

Latitude 3490

Owner's Manual



Notes, cautions, and warnings

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

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

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

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Working on your computer

Topics:

- [Safety precautions](#)
- [Before working inside your computer](#)
- [After working inside your computer](#)

Safety precautions

The safety precautions chapter details the primary steps to be taken before performing any disassembly instructions.

Observe the following safety precautions before you perform any installation or break/fix procedures involving disassembly or reassembly:

- Turn off the system and all attached peripherals.
- Disconnect the system and all attached peripherals from AC power.
- Disconnect all network cables, telephone, and telecommunications lines from the system.
- Use an ESD field service kit when working inside any notebook to avoid electrostatic discharge (ESD) damage.
- After removing any system component, carefully place the removed component on an anti-static mat.
- Wear shoes with non-conductive rubber soles to reduce the chance of getting electrocuted.

Standby power

Dell products with standby power must be unplugged before you open the case. Systems that incorporate standby power are essentially powered while turned off. The internal power enables the system to be remotely turned on (wake on LAN) and suspended into a sleep mode and has other advanced power management features.

Unplugging, pressing and holding the power button for 15 seconds should discharge residual power in the system board, notebooks

Bonding

Bonding is a method for connecting two or more grounding conductors to the same electrical potential. This is done through the use of a field service electrostatic discharge (ESD) kit. When connecting a bonding wire, ensure that it is connected to bare metal and never to a painted or non-metal surface. The wrist strap should be secure and in full contact with your skin, and ensure that you remove all jewelry such as watches, bracelets, or rings prior to bonding yourself and the equipment.

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.

Before working inside your computer

- 1 Ensure that your work surface is flat and clean to prevent the computer cover from being scratched.
- 2 Turn off your computer.
- 3 If the computer is connected to a docking device (docked), undock it.
- 4 Disconnect all network cables from the computer (if available).

△ CAUTION: If your computer has an RJ45 port, disconnect the network cable by first unplugging the cable from your computer.

- 5 Disconnect your computer and all attached devices from their electrical outlets.
- 6 Open the display.
- 7 Press and hold the power button for few seconds, to ground the system board.

△ CAUTION: To guard against electrical shock unplug your computer from the electrical outlet before performing Step # 8.

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

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

After working inside your computer

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



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

- 1 Replace the battery.
- 2 Replace the base cover.
- 3 Connect any external devices, such as a port replicator or media base, and replace any cards, such as an ExpressCard.
- 4 Connect any telephone or network cables to your computer.

⚠ CAUTION: To connect a network cable, first plug the cable into the network device and then plug it into the computer.

- 5 Connect your computer and all attached devices to their electrical outlets.
- 6 Turn on your computer.

Removing and installing components

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

Recommended tools

The procedures in this document require the following tools:

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

NOTE: The #0 screw driver is for screws 0-1 and the #1 screw driver is for screws 2-4

Screw size list

Table 1. Screw size list

Component	M2x2	M2x3	M2x4	M2.5x2.5	M2.5x5	M2.0x5.5	M3x3	2.0D 0.8+2.2L K
Hinge Bracket L + R to LCD cover				10				
LCD Module to LCD cover	4							
TP DOME SUPP BRK to palmrest	2							
CLICKPCB_SUPP_BRK_ASSY to palmrest	4							
Thermal (GPU) to System board (For DSC)		3						
Type C BRK to System board		1						
HDD BRK to HDD Module							4	
Dc-IN to palmrest		1						
System board to palmrest			1					
Power board to palmrest	1							
VGA board to palmrest		2						
WWAN board to palmrest		1						
IO board to palmrest		2						



Hinge Bracket L + R to palmrest					5			
HDD BRK to palmrest						4		
FAN to palmrest					2			
Battery to palmrest		5						
WLAN module to System board		1						
WWAN module to WWAN board		1						
SSD to palmrest								1
FP BRK to palmrest	1							
Base to hinge plate L+R to palmrest								

SIM tray – optional

SIM tray is an optional component. You will see a SIM tray only in systems shipped with a WWAN card.

Removing the SIM tray – WWAN models

- 1 Follow the procedure [Before working inside your computer](#)
- 2 Open the SIM card slot cover on the right side of the system.



- 3 Insert the tip of a paperclip into the hole of the SIM tray slot and then pull out and remove the SIM tray.



Installing the SIM tray – WWAN models

- 1 Align and push the SIM tray back into the SIM tray slot.
- 2 Close the SIM card slot cover.
- 3 Follow the procedure in [After working inside your computer](#)

SD card – optional

SD card is an optional component. You will see a SD card only in systems shipped with a WWAN card.

Removing the SD card – WWAN models

- 1 Follow the procedure [Before working inside your computer](#)
- 2 Push the SD card so that the SD card pops out from its slot, and then remove it from the system.



Installing the SD card – WWAN models

- 1 Push the SD card into its slot until the SD card gets secured with a click sound.
- 2 Follow the procedure in [After working inside your computer](#)

Base Cover

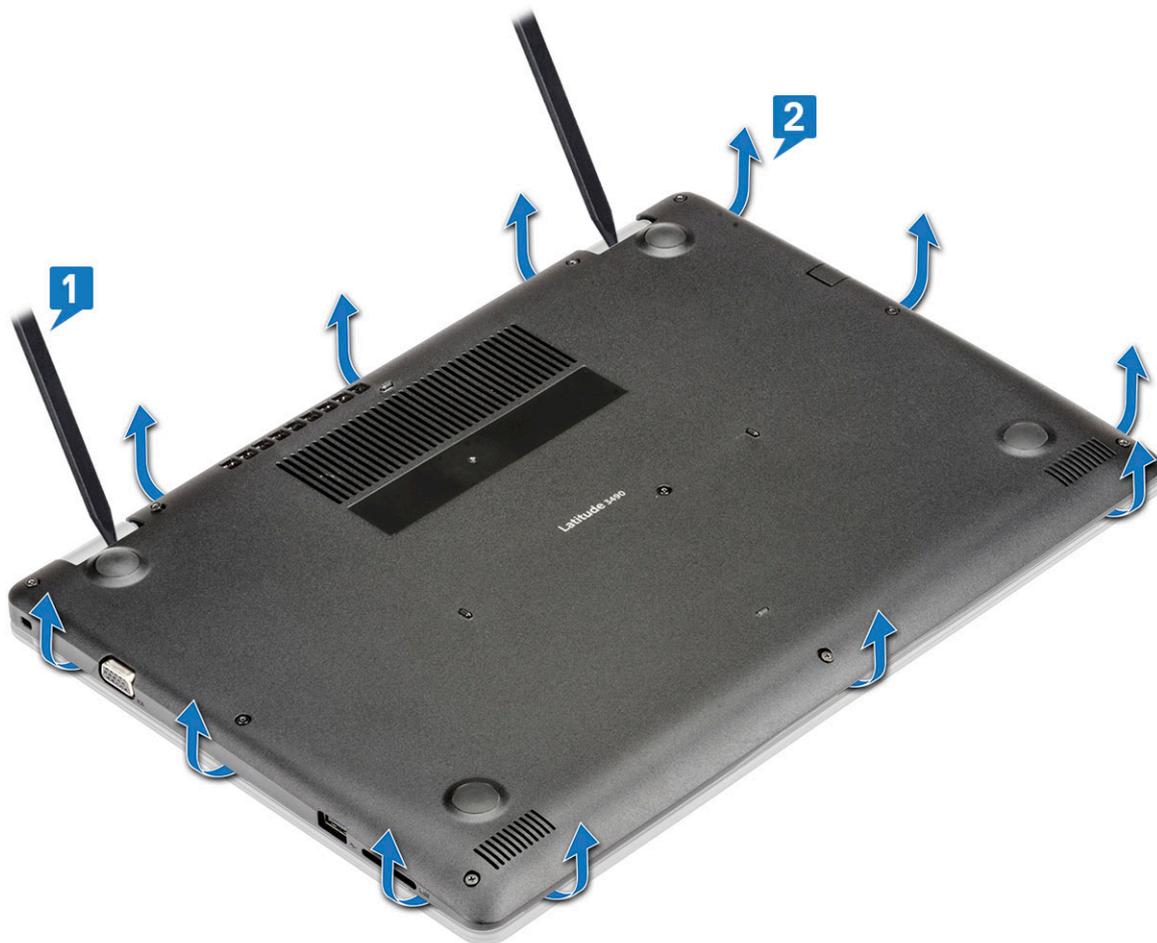
Removing the base cover

- 1 Follow the procedure in [Before working inside your computer](#)
- 2 Remove the [SIM tray \(WWAN models\)](#):
- 3 To remove the base cover:
 - a Loosen the 10 M2.5xL8.5 captive screws that secure the base cover to the computer .



- b Pry the base cover from the upper right edge [1] and continue to pry the outer edges of the base cover in clockwise direction [2].

NOTE: You must use a plastic scribe to pry the base cover from the edge [1].



4 Lift the base cover away from the computer.



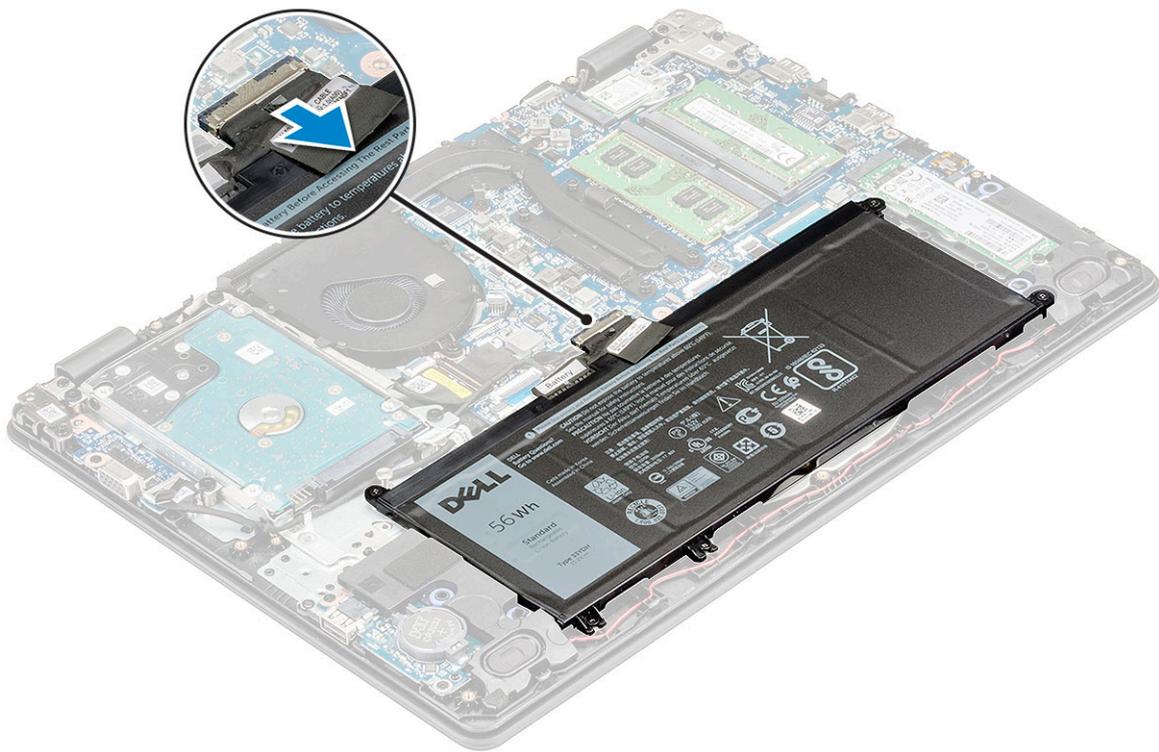
Installing base cover

- 1 Align the base cover with the screw holders on the computer.
- 2 Press the edges of the cover until it clicks into place.
- 3 Tighten the 10 M2.5xL8.5 screws to secure the base cover to the computer.
- 4 Install the [SIM tray \(WWAN models\)](#).
- 5 Follow the procedure in [After working inside your computer](#)

