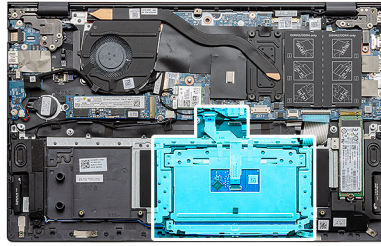
If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The figure indicates the location of the component and provides a visual representation of the installation procedure.



5x
M2x2



Steps

1. Align and place the touchpad into the slot on the palm-rest and keyboard assembly.
NOTE: Turn the computer over and open the display. Ensure that the touchpad is equally aligned along all four sides.
2. Align the screw holes on the touchpad with the screw holes on the palm-rest and keyboard assembly.
3. Replace the two screws (M2x2) to secure the touchpad to the palm-rest and keyboard assembly.
4. Connect the touchpad cable to the system board and close the latch to secure the touchpad cable.
5. Adhere the tapes that secure the touchpad to the palm-rest and keyboard assembly.
6. Align the screw holes on the touchpad bracket with the screw holes on the palm-rest and keyboard assembly.
7. Replace the three screws (M2x2) that secure the touchpad bracket to the palm-rest and keyboard assembly.
8. Route the speaker cable along the routing guide and adhere the tapes to the touchpad bracket.

Next steps

1. Install the [3-cell battery](#) or [4-cell battery](#).
2. Install the [base cover](#).
3. Follow the procedure in [After working inside your computer](#).

I/O board

Removing the I/O board

Prerequisites

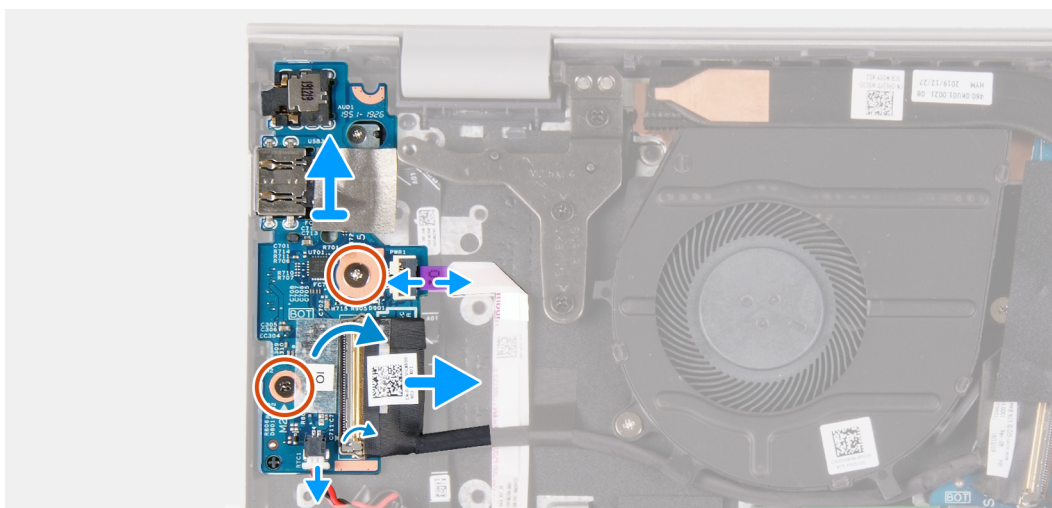
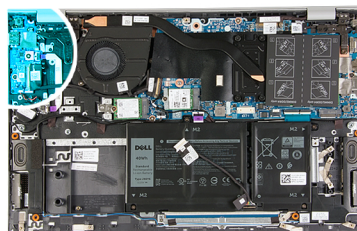
1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [coin-cell battery](#).
4. Remove the [display assembly](#).

About this task

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



2x
M2x2



Steps

1. Peel off the tape that secures the I/O-board cable to the I/O board.
2. Open the latch and disconnect the I/O-board cable from the I/O board.
3. Open the latch and disconnect the fingerprint-reader cable from the I/O board.
4. Remove the two screws (M2x2) that secure the I/O board to the palm-rest and keyboard assembly.
5. Lift the I/O board off the palm-rest and keyboard assembly.

Installing the I/O board

Prerequisites

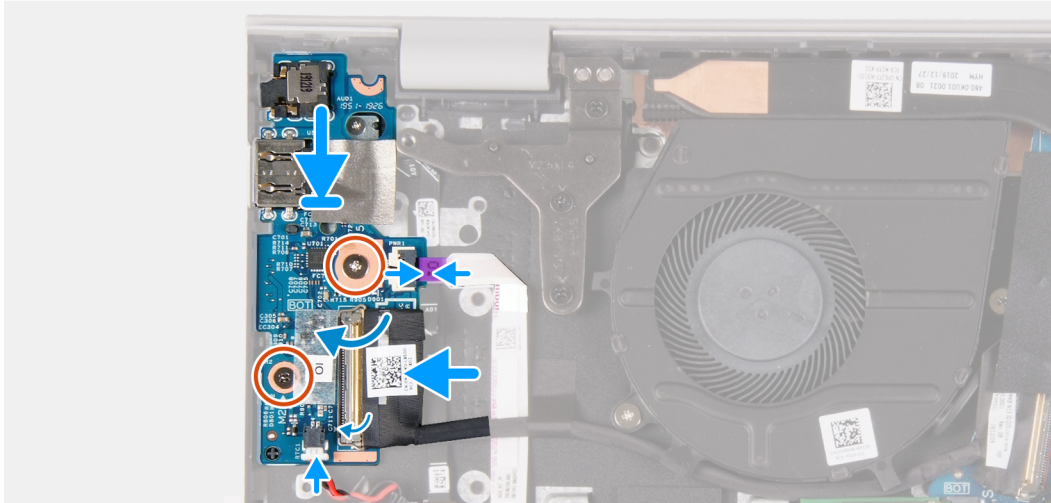
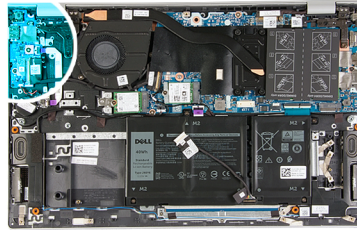
If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

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



2x
M2x2



Steps

1. Place the I/O board on the palm-rest and keyboard assembly.
2. Align the screw holes on the I/O board with the screw holes on the palm-rest and keyboard assembly.
3. Replace the two screws (M2x2) that secure the I/O board to the palm-rest and keyboard assembly.
4. Connect the fingerprint reader cable to the I/O board and close the latch to secure the cable.
5. Connect the I/O-board cable to the I/O board and close the latch to secure the cable.
6. Adhere the tape that secures the I/O-board cable to the I/O board.

Next steps

1. Install the [display assembly](#).
2. Install the [coin-cell battery](#).
3. Install the [base cover](#).
4. Follow the procedure in [After working inside your computer](#).