Battery

Removing battery

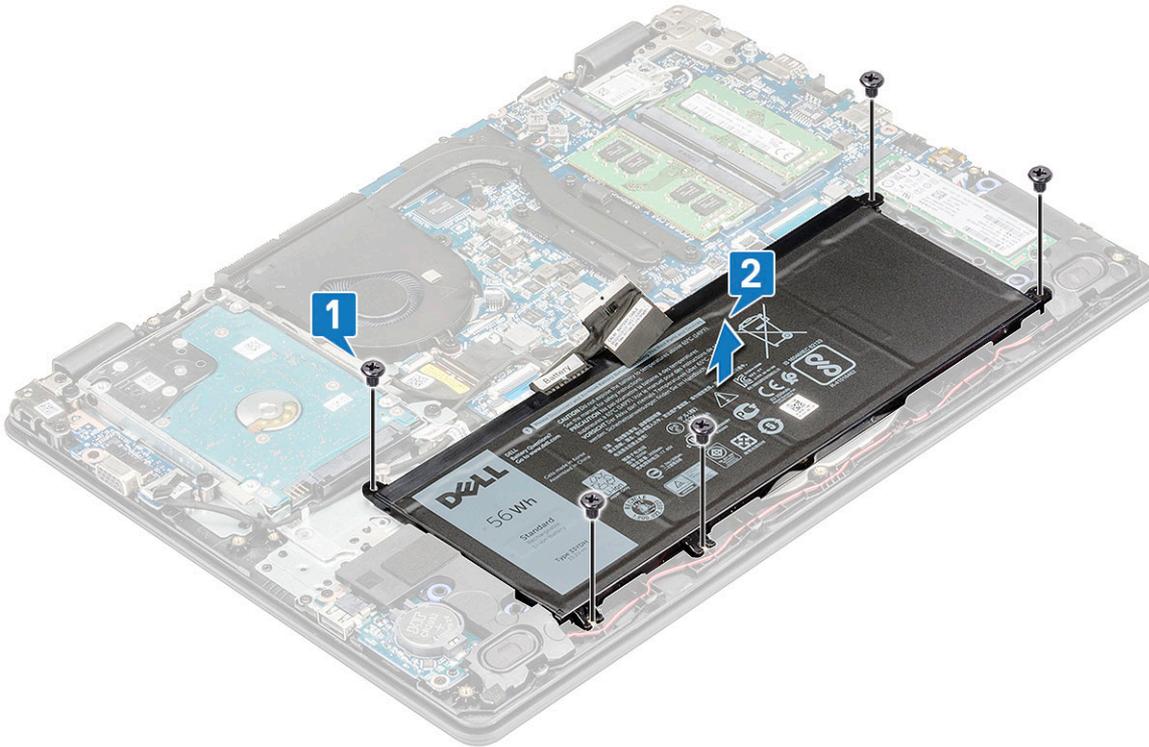
- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [Removing the SIM tray – WWAN models](#)
 - b [base cover](#)
- 3 To remove the battery:
 - a Disconnect the battery cable from the connector on the system board .



- b Remove the 5 M2x3 screws that secure the battery to the computer [1].

NOTE: The 3-cell battery has only 3 screws.

- c Lift the battery away from the computer [2].



Installing the battery

- 1 Insert the battery into the slot on the computer.
- 2 Replace the 5 M2x3 screws to secure the battery to the computer.
NOTE: The 3-cell battery has only 3 screws.
- 3 Connect the battery cable to the connector on the system board.
- 4 Install the:
 - a base cover
 - b SIM tray (WWAN models)
- 5 Follow the procedure in [After working inside your computer](#).

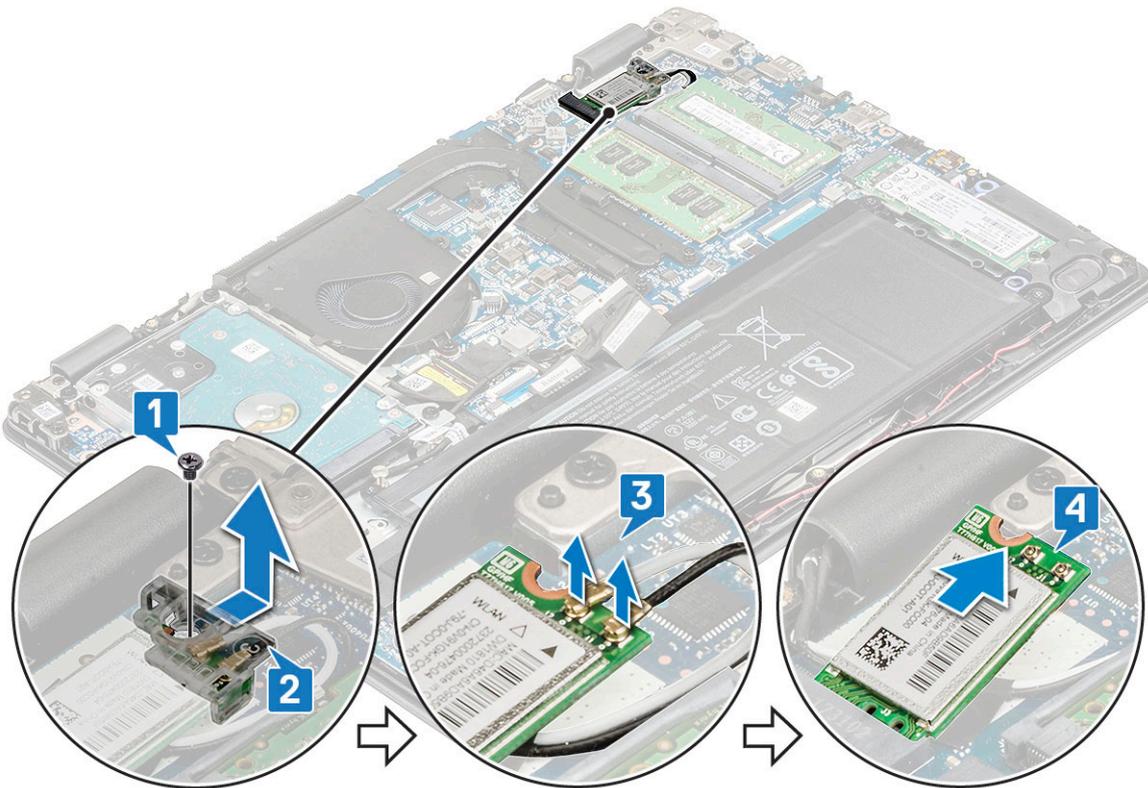
WLAN Card

Removing the WLAN card

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [Removing the SIM tray – WWAN models](#)
 - b base cover
 - c battery
- 3 To remove the WLAN card:
 - a Remove the M2x3 screw that secures the WLAN bracket to the system [1].
 - b Slightly pull the bracket and lift it off the WLAN card [2].
 - c Disconnect the WLAN antenna cables from the connectors on the WLAN card [3].



- d Pull the WLAN card from its connector on the system board [4].



Installing the WLAN card

- 1 Insert the WLAN card into its connector on the system board.
- 2 Route the antenna cables on the wireless card slot and secure the antennas underneath the wireless card, and then connect the two antenna cables to the connectors on the WLAN card.

NOTE: Connect the MAIN antenna (white) to the MAIN pin and AUX antenna (black) to the AUX pin, respectively.

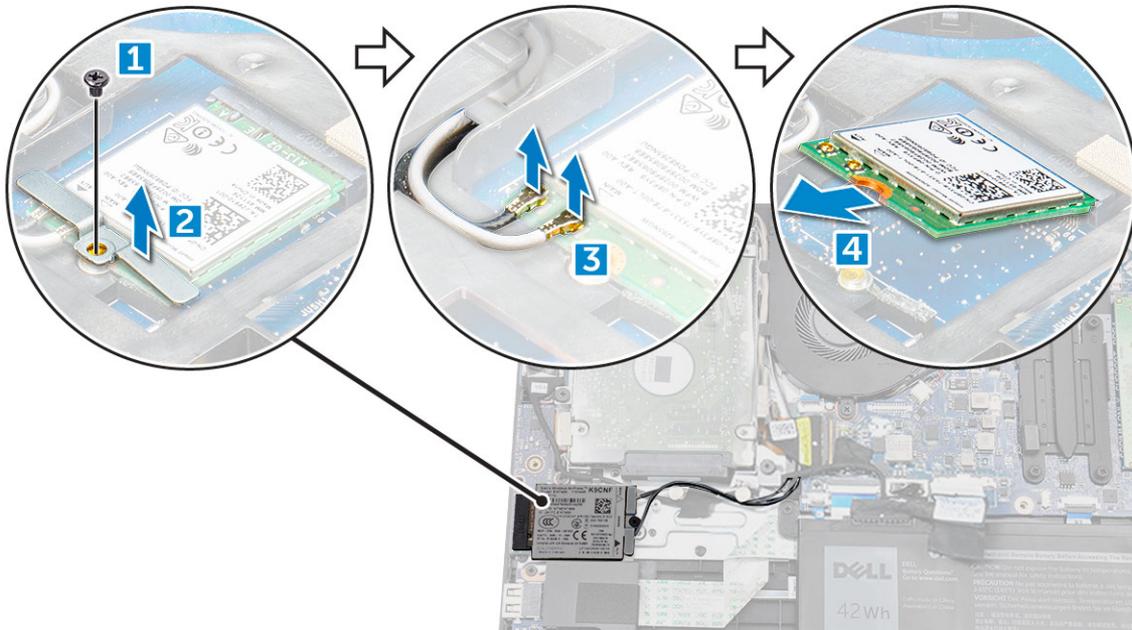
- 3 Replace the WLAN card holder on the WLAN card.
- 4 Tighten the M2x3 screw to secure the WLAN card and card holder to the system board.
- 5 Install the:
 - a battery
 - b base cover
 - c SIM tray (WWAN models)
- 6 Follow the procedure in [After working inside your computer](#)

WWAN card – optional

Removing the WWAN card

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

- 3 To remove the WWAN card:
 - a Remove the M2x3 screw that secures the WWAN metal bracket to the system [1] and then lift and remove the metal bracket off the WWAN card [2].
 - b Disconnect the two antenna cables from the WWAN card [3].
 - c Pull out the WWAN card from its connector on the system board [4].