System board

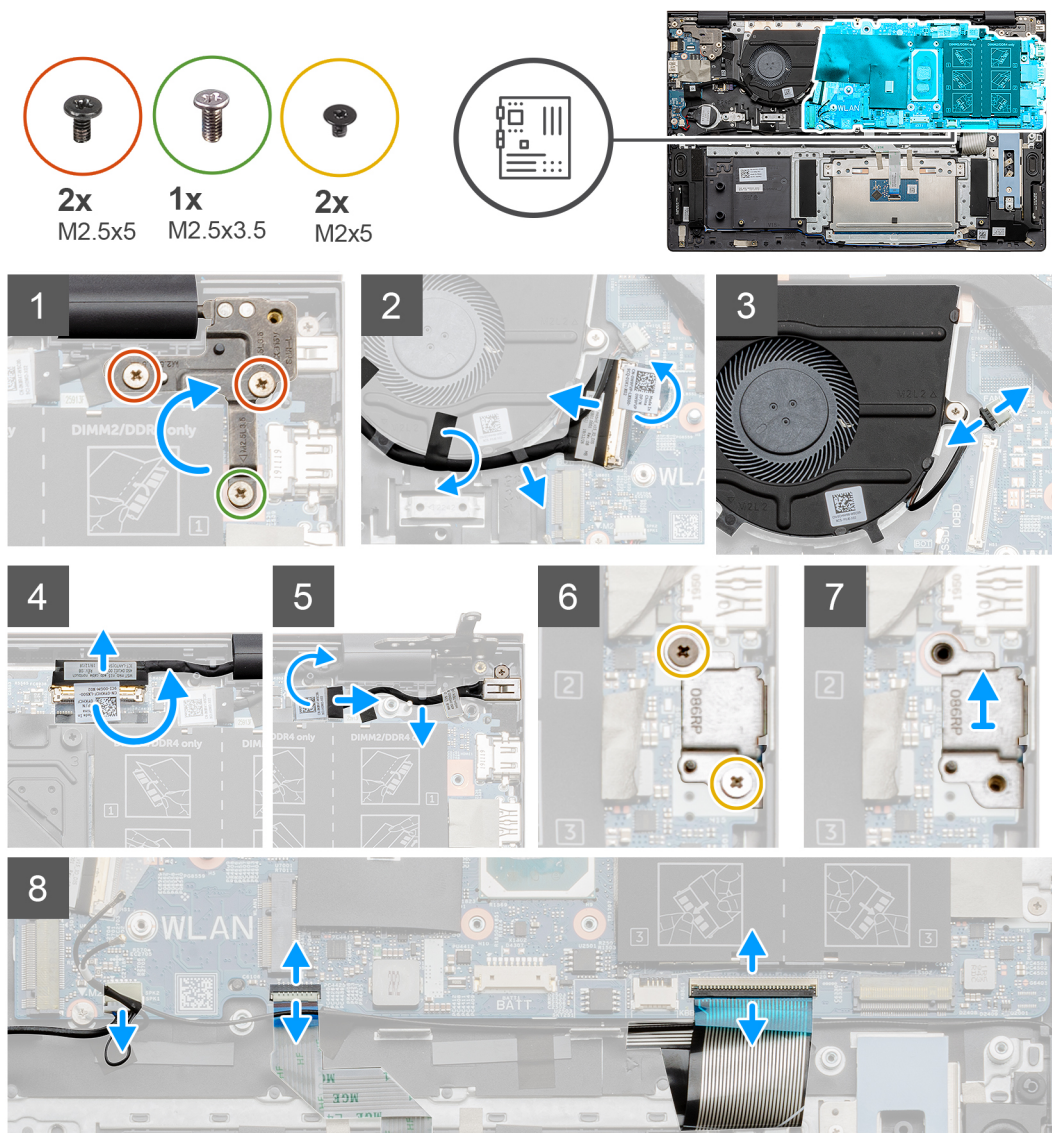
Removing the system board

Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [3-cell battery](#) or [4-cell battery](#).
4. Remove the [memory modules](#).
5. Remove the [M.2 2230 solid-state drive](#) or the [M.2 2280 solid-state drive](#) from M.2 slot one.
6. Remove the [M.2 2230 solid-state drive](#) or the [M.2 2280 solid-state drive](#) from M.2 slot two.
7. Remove the [wireless card](#).
8. Remove the [heat sink](#).
9. Remove the [power button with optional fingerprint reader](#).

About this task

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





2x
M2x2



Steps

1. Remove the screw (M2.5x3.5) and the two screws (M2.5x5) that secure the right display hinge to the system board.
2. Pry open the right display hinge.
3. Peel the black tape that secures the I/O-board cable to fan.
4. Peel the transparent tape, open the latch, and disconnect the I/O-board cable from the system board.
5. Disconnect the fan cable from the system board.
6. Peel the tape, open the latch, and then disconnect the display cable from the system board.
7. Peel the black tape off the power-adapter port cable.
8. Disconnect the power-adapter port cable from the system board.
9. Remove the two screws (M2x5) that secure the USB Type-C port bracket to the system board.
10. Lift the USB Type-C port bracket off the palm-rest and keyboard assembly.
11. Disconnect the speaker cable from the system board.
12. Open the latch and disconnect the touchpad cable from the system board.
13. Open the latch and disconnect the keyboard cable from the system board.
14. Open the latch and disconnect the keyboard-backlight cable from the system board, if applicable.
15. Remove the two screws (M2x2) that secure the system board to the palm-rest and keyboard assembly.

Installing the system board

Prerequisites

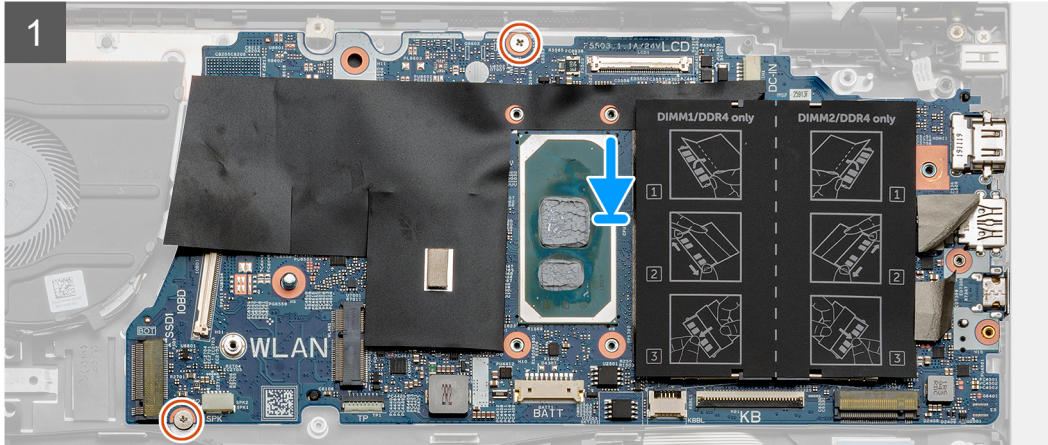
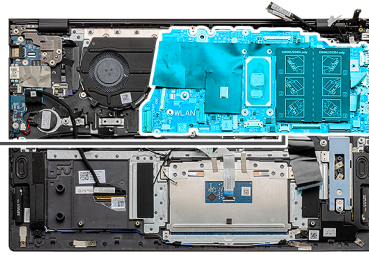
If you are replacing a component, remove the existing component before performing the installation procedure.

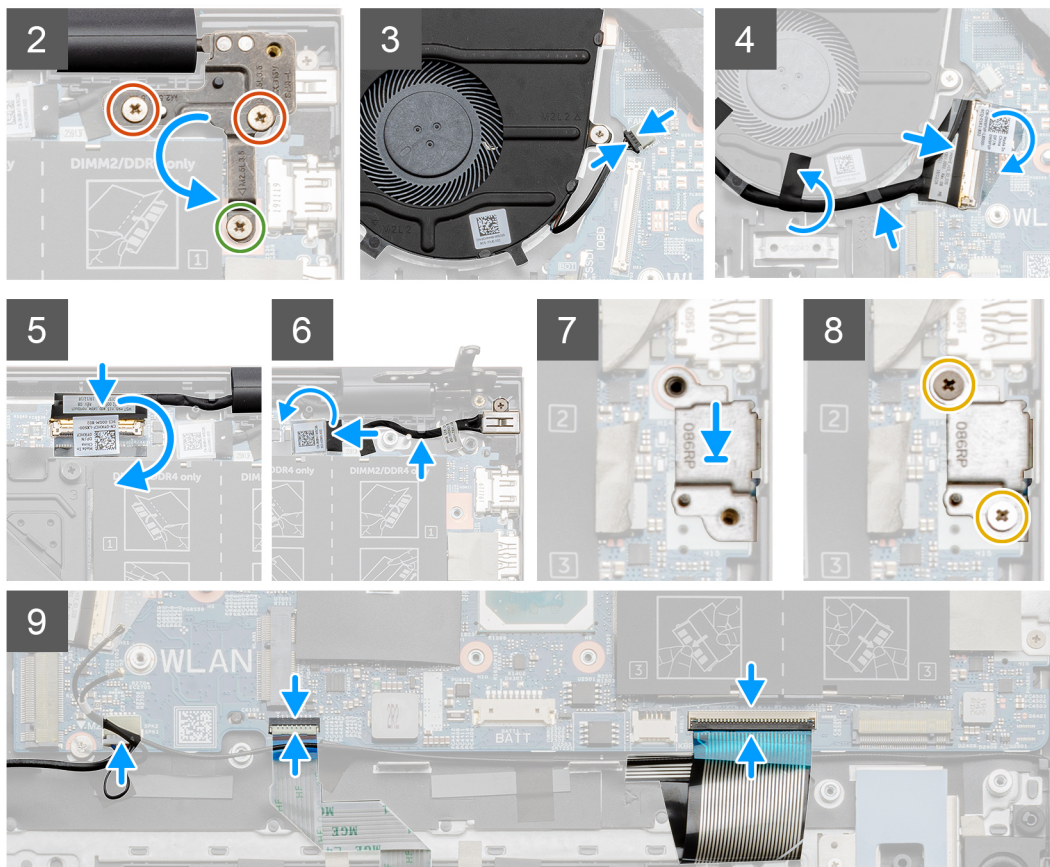
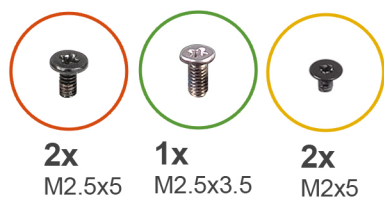
About this task

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



2x
M2x2





Steps

1. Place the system board on the palm-rest and keyboard assembly.
2. Replace the two screws (M2x2) that secure the system board to the palm-rest and keyboard assembly.
3. Lower the left display-hinge plate and replace the screw (M2.5x3.5) and the two screws (M2.5x5) that secure the right display-hinge plate to the system board.
4. Connect the fan cable to the system board.
5. Connect the I/O cable to the system board and close the latch.
6. Adhere the black tape that secures the I/O cable to the fan.
7. Connect the display cable to the system board and adhere the tape to secure the cable.
8. Connect the power-adaptor port cable to the system board.
9. Adhere the black tape that secures the power-adaptor port cable to the system board.
10. Place the USB Type-C port bracket in its slot on the palm-rest and keyboard assembly.
11. Replace the two screws (M2x5) that secure the USB Type-C port bracket to the system board.
12. Connect the speaker cable to the system board.
13. Connect the touchpad cable to the system board and close the latch to secure the touchpad cable.
14. Connect the keyboard cable to the system board and close the latch to secure the keyboard cable.
15. Connect the keyboard-backlight cable to the system board and close the latch to secure the keyboard cable, if applicable.

Next steps

1. Install the [power button with optional fingerprint reader](#).
2. Install the [memory modules](#).
3. Install the [heat sink](#).
4. Install the [wireless card](#).
5. Install the [M.2 2230 solid-state drive](#) or the [M.2 2280 solid-state drive](#) in M.2 slot two.
6. Install the [M.2 2230 solid-state drive](#) or the [M.2 2280 solid-state drive](#) in M.2 slot one.
7. Install the [3-cell battery](#) or [4-cell battery](#).
8. Install the [base cover](#).
9. Follow the procedure in [After working inside your computer](#).

Palm-rest and keyboard assembly

Removing the palm-rest and keyboard assembly

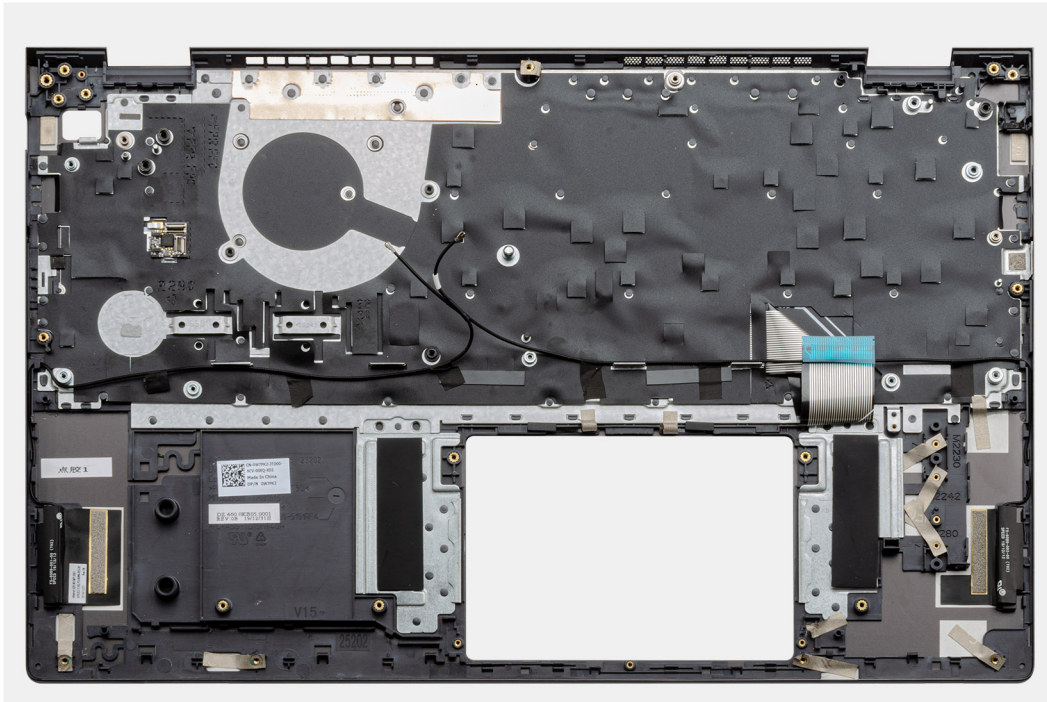
Prerequisites

1. Follow the procedure in [Before working inside your computer](#).
2. Remove the [base cover](#).
3. Remove the [3-cell battery](#) or [4-cell battery](#).
4. Remove the [memory modules](#).
5. Remove the [M.2 2230 solid-state drive](#) or the [M.2 2280 solid-state drive](#) from M.2 slot one.
6. Remove the [M.2 2230 solid-state drive](#) or the [M.2 2280 solid-state drive](#) from M.2 slot two.
7. Remove the [wireless card](#).
8. Remove the [fan](#).
9. Remove the [coin-cell battery](#).
10. Remove the [heat sink](#).
11. Remove the [display assembly](#).
12. Remove the [power-adaptor port](#).
13. Remove the [speakers](#).
14. Remove the [power button with optional fingerprint reader](#).
15. Remove the [touchpad](#).
16. Remove the [I/O board](#).
17. Remove the [system board](#).