Installing the WWAN card

- 1 Insert the WWAN card into its connector on the system board.
- 2 Connect the two antenna cables to the WWAN card.
NOTE: The WWAN antennas should be routed underneath the display cable and above the VGA daughter board cable, and then secured with the adhesive tape on the palm-rest.
- 3 Replace the metal bracket on the WWAN.
- 4 Tighten the M2x3 screw to secure the WWAN card and bracket to the system board.
- 5 Install the:
 - a battery
 - b base cover
 - c [Installing the SIM tray – WWAN models](#)
- 6 Follow the procedure in [After working inside your computer](#)

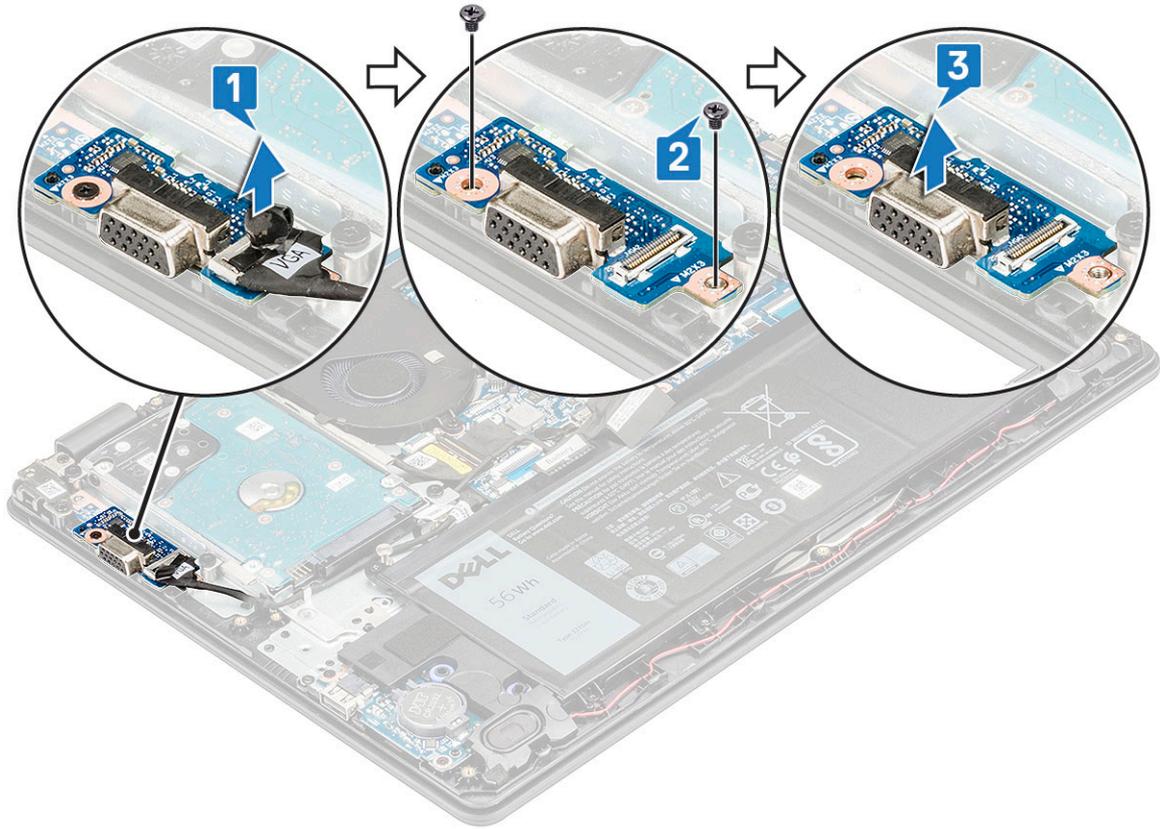
VGA board

Removing VGA board

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a base cover
 - b battery
- 3 To remove the VGA board:
 - a Disconnect the VGA daughter board cable from the VGA daughter board [1].



- b Remove the two M2x3 screws that secure the VGA board to the system [2].
- c Lift the VGA board from the system [3].



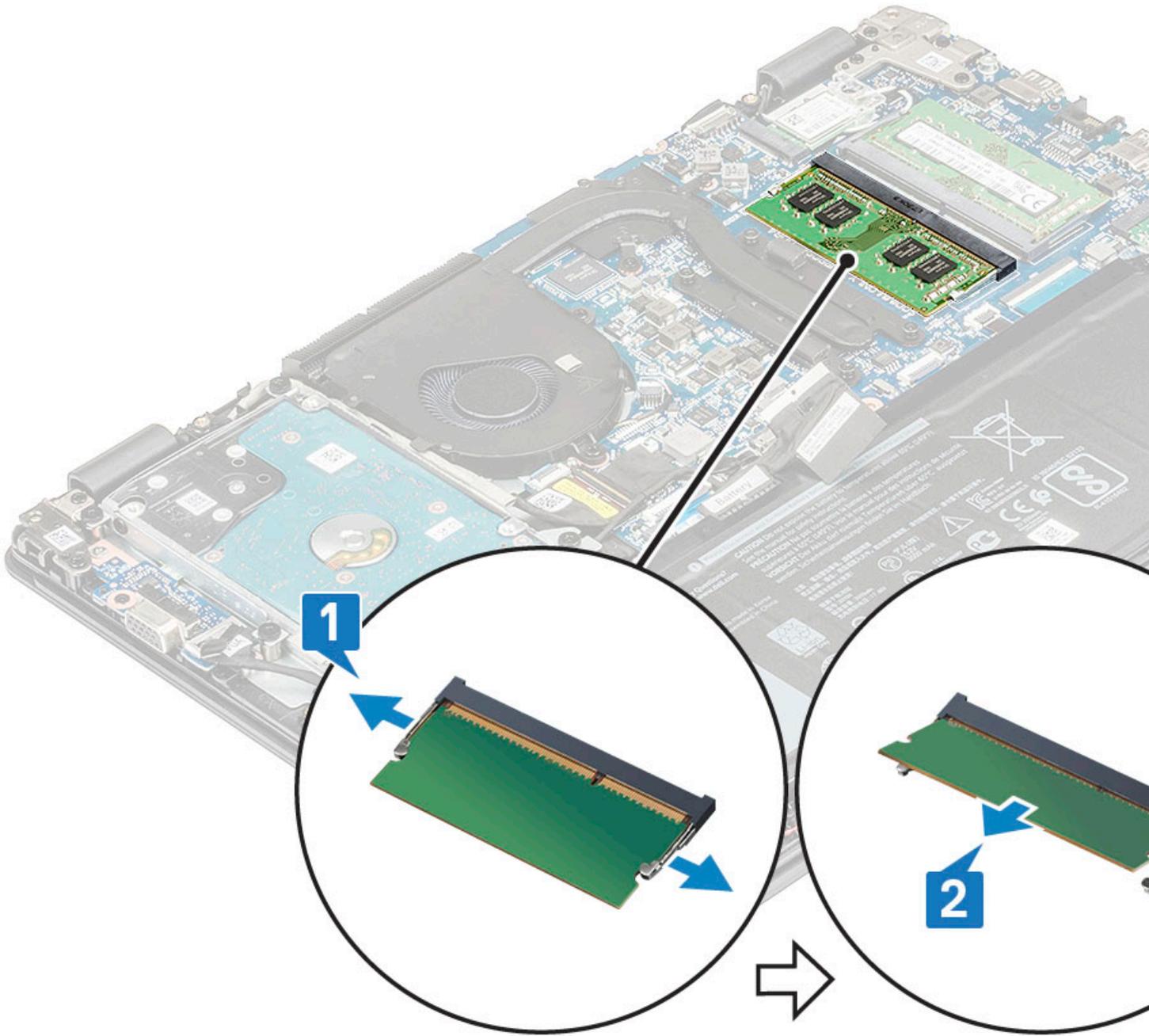
Installing VGA board

- 1 Place the VGA board in its slot on the system.
- 2 Replace the two M2x3 screws to secure the VGA board to the system.
- 3 Connect the VGA daughter board cable to the VGA daughter board.
- 4 Install the:
 - a battery
 - b base cover
- 5 Follow the procedure in [After working inside your computer](#).

Memory Module

Removing the memory module

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [Removing the SIM tray – WWAN models](#)
 - b base cover
 - c battery
- 3 To remove the memory module:
 - a Pry apart the memory module latches until the memory module pops out [1].
 - b Lift and remove the memory module from the system board [2].



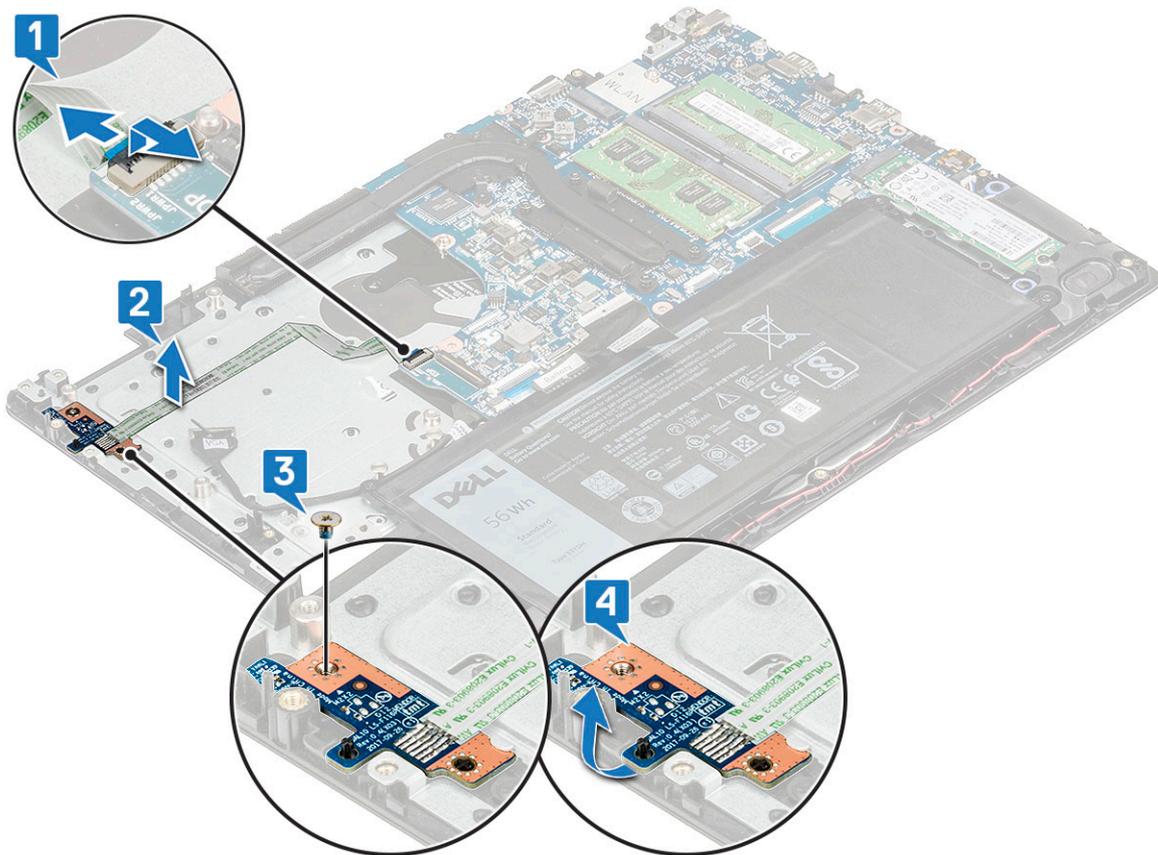
Installing the memory module

- 1 Insert the memory module into its connector at a 30 degree angle until the contacts are fully seated into the slot. Then, press the module until the clips secure the memory module.
- 2 Install the:
 - a battery
 - b base cover
- 3 Follow the procedure in [After working inside your computer](#).