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

About this task

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



Steps

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

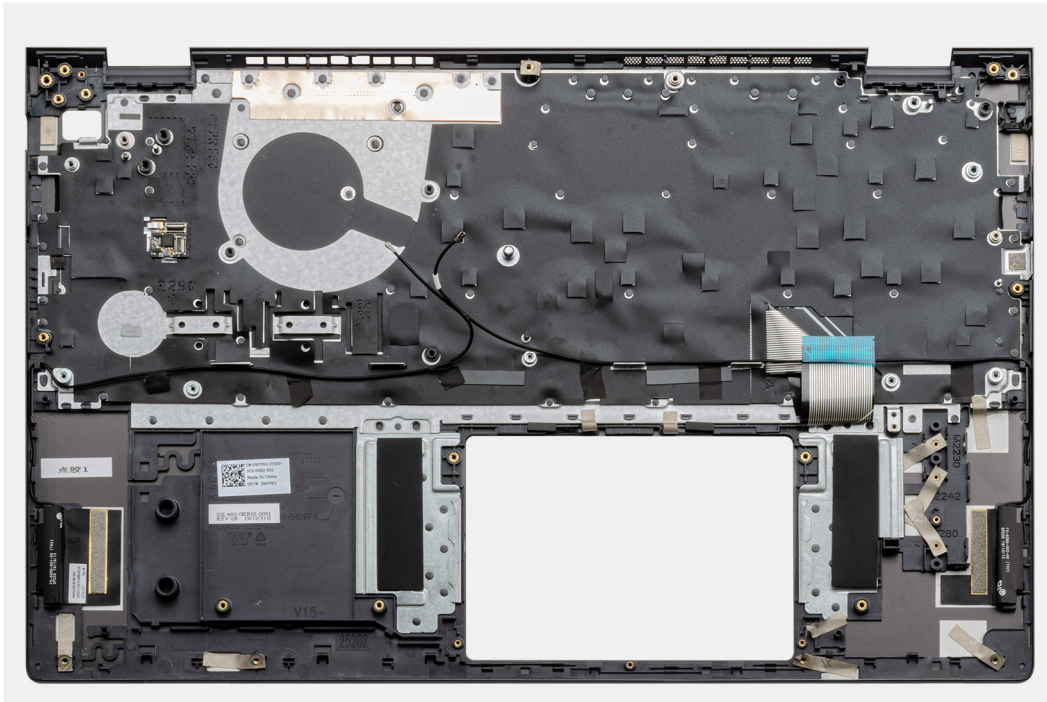
Installing the palm-rest and keyboard assembly

Prerequisites

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

About this task

The figure indicates the location of the palm-rest and keyboard assembly and provides a visual representation of the installation procedure.



Steps

Place the palm-rest and keyboard assembly on a flat surface.

Next steps

1. Install the [system board](#).
2. Install the [I/O board](#).
3. Install the [touchpad](#).
4. Install the [power button with optional fingerprint reader](#).
5. Install the [speakers](#).
6. Install the [power-adaptor port](#).
7. Install the [display assembly](#).
8. Install the [heat sink](#).
9. Install the [coin-cell battery](#).
10. Install the [fan](#).
11. Install the [wireless card](#).
12. Install the [M.2 2230 solid-state drive](#) or the [M.2 2280 solid-state drive](#) in M.2 slot two.
13. Install the [M.2 2230 solid-state drive](#) or the [M.2 2280 solid-state drive](#) in M.2 slot one.
14. Install the [memory modules](#).
15. Install the [3-cell battery](#) or [4-cell battery](#).
16. Install the [base cover](#).
17. Follow the procedure in [After working inside your computer](#).

Drivers and downloads

When troubleshooting, downloading or installing drivers it is recommended that you read the Dell Knowledge Based article, Drivers and Downloads FAQ [SLN128938](#).

System setup

 **CAUTION:** Unless you are an expert computer user, do not change the settings in the BIOS Setup program. Certain changes can make your computer work incorrectly.

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

 **NOTE:** Before you change BIOS Setup program, it is recommended that you write down the BIOS Setup program screen information for future reference.

Use the BIOS Setup program for the following purposes:

- Get information about the hardware installed in your computer, such as the amount of RAM and the size of the hard drive.
- Change the system configuration information.
- Set or change a user-selectable option, such as the user password, type of hard drive installed, and enabling or disabling base devices.

Entering BIOS setup program

Steps

1. Turn on your computer.
2. Press F2 immediately to enter the BIOS setup program.

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

Navigation keys

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

Table 3. Navigation keys

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

One time boot menu

To enter **one time boot menu**, turn on your computer, and then press F2 immediately.

 **NOTE:** It is recommended to shutdown the computer if it is on.

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

- Removable Drive (if available)
- STXXXX Drive (if available)
 **NOTE:** XXX denotes the SATA drive number.
- Optical Drive (if available)
- SATA Hard Drive (if available)
- Diagnostics
 **NOTE:** Choosing **Diagnostics**, will display the **ePSA diagnostics** screen.

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

System setup options

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

Table 4. System setup options—Main menu

Main	
System Time	Displays the current time in hh:mm:ss format.
System Date	Displays the current date in mm/dd/yyyy format.
BIOS Version	Displays the BIOS version.
Product Name	Displays the model number of your computer.
Service Tag	Displays the service tag of your computer.
Asset Tag	Displays the asset tag of your computer.
CPU Type	Displays the processor type.
CPU Speed	Displays the processor speed.
CPU ID	Displays the processor identification code.
CPU Cache	
L1 Cache	Displays the processor L1 cache size.
L2 Cache	Displays the processor L2 cache size.
L3 Cache	Displays the processor L3 cache size.
First HDD	Displays the type of hard drive installed.
M.2 PCIe SSD	Display the M.2 PCIe SSD device information of the computer.
AC Adapter Type	Displays the type of AC adapter.
System Memory	Displays the size of memory installed.
Memory Speed	Displays the speed of memory.
Keyboard Type	Displays the type of keyboard installed on the computer.

Table 5. System setup options—Advanced menu

Advanced	
PowerNow! Enable	Enables or disables the dynamic frequency scaling and power-saving technology for the AMD processor. Default: Enabled
Virtualization	Enables or disables the Virtualization technology. Default: Enabled
Integrated NIC	Enables or disables the on-board LAN controller. Default: Enabled
USB Emulation	Enables or disables the USB emulation feature. This feature defines how the BIOS, in the absence of a USB-aware operating system, handles USB devices. USB emulation is always enabled during POST. i NOTE: You cannot boot any type of USB device (floppy, hard drive, or memory key) when this option is off. Default: Enabled
USB Wake Support	Allows you to enable USB devices to wake the computer from standby or to disable the USB wake support feature. i NOTE: If USB PowerShare is enabled, a device connected to the USB PowerShare connector may not wake the computer. i NOTE: To enable wake support for the fingerprint reader the USB Wake Support needs to be enabled in the BIOS. To enable USB wake support, complete the steps in the knowledge base article SLN321473. Default: Disabled
SATA Operation	Allows you to configure the operating mode of the integrated SATA hard drive controller. Default: AHCI
Adapter Warnings	Allows you to choose if the computer should display warning messages when you use AC adapters that are not supported by your computer. Default: Enabled
Function Key Behavior	Allows you to set function key or multimedia key as the default function key behavior. Default: Multimedia key
Keyboard Illumination	Selects the operating mode of the keyboard illumination feature. Default: Bright
Keyboard Backlight with AC	Selects the timeout value for the keyboard backlight when an AC adapter is plugged into the computer. Default: 1 minute
Keyboard Backlight with Battery	Selects the timeout value for the keyboard backlight when the computer is running on battery power. Default: 1 minute
Express Charge	Selects the battery charge mode.