Power button board

Removing power button board

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [Removing the SIM tray – WWAN models](#)
 - b [base cover](#)
 - c [battery](#)
 - d [Hard disk](#)
 - e [System fan](#)
 - f [VGA board](#)
- 3 To remove the power button board:
 - a Disconnect the power button board cable from its connector on the system board [1] and peel the adhesive to release it [2].
 - b Remove the M2x2 screw that secures the power button board to the system [3].
 - c Slightly pull and lift the power button board from the system [4].



Installing power button board

- 1 Place the power button board in its slot to secure it under the metal clip.
- 2 Tighten the M2x2 screw that secures the power button board to the system.
- 3 Secure the adhesive-backed power button board cable to the system and then connect the cable to its connector on the system board.

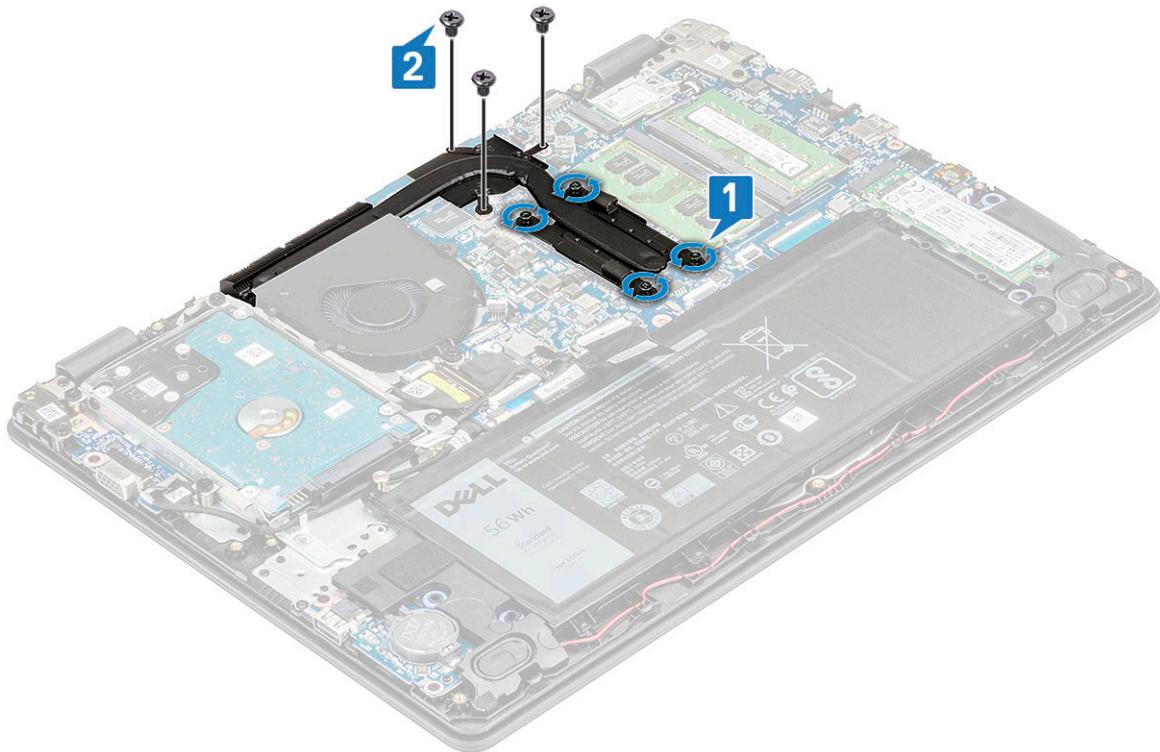
- 4 Install the:
 - a VGA board
 - b system fan
 - c hard disk
 - d battery
 - e base cover
 - f SIM tray (WWAM models)
- 5 Follow the procedure in [After working inside your computer](#).

Heat sink

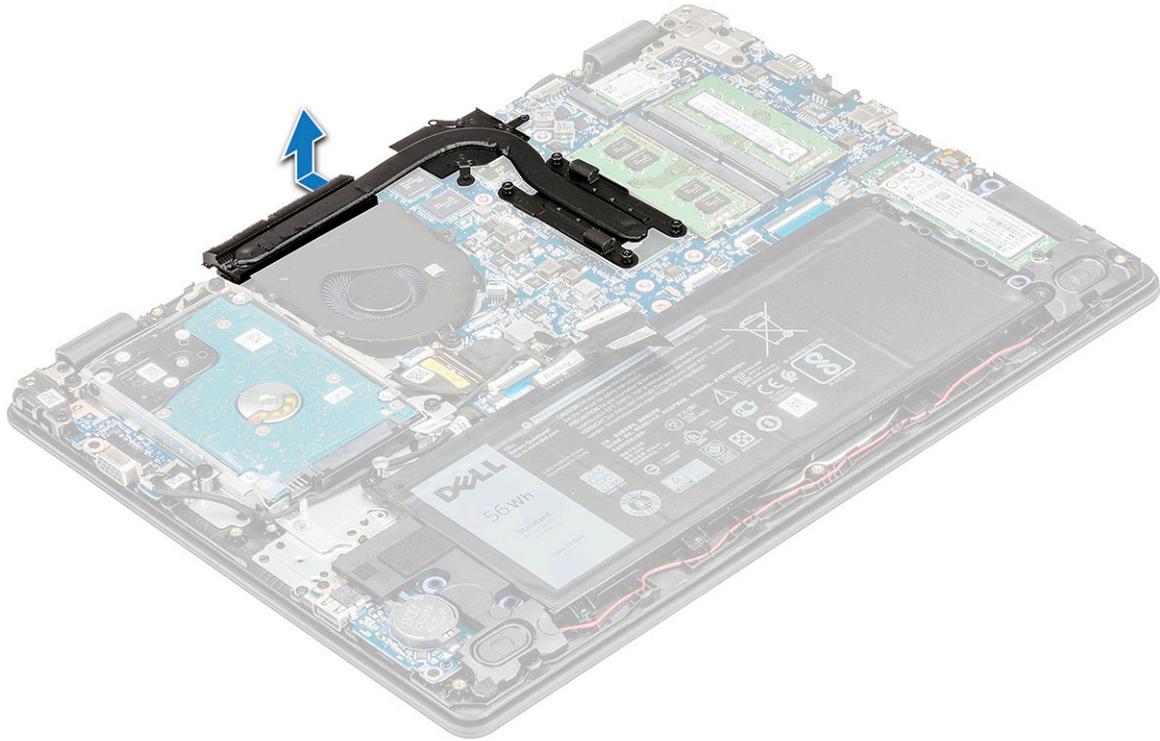
Removing the heatsink

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a base cover
 - b battery
- 3 To remove the heatsink:
 - a Loosen the 4 M2.5x2.5 captive screws that secure the heatsink to the computer [1], and then remove another 3 M2x3 screws to release it from the system [2].

 **NOTE:** Remove the heat sink screws in sequential order as indicated on the heat-sink.



- b Lift the heatsink away from the computer [2].



Installing the heatsink

- 1 Insert the heatsink into the slot on the computer.
- 2 Tighten the M2.5x2.5 screws and replace the three M2x3 screws to secure the heatsink to the computer.

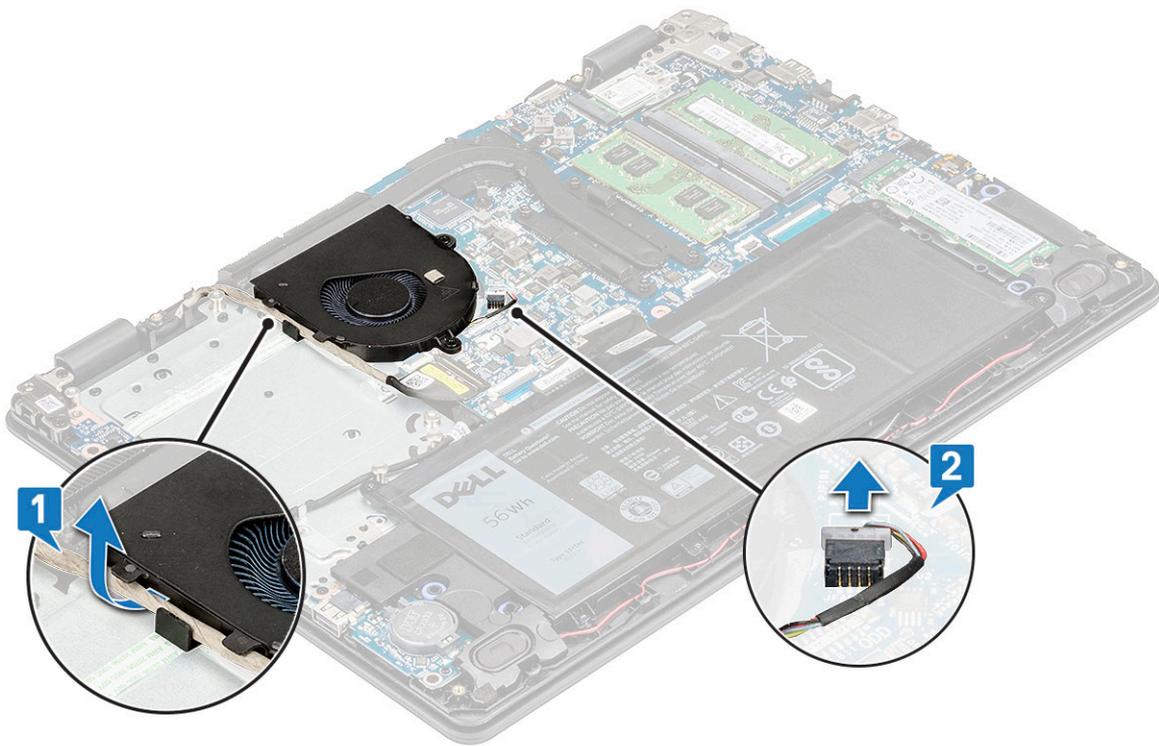
NOTE: Tighten the heat sink screws in sequential order as indicated on the heat-sink.