Table 5. System setup options—Advanced menu (continued)

Advanced	
Battery Health	Default: Express Charge Displays the battery health.
Camera	Enables or disables the camera. Default: Disabled
Battery Charge Configuration	Set the battery charge settings with a preselected custom charge start and stop. Default: Adaptive
Advanced Battery Charge Configuration	Enable Advanced Battery Charge Configuration from the beginning of the day to a specified work period. Default: Disabled
Sleep Mode	Selects the power-saving state when your computer is idle. Default: OS Automatic Selection
Maintenance	
Data Wipe on next boot	Enables or disables data wipe on the next boot. Default: Disabled
BIOS Recovery from Hard Drive	Enables the user to recover from certain corrupted BIOS conditions from a recovery file on the user primary hard drive or an external USB key.
BIOS Auto-Recovery	Enables BIOS to automatically recover BIOS without user actions. Default: Disabled
SupportAssist System Resolution	
Auto OS Recovery Threshold	Controls the automatic boot flow for SupportAssist System Resolution Console and for the Dell OS Recovery tool. Default: 2
SupportAssist OS Recovery	Enables or disables the boot flow for the SupportAssist OS Recovery tool in the even of certain system errors. Default: Disabled

Table 6. System setup options—Security menu

Security	
Admin Password Status	Displays if the administrator password is clear or set.
System Password Status	Displays if the system password is clear or set. Default: Not Set
HDD2 Password Status	Displays if the HDD password is clear or set. Default: Not Set
Service Tag	Set your system's Service Tag.
Admin Password	Allows you to set the administrator password. The administrator password controls access to the system setup utility.
System Password	Allows you to set the system password. The system password controls access to the computer at boot.

Table 6. System setup options—Security menu (continued)

Security		
HDD2 password		Allows you to set, change, or delete the hard-disk drive password.
Password Change		Allows you to permit or deny system password or HDD password changes. Default: Permitted
Computrace		Enables or disables the BIOS module interface of the optional Computrace Service from Absolute Software. Default: Deactivate
SED Block SID Authentication		Enables or disables SED Block SID Authentication. Default: Disabled
PPI Bypass for SED Block SID Command		When there is no drive ownership and the ppibypassforblocksid is enabled, BIOS requires user input while sending the Block SID authentication command to SED drives. When ppibypassforblocksid is disabled, BIOS does not require user input while sending the Block SID command. Default: Disabled
Firmware TPM		Enable or disable the firmware TPM. Default: Enabled
PPI Bypass for Clear Command		Allows you to control the TPM Physical Presence Interface (PPI). When enabled, this setting will allow the OS to skip BIOS PPI user prompts when issuing the Clear command. Changes to this setting take effect immediately. Default: Disabled
UEFI Firmware Capsule Updates		Enables or disables BIOS updates through UEFI capsule update packages. Default: Enabled
WINDOWS SMM SECURITY MITIGATIONS TABLE (WSMT)		Enables or disables configuration of platform features on Dell Client Systems with WSMT-enabled BIOS. Default: Enabled

Table 7. System setup options—Boot menu

Boot		
Fast Boot		Enables or disables the fast boot option. Default: Minimal
Secure Boot		Enables or disables the secure boot feature. Default: Disabled
Load Legacy Option ROMs		Enables or disables the Load Legacy Option ROMs. Default: Disabled
Boot List Option		Displays the available boot options. Default: UEFI
Attempt Legacy Boot		Enables or disables legacy boot. Default: Disabled

Table 7. System setup options—Boot menu (continued)

Boot	
File Browser Add Boot Option	Allows you to add the boot options.

Table 8. System setup options—Exit menu

Exit	
Exit Saving Changes	Allows you to exit system setup and save your changes.
Save Change Without Exit	Allows you to save your changes without exiting the BIOS setup.
Exit Discarding Changes	Allows you to exit the BIOS setup without saving the changes.
Load Optimal Defaults	Allows you to restore default values for all system setup options.
Discard Changes	Allows you to load previous values for all system setup options.

Updating the BIOS in Windows

Prerequisites

It is recommended to update your BIOS (System Setup), when you replace the system board or if an update is available.

About this task

 **NOTE:** If BitLocker is enabled, it must be suspended before updating the system BIOS, and then re-enabled after the BIOS update is completed.

Steps

- Restart the computer.
- Go to www.dell.com/support.
 - Enter the **Service Tag** or **Express Service Code** and click **Search**.
 - Click **Drivers & Downloads**.
 - Click **Detect Drivers** and follow the on-screen instructions.
- If you are unable to detect or find the Service Tag, click **Browse all products**.
- Choose the appropriate category to reach the product page.
- Select your computer model, followed by its model number.

 **NOTE:** The **Product Support** page of your computer appears.
- Click **Drivers & Downloads**.

 **NOTE:** The Drivers & Downloads section is displayed.
- Click **Category**, and select **BIOS** from the drop-down list.
- Click the toggle button **Show downloads for only THIS PC XXXXXXXX**.

 **NOTE:** XXXXXXXX denotes the Service Tag.
- Select the latest BIOS file and click **Download**.
- After the download is complete, browse to the folder where you saved the system BIOS executable file.
- Double-click the system BIOS executable file.

 **NOTE:** Follow the on-screen instructions.

Updating BIOS on systems with BitLocker enabled

CAUTION: If BitLocker is not suspended before updating the BIOS, the next time you reboot the system it will not recognize the BitLocker key. You will then be prompted to enter the recovery key to progress and the system will ask for this on each reboot. If the recovery key is not known this can result in data loss or an unnecessary operating system re-install. For more information on this subject, see Knowledge Article: <https://www.dell.com/support/article/sln153694>

Updating your system BIOS using a USB flash drive

About this task

If the computer cannot load into Windows but there is still a need to update the BIOS, download the BIOS file using another computer and save it to a bootable USB flash drive.

NOTE: You must use a bootable USB flash drive. For more information, see the knowledge base article [SLN143196](#).

Steps

1. Download the BIOS update .exe file to another computer.
2. Copy the .exe file onto the bootable USB flash drive.
3. Insert the USB flash drive into the computer that requires the BIOS update.
4. Restart the computer and press F12 when the Dell logo appears to display the One Time Boot Menu.
5. Using arrow keys, select **USB Storage Device** and press Enter.
6. The computer restarts to a Diag C:\> prompt.
7. Run the file by typing the complete filename and press Enter.
8. The BIOS Update Utility is displayed. Follow the on-screen instructions.

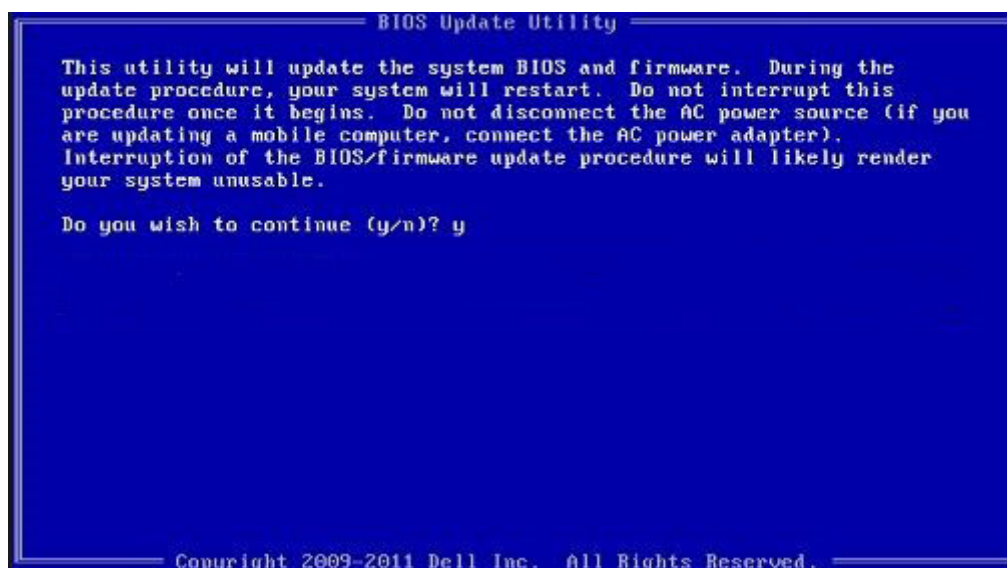


Figure 1. DOS BIOS Update Screen

Flashing the BIOS from the F12 One-Time boot menu

Updating your system BIOS using a BIOS update.exe file copied to a FAT32 USB key and booting from the F12 one time boot menu.