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

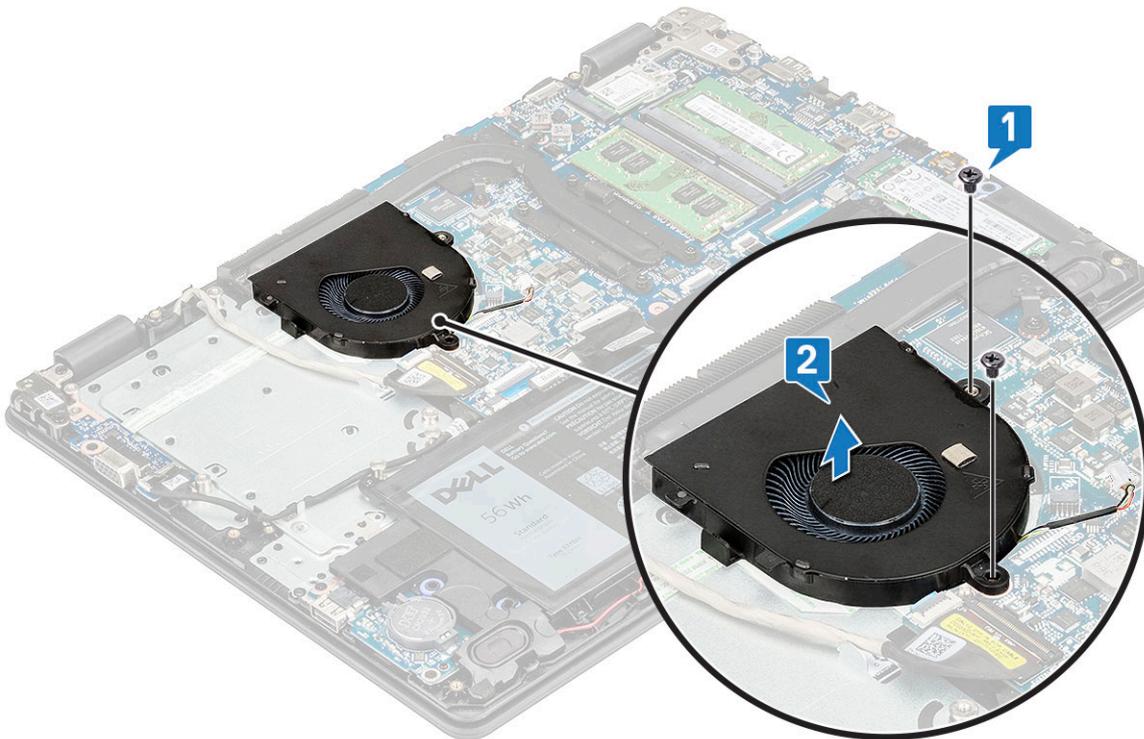
System Fan

Removing the system fan

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a base cover
 - b battery
- 3 To remove the system fan:
 - a Unroute the eDP cable from its routing channel on the system fan [1] and disconnect the system fan cable from its connector on the system board [2].



b Remove the 2 M2.5x5 screws that secure the fan to the computer [1] and lift the fan off the computer [2].



Installing the system fan

- 1 Place the fan on the computer.
- 2 Tighten the 2 M2.5x5 screws to secure the fan to the computer.



- 3 Connect the fan cable to the system board.
- 4 Route the eDP cable through its routing channel on the system fan.

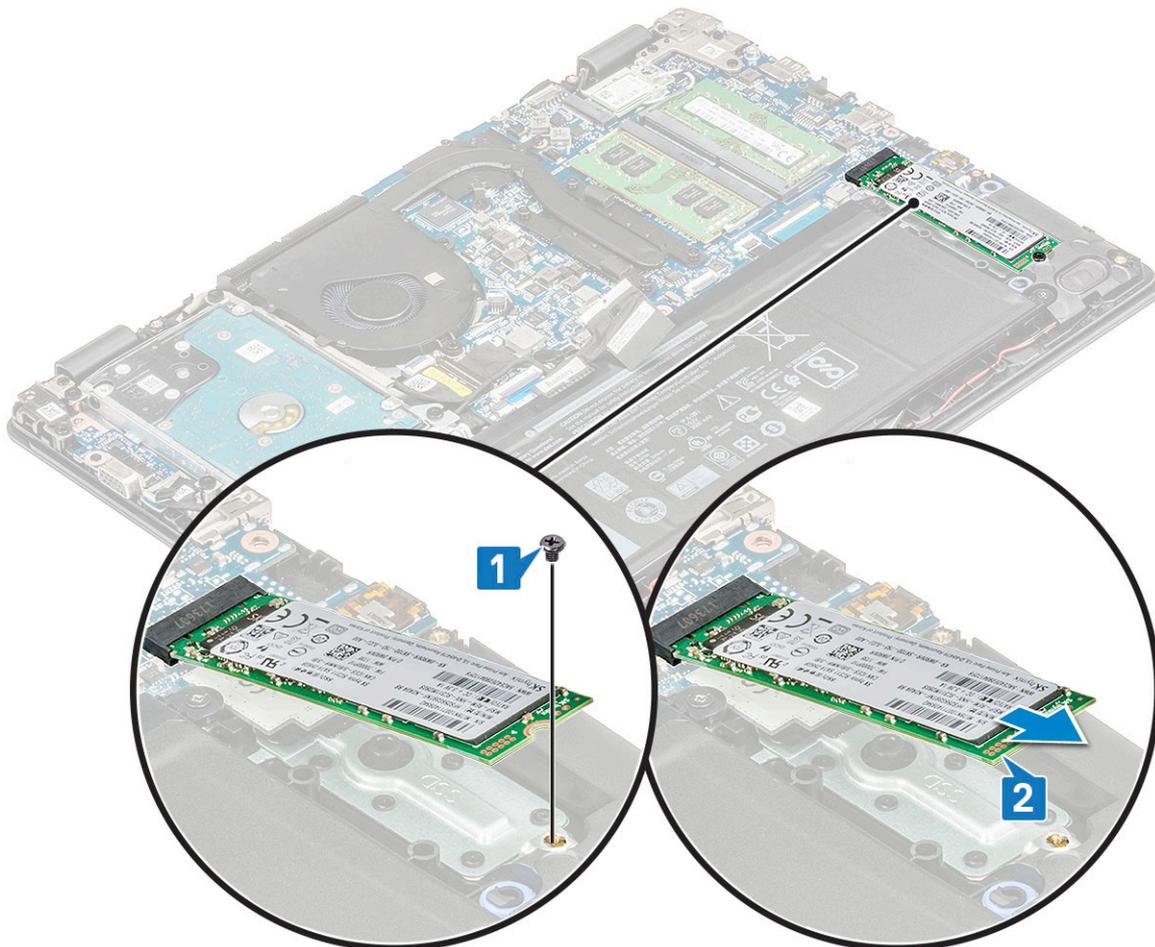
① **NOTE:** Display cable should be routed above the WWAN antennas (for models shipped with a WWAN card), and then secured with conductive tape on the palm rest.

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

SATA Solid State Drive (SSD)

Removing the SSD card

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a base cover
 - b battery
- 3 To remove the Solid State Drive (SSD) card:
 - a Remove the single (M2x3) screw that secures the SSD to the system [1].
 - b Slide and lift the SSD from the system [2].



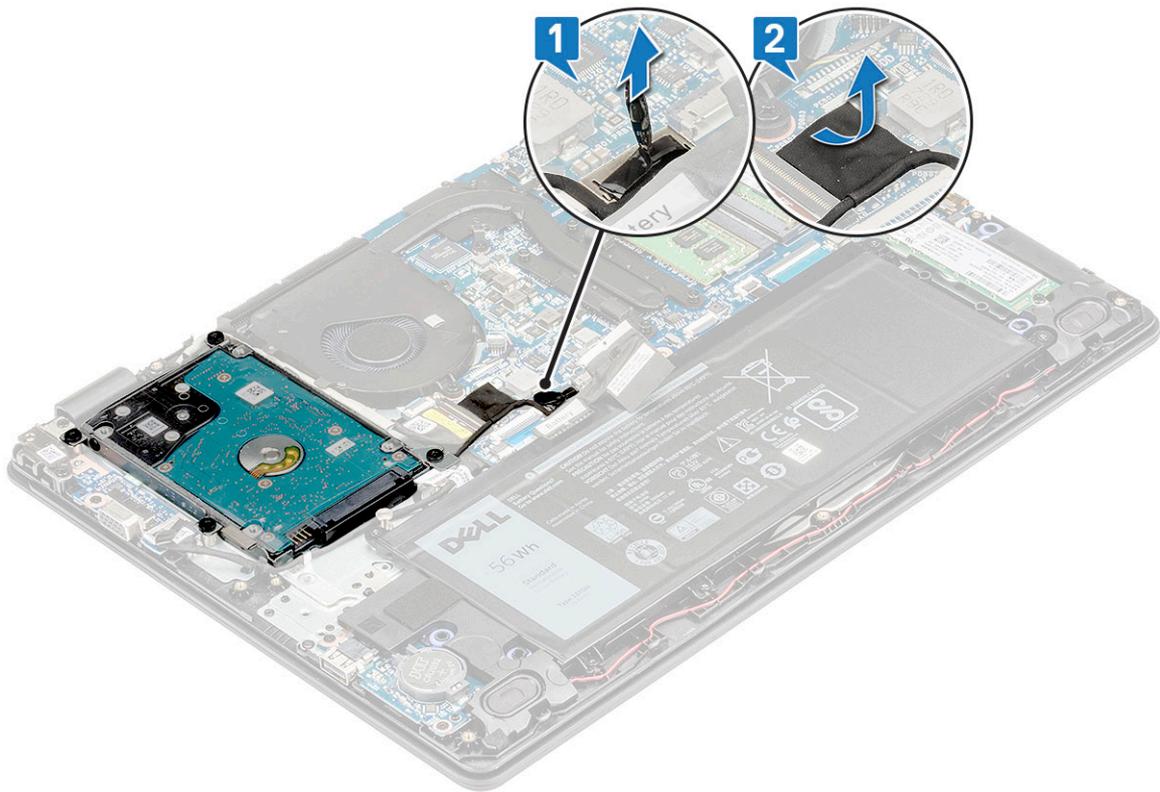
Installing the SSD card

- 1 Insert the SSD card into its slot on the system.
- 2 Replace the single (M2x3) screw that secures the SSD card to the system.
- 3 Install the:
 - a [battery](#)
 - b [base cover](#)
- 4 Follow the procedure in [After working inside your computer](#).