About this task

BIOS Update

You can run the BIOS update file from Windows using a bootable USB key or you can also update the BIOS from the F12 One-Time boot menu on the system.

Most Dell systems built after 2012 have this capability and you can confirm by booting your system to the F12 One-Time Boot Menu to see if BIOS FLASH UPDATE is listed as a boot option for your system. If the option is listed, then the BIOS supports this BIOS update option.

NOTE: Only systems with BIOS Flash Update option in the F12 One-Time Boot Menu can use this function.

Updating from the One-Time Boot Menu

To update your BIOS from the F12 One-Time boot menu, you will need:

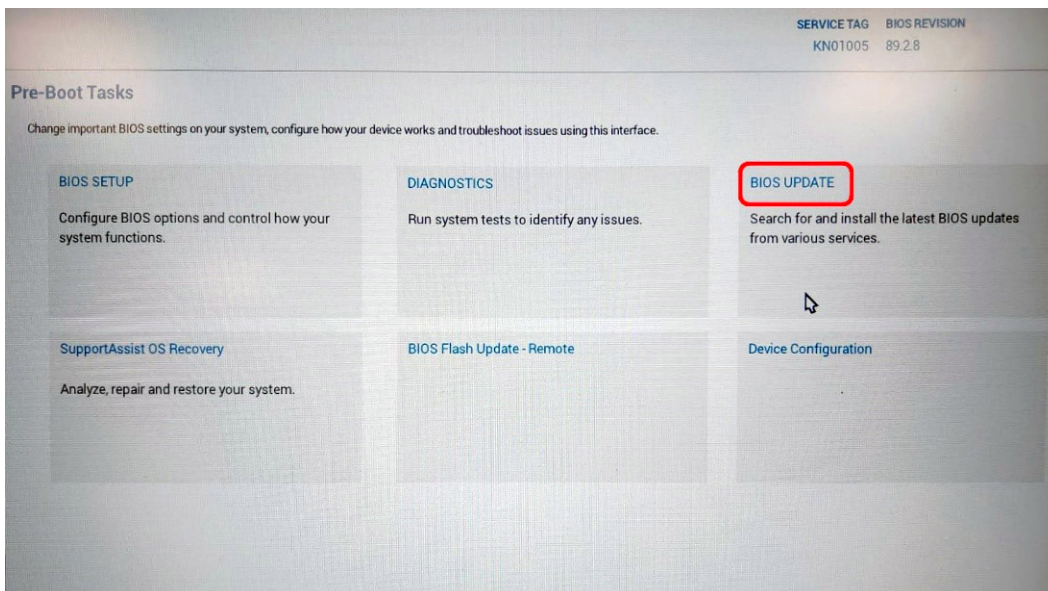
- USB key formatted to the FAT32 file system (key does not have to be bootable)
- BIOS executable file that you downloaded from the Dell Support website and copied to the root of the USB key
- AC power adapter connected to the system
- Functional system battery to flash the BIOS

Perform the following steps to execute the BIOS update flash process from the F12 menu:

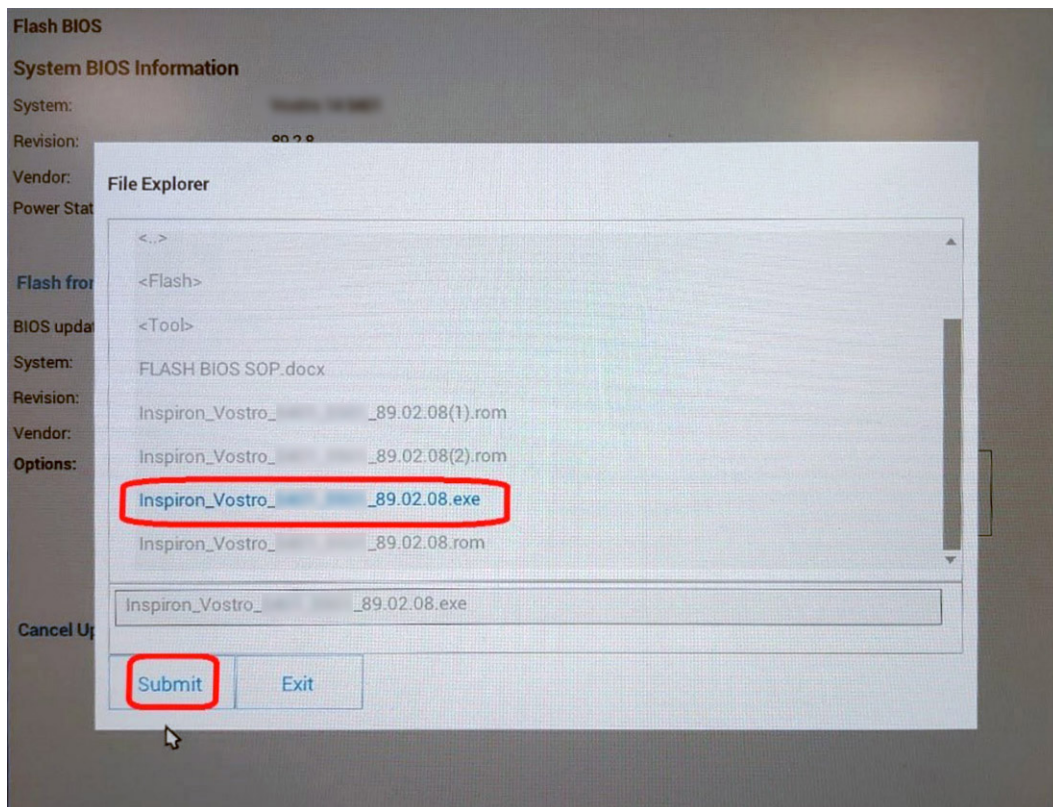
CAUTION: Do not power off the system during the BIOS update process. Powering off the system could make the system fail to boot.

Steps

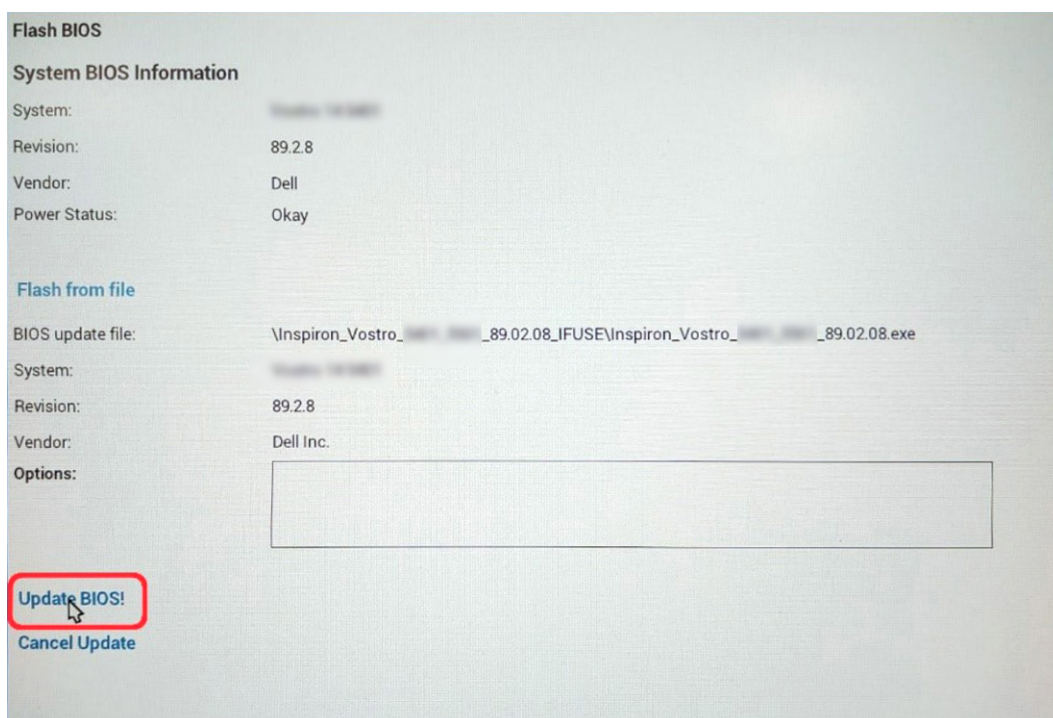
1. From a power off state, insert the USB key where you copied the flash into a USB port of the system .
2. Power on the system and press the F12 key to access the One-Time Boot Menu, Highlight BIOS Update using the mouse or arrow keys then press **Enter**.



3. The flash BIOS menu will open, and then click the **Flash from file**.



6. Click the **Update BIOS** then system will reboot to flash the BIOS.



7. Once complete, the system will reboot and the BIOS update process is completed.

System and setup password

Table 9. System and setup password

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

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

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

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

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

Assigning a system setup password

Prerequisites

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

About this task

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

Steps

1. In the **System BIOS** or **System Setup** screen, select **Security** and press Enter.
The **Security** screen is displayed.
2. Select **System/Admin Password** and create a password in the **Enter the new password** field.
Use the following guidelines to assign the system password:
 - A password can have up to 32 characters.
 - The password can contain the numbers 0 through 9.
 - Only lower case letters are valid, upper case letters are not valid.
 - Only the following special characters are valid: 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 prompt's you to save the changes.
5. Press Y to save the changes.
The computer restarts.

Deleting or changing an existing system setup password

Prerequisites

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

About this task

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

Steps

1. In the **System BIOS** or **System Setup** screen, select **System Security** and press Enter.

The **System Security** screen is displayed.

2. In the **System Security** screen, verify that **Password Status** is **Unlocked**.
3. Select **System Password**, update, or delete the existing system password, and press Enter or Tab.
4. Select **Setup Password**, update, or delete the existing setup password, and press Enter or Tab.

 **NOTE:** If you change the System and/or Setup password, reenter the new password when prompted. If you delete the System and/or Setup password, confirm the deletion when prompted.

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

Clearing CMOS settings

About this task

 **CAUTION:** Clearing CMOS settings will reset the BIOS settings on your computer.

Steps

1. Remove the [base cover](#).
2. Remove the [coin-cell battery](#).
3. Wait for one minute.
4. Install the [coin-cell battery](#).
5. Install the [base cover](#).

Clearing BIOS (System Setup) and System passwords

About this task

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

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

Troubleshooting

SupportAssist diagnostics

About this task

The SupportAssist diagnostics (previously known as ePSA diagnostics) performs a complete check of your hardware. The SupportAssist diagnostics is embedded in the BIOS and is launched by it internally. The SupportAssist diagnostics provides a set of options for particular devices or device groups. It allows you to:

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

 **NOTE:** Some tests are meant for specific devices and require user interaction. Ensure that you are present in front of the computer when the diagnostic tests are performed.

For more information, see [SupportAssist Pre-Boot System Performance Check](#).

Built-in self-test (BIST)

About this task

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

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

Table 10. Functions

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

System board built-in self-test (M-BIST)

About this task



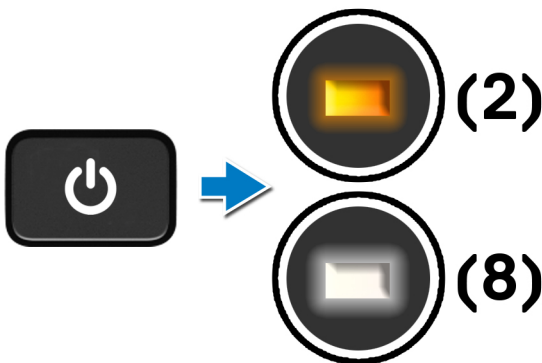
Steps

1. Press and hold both the M key and the power button to initiate M-BIST.
2. The battery-status light illuminates in amber when there is a failure with the system board.
3. Replace the system board to fix the issue.

NOTE: The battery status LED will not illuminate if there is no failure present with the system board. If further troubleshooting is required, proceed with the applicable Guided Resolution for No Power/No POST, etc.

Display panel power rail built-in self-test (L-BIST)

About this task

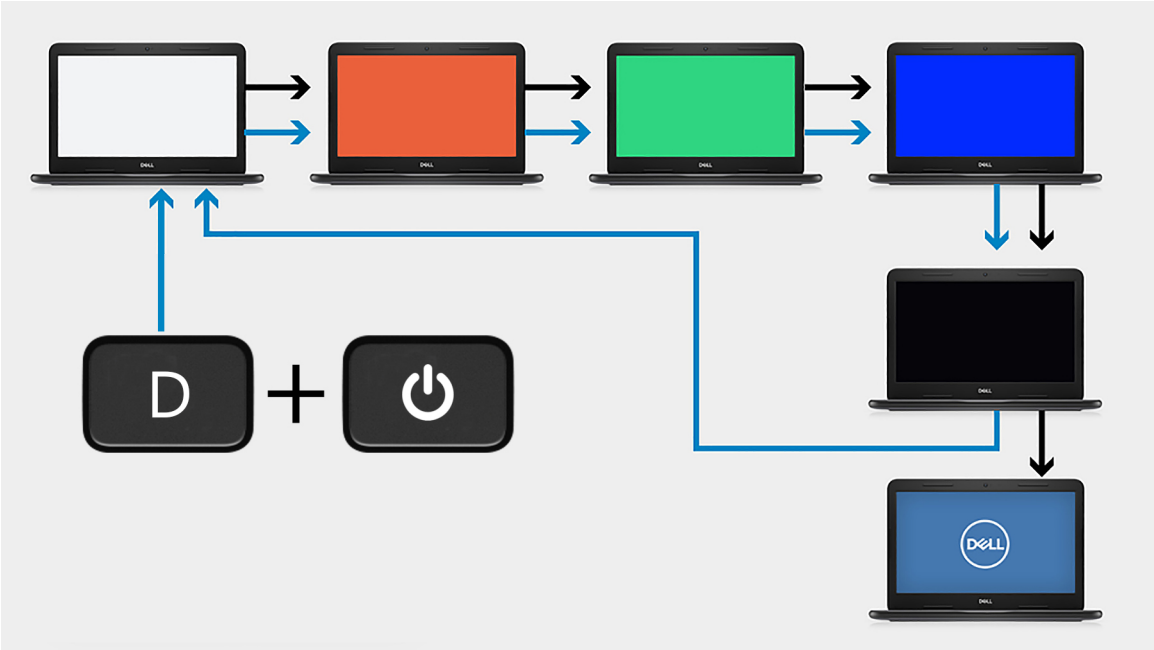


Next steps

L-BIST (LCD Power Rail Test) is an enhancement to the single LED error code diagnostics and is **automatically initiated** during **POST**. L-BIST isolates if the LCD is receiving power from the system board. L-BIST checks if the system board is supplying power to the LCD by performing an LCD Power Rail test. If there is no power going to the LCD, the battery status LED flashes a **[2,8] LED error code**.