Hard drive

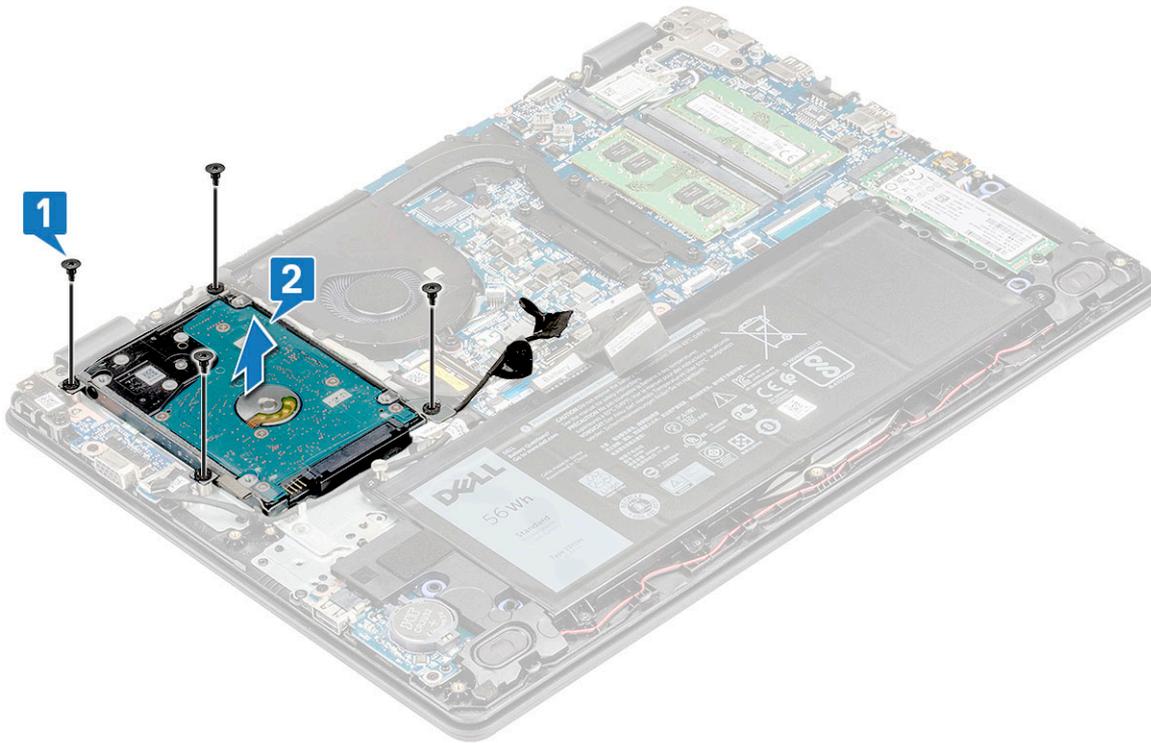
Removing the hard disk drive

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [Removing the SIM tray – WWAN models](#)
 - b [base cover](#)
 - c [battery](#)
- 3 To remove the hard disk drive (HDD):
 - a Disconnect the HDD cable from the system board [1].
 - b Peel the adhesive tape that secures the HDD cable to the system board [2]



- c Remove the 4 M2.0x5.5 screws that secure the HDD to the palmrest [1].
- d Lift the HDD from the computer [2].





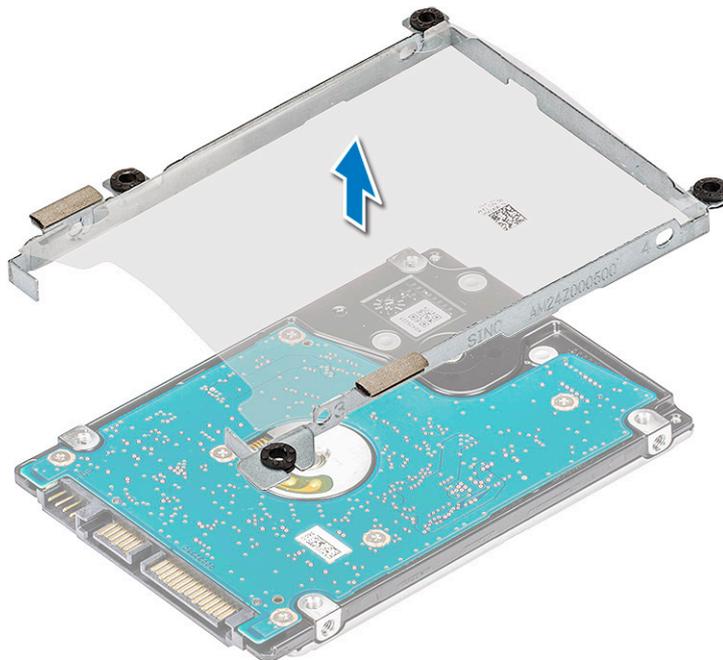
4 Disconnect the HDD cable interposer.



5 Then, remove the M3x3 screws to detach the bracket from the HDD.



- 6 Lift the HDD bracket to remove it from the HDD.



Installing the hard disk drive

- 1 Tighten the M3xL3 screws that secure the bracket to the HDD.
- 2 Connect the HDD cable interposer.
- 3 Insert the HDD into the connector on the computer.
- 4 Tighten the 4 M2.0x5.5 screws to secure the HDD to the computer.

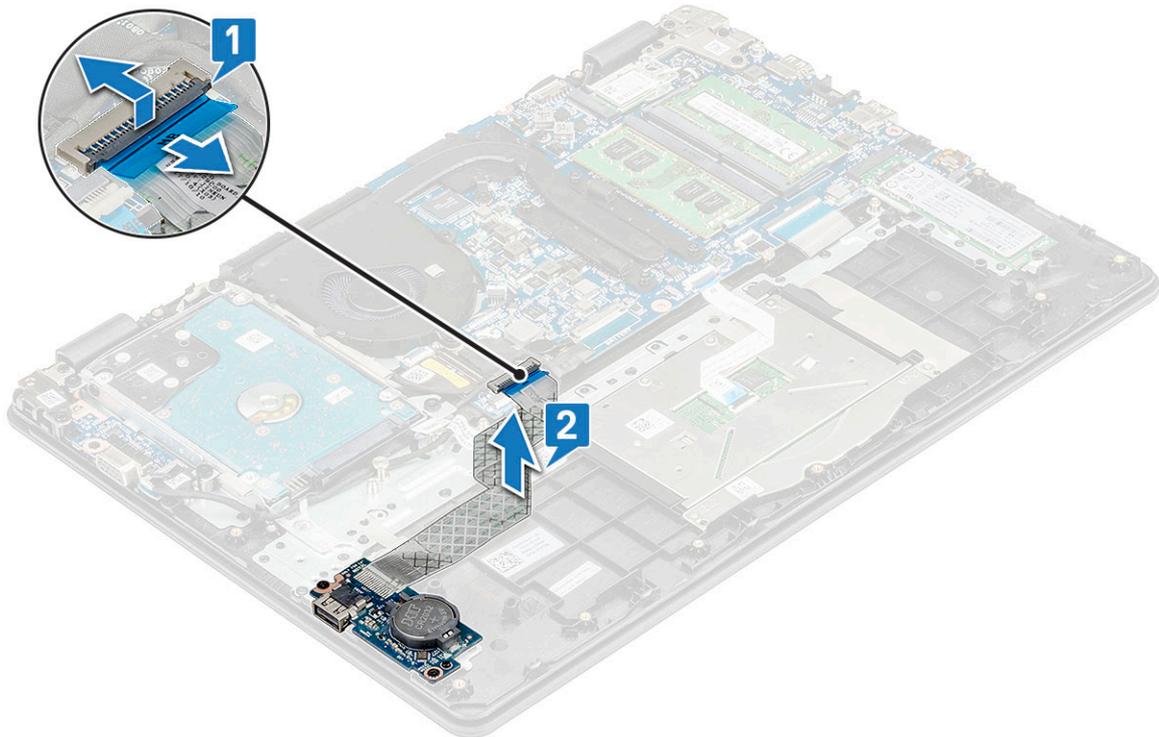


- 5 Route the hard drive cable underneath the bottom-right corner of the hard drive bracket and affix the adhesive tape to secure the hard drive cable to the system board.
- 6 Connect the HDD cable to the system board.
- 7 Install the:
 - a battery
 - b base cover
- 8 Follow the procedure in [After working inside your computer](#).

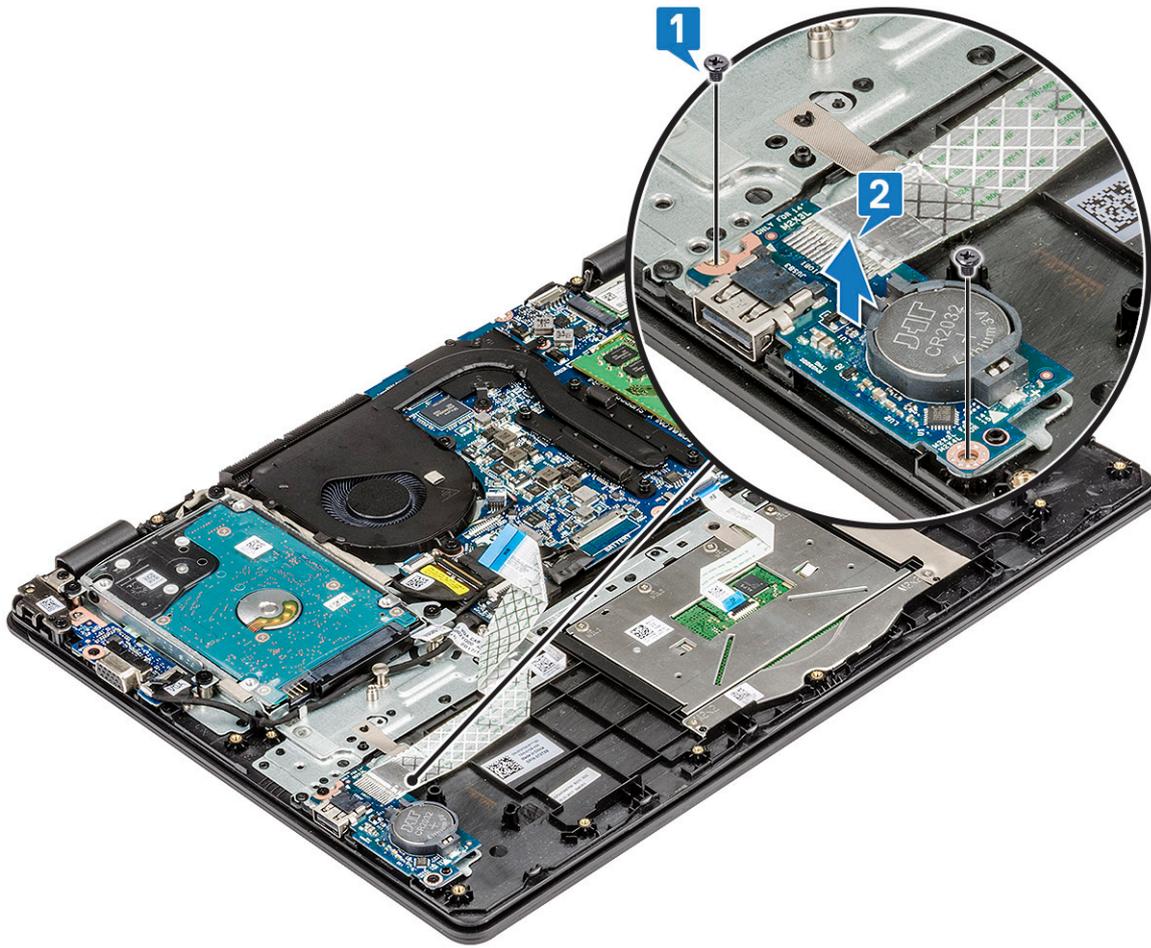
Input-Output board

Removing the Input-Output board

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a base cover
 - b battery
 - c speaker
- 3 To remove the Input-Output (I/O) board:
 - a Disconnect the I/O board cable [1], peel the adhesive tape that secures the I/O cable to the system [2].



- b Remove the two M2x3 screws that secure the I/O board to the system [1] and lift the I/O board off the palmrest [2].



Installing the Input-Output board

- 1 Place the Input-Output (I/O) board into its slot on the palmrest.
- 2 Replace the M2x3 screws to secure the I/O board to the palmrest.
- 3 Connect the I/O board cable to its connector on the system board.
- 4 Install the:
 - a [speaker](#)
 - b [battery](#)
 - c [base cover](#)
- 5 Follow the procedure in [After working inside your computer](#)

Fingerprint reader – optional

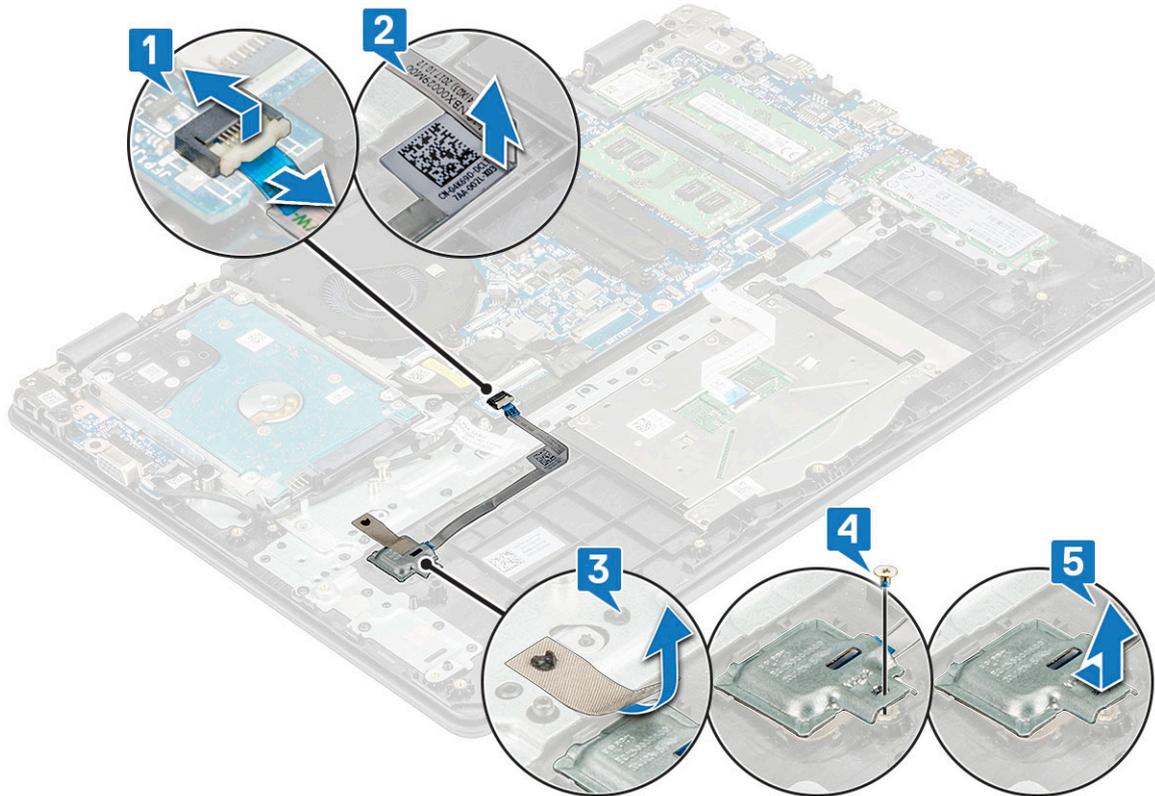
Removing the fingerprint reader

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

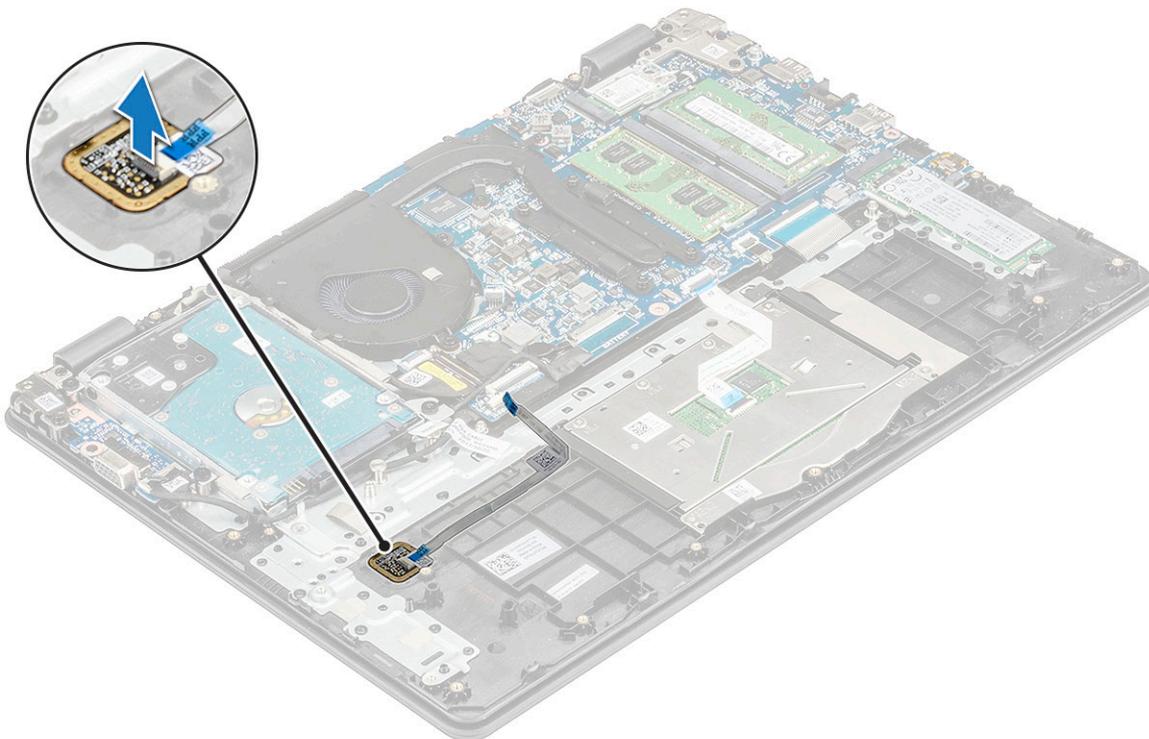


3 To remove the fingerprint reader:

- a Disconnect the fingerprint reader cable from its connector on the system board [1], peel the adhesive that secures the cable to the palmrest [2].
- b Peel the adhesive tape that secures the fingerprint reader to the palmrest [3].
- c Remove the M2x2 screw securing the metal bracket of the connector [4] and lift it off the computer [5]



- d Lift the fingerprint reader off the computer



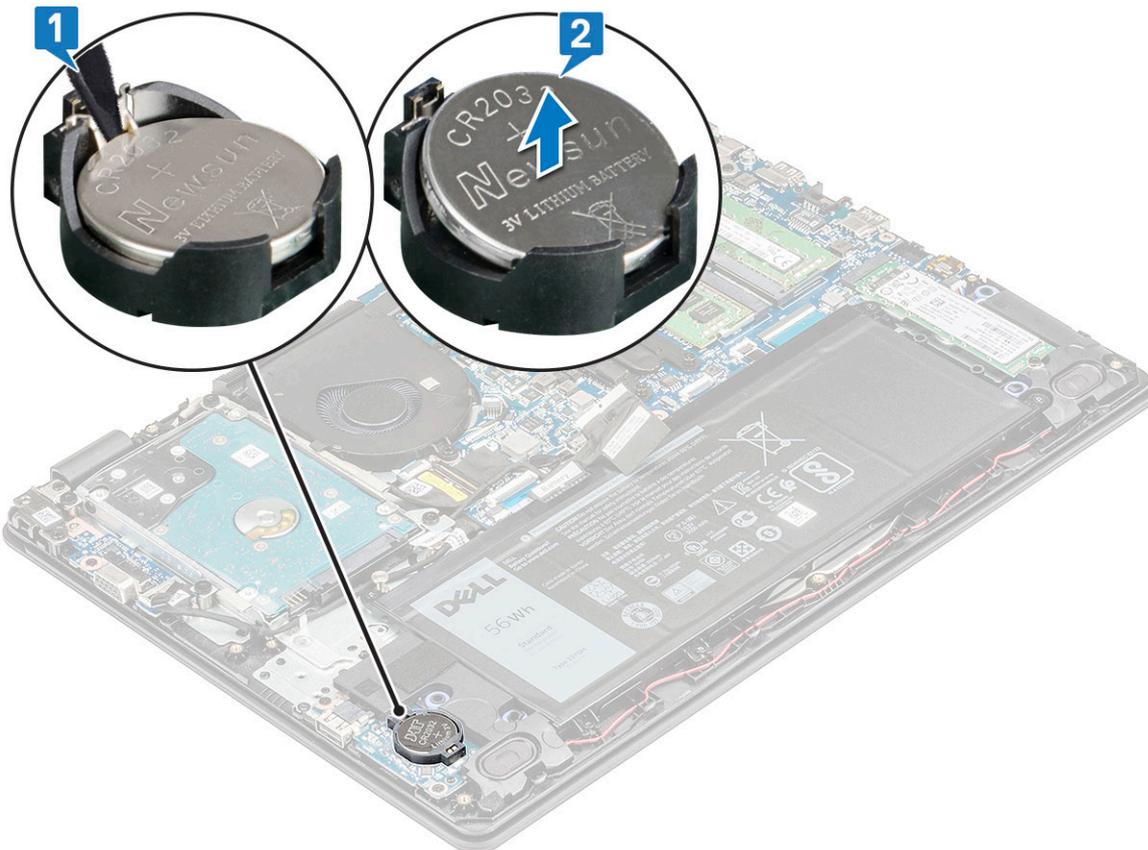
Installing the fingerprint reader

- 1 Place the fingerprint reader into the slot on the palmrest.
- 2 Place the metal bracket on the fingerprint reader and replace the M2x2 screw to secure the fingerprint reader to the system.
- 3 Secure the metal bracket on the fingerprint reader with an adhesive tape.
- 4 Affix the adhesive-backed cable to secure it to the palmrest.
- 5 Connect the fingerprint reader cable to the connector on the system board.
- 6 Install the:
 - a battery
 - b base cover
- 7 Follow the procedure in [After working inside your computer](#)

Coin cell battery

Removing the coin cell battery

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a base cover
 - b battery
- 3 To remove the coin cell:
 - a Pry the coin cell battery until it pops out from its slot [1].
 - b Lift and remove the coin cell from the system [2].