Display panel built-in self-test (LCD-BIST)

About this task



Steps

1. Press and hold the D key and then press the power button.
2. Release both the D key and the power button when the computer begins POST.
3. The display panel begins to display a solid color, or cycling through different colors.

NOTE: The sequence of colors may vary due to different display panel vendor. The user only needs to ensure that the colors are being displayed correctly without distortion or graphical anomalies.
4. The computer reboots at the end of the last solid color.

Outcome

About this task

The following table shows the outcome of running different types of BIST.

Table 11. BIST outcome

M-BIST	
Off	No fault detected with system board.
Solid amber	Indicates a problem with the system board.

Table 11. BIST outcome

L-BIST	
Off	No fault detected with system board.
LED error code of [2,8] blinks Amber x2, then pause, then blinks White x8	Indicates a problem with the system board.

Table 11. BIST outcome

LCD-BIST
The LCD that flashes White, Red, Green, and Blue shows that the display is working fine and there is no fault with the LCD panel.

System diagnostic lights

Battery-status light

Indicates the power and battery-charge status.

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

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

Off

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

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

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

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

Table 12. LED codes

Diagnostic light codes	Problem description
2,1	Processor failure
2,2	System board: BIOS or ROM (Read-Only Memory) failure
2,3	No memory or RAM (Random-Access Memory) detected
2,4	Memory or RAM (Random-Access Memory) failure
2,5	Invalid memory installed
2,6	System-board or chipset error
2,7	Display failure
2,8	LCD power rail failure.
3,1	Coin-cell battery failure
3,2	PCI, video card/chip failure
3,3	Recovery image not found
3,4	Recovery image found but invalid
3,5	Power-rail failure
3,6	System BIOS Flash incomplete

Camera status light: Indicates whether the camera is in use.

- Solid white — Camera is in use.
- Off — Camera is not in use.

Caps Lock status light: Indicates whether Caps Lock is enabled or disabled.

- Solid white — Caps Lock enabled.
- Off — Caps Lock disabled.

Flashing BIOS (USB key)

Steps

1. Follow the procedure from step 1 to step 7 in "[Flashing the BIOS](#)" to download the latest BIOS setup program file.
2. Create a bootable USB drive. For more information see the knowledge base article [SLN143196](#) at www.dell.com/support.
3. Copy the BIOS setup program file to the bootable USB drive.
4. Connect the bootable USB drive to the computer that needs the BIOS update.
5. Restart the computer and press **F12** when the Dell logo is displayed on the screen.
6. Boot to the USB drive from the **One Time Boot Menu**.
7. Type the BIOS setup program filename and press **Enter**.
8. The **BIOS Update Utility** appears. Follow the instructions on the screen to complete the BIOS update.

Recovering the operating system

When your computer is unable to boot to the operating system even after repeated attempts, it automatically starts Dell SupportAssist OS Recovery.

Dell SupportAssist OS Recovery is a standalone tool that is preinstalled in all Dell computers installed with Windows 10 operating system. It consists of tools to diagnose and troubleshoot issues that may occur before your computer boots to the operating system. It enables you to diagnose hardware issues, repair your computer, back up your files, or restore your computer to its factory state.

You can also download it from the Dell Support website to troubleshoot and fix your computer when it fails to boot into their primary operating system due to software or hardware failures.

For more information about the Dell SupportAssist OS Recovery, see *Dell SupportAssist OS Recovery User's Guide* at www.dell.com/support.

Flea power release

About this task

Flea power is the residual static electricity that remains on the computer even after it has been powered off and the battery has been removed. The following procedure provides the instructions on how to conduct flea power release:

Steps

1. Turn off your computer.
2. Remove the [base cover](#).
3. Remove the [3-cell battery](#) or [4-cell battery](#).
4. Press and hold the power button for 15 seconds to drain the flea power.
5. Install the [3-cell battery](#) or [4-cell battery](#).
6. Install the [base cover](#).
7. Turn on your computer.

Flashing the BIOS

About this task

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

Follow these steps to flash the BIOS:

Steps

1. Turn on your computer.

2. Go to www.dell.com/support.
3. Click **Product support**, enter the Service Tag of your computer, and then click **Submit**.
 **NOTE:** If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.
4. Click **Drivers & downloads > Find it myself**.
5. Select the operating system installed on your computer.
6. Scroll down the page and expand **BIOS**.
7. Click **Download** to download the latest version of the BIOS for your computer.
8. After the download is complete, navigate to the folder where you saved the BIOS update file.
9. Double-click the BIOS update file icon and follow the instructions on the screen.

Backup media and recovery options

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

Drain residual flea power (perform hard reset)

About this task

Flea power is the residual static electricity that remains in the computer even after it has been powered off and the battery is removed.

For your safety, and to protect the sensitive electronic components in your computer, you are requested to drain residual flea power before removing or replacing any components in your computer.

Draining residual flea power, also known as a performing a "hard reset", is also a common troubleshooting step if your computer does not power on or boot into the operating system.

To drain residual flea power (perform a hard reset)

Steps

1. Turn off your computer.
2. Disconnect the power adapter from your computer.
3. Remove the base cover.
4. Remove the battery.
5. Press and hold the power button for 20 seconds to drain the flea power.
6. Install the battery.
7. Install the base cover.
8. Connect the power adapter to your computer.
9. Turn on your computer.

 **NOTE:** For more information about performing a hard reset, see the knowledge base article [SLN85632](#) at www.dell.com/support.

WiFi power cycle

About this task

If your computer is unable to access the internet due to WiFi connectivity issues a WiFi power cycle procedure may be performed. The following procedure provides the instructions on how to conduct a WiFi power cycle:

 **NOTE:** Some ISPs (Internet Service Providers) provide a modem/router combo device.

Steps

1. Turn off your computer.
2. Turn off the modem.
3. Turn off the wireless router.
4. Wait for 30 seconds.
5. Turn on the wireless router.
6. Turn on the modem.
7. Turn on your computer.

Getting help and contacting Dell

Self-help resources

You can get information and help on Dell products and services using these self-help resources:

Table 13. Self-help resources

Self-help resources	Resource location
Information about Dell products and services	www.dell.com
My Dell	
Tips	
Contact Support	In Windows search, type <code>Contact Support</code> , and press Enter.
Online help for operating system	www.dell.com/support/windows www.dell.com/support/linux
Access top solutions, diagnostics, drivers and downloads, and learn more about your computer through videos, manuals and documents.	Your Dell computer is uniquely identified by a Service Tag or Express Service Code. To view relevant support resources for your Dell computer, enter the Service Tag or Express Service Code at www.dell.com/support . For more information on how to find the Service Tag for your computer, see Locate the Service Tag for your Dell Laptop .
Dell knowledge base articles for a variety of computer concerns	1. Go to www.dell.com/support. 2. On the menu bar at the top of the Support page, select Support > Knowledge Base. 3. In the Search field on the Knowledge Base page, type the keyword, topic, or model number, and then click or tap the search icon to view the related articles.

Contacting Dell

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

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

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