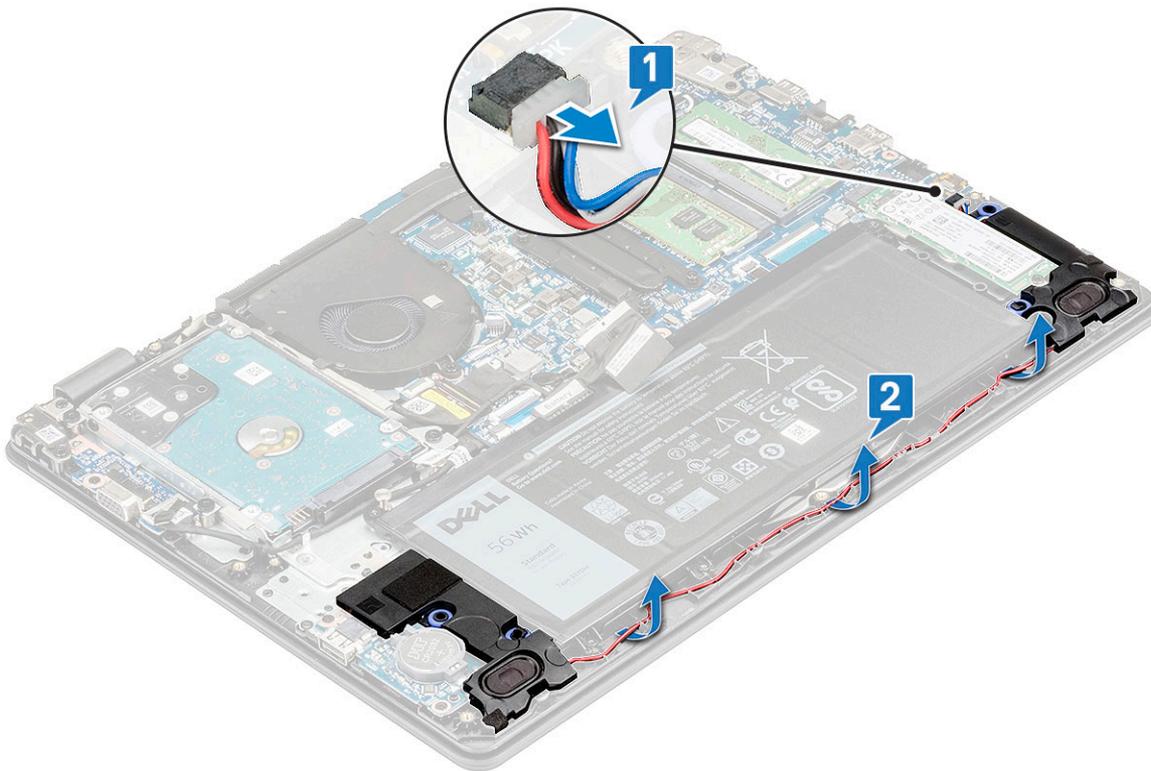
Installing the coin cell battery

- 1 Place the coin cell into the slot on the system board.
- 2 Connect the battery cable to the system board.
- 3 Install the:
 - a battery
 - b base cover
- 4 Follow the procedure in [After working inside your computer](#)

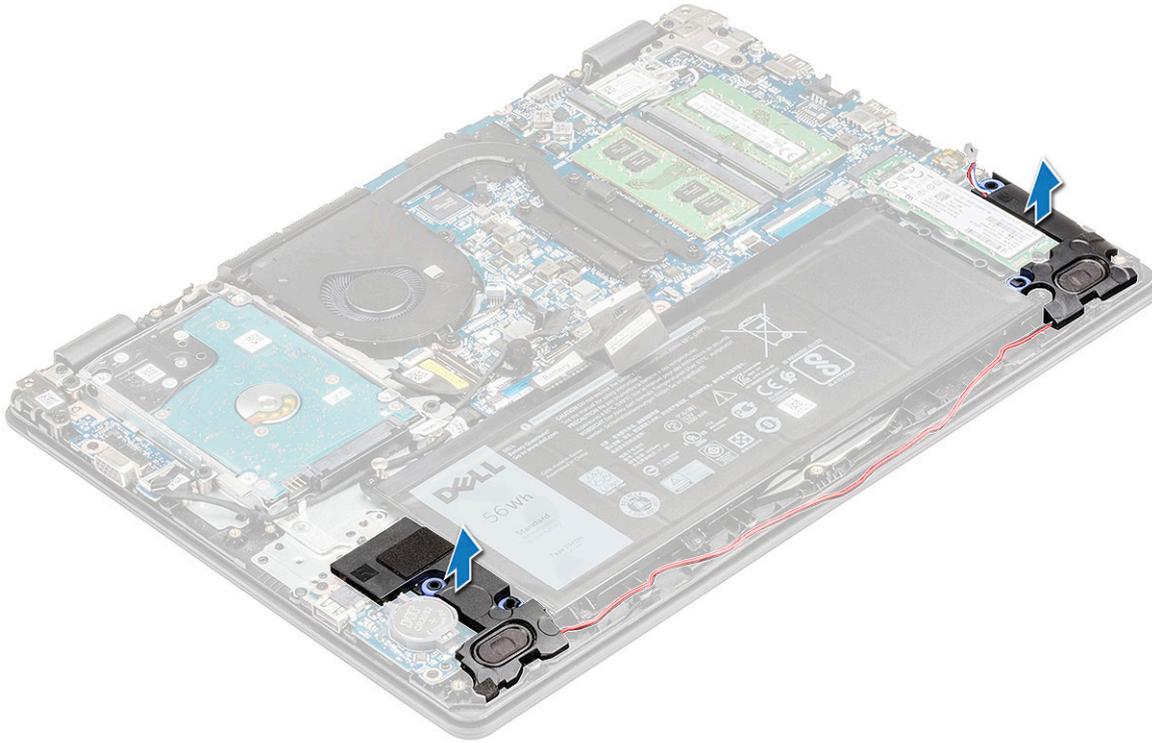
Speakers

Removing the speakers

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a base cover
 - b battery
- 3 To remove the speakers:
 - a Disconnect the speaker cable from the connector on the system board [1].
 - b Unroute the speaker cable from the routing channel [2].



- 4 Lift the speakers from the computer.



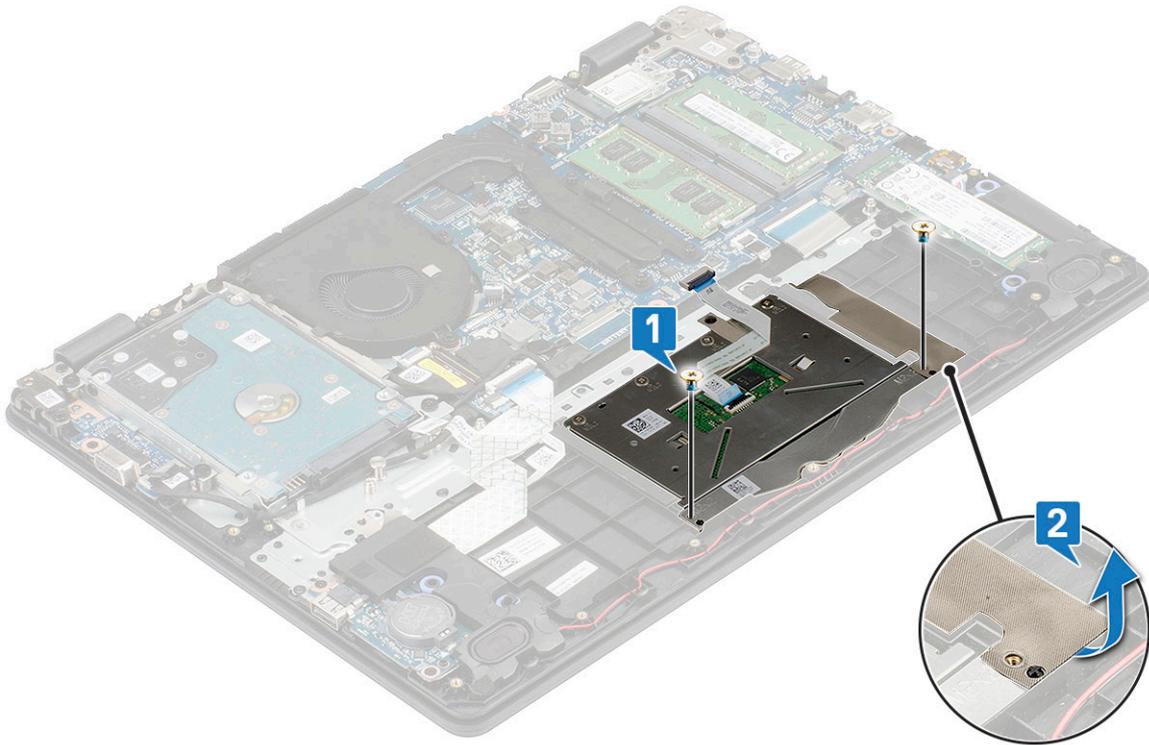
Installing the speakers

- 1 Place the speakers into the slots on the computer.
- 2 Route the speaker cable through its routing channel.
- 3 Connect the speaker cable to the connector on the system board.
- 4 Install the:
 - a [battery](#)
 - b [base cover](#)
- 5 Follow the procedure in [After working inside your computer](#).

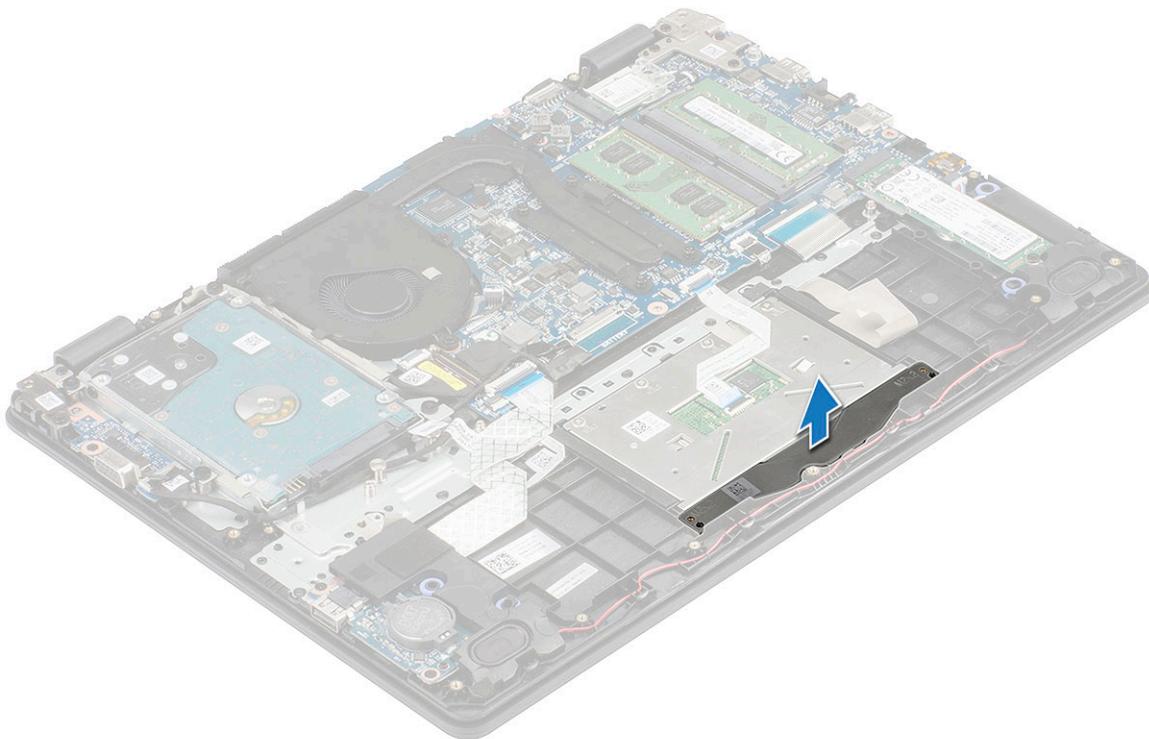
Touchpad panel

Removing the touchpad

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [base cover](#)
 - b [battery](#)
- 3 Remove the two M2x2 screws that secures the touchpad bracket to the system [1].
- 4 Peel off the adhesive tape that secures the touchpad bracket [2].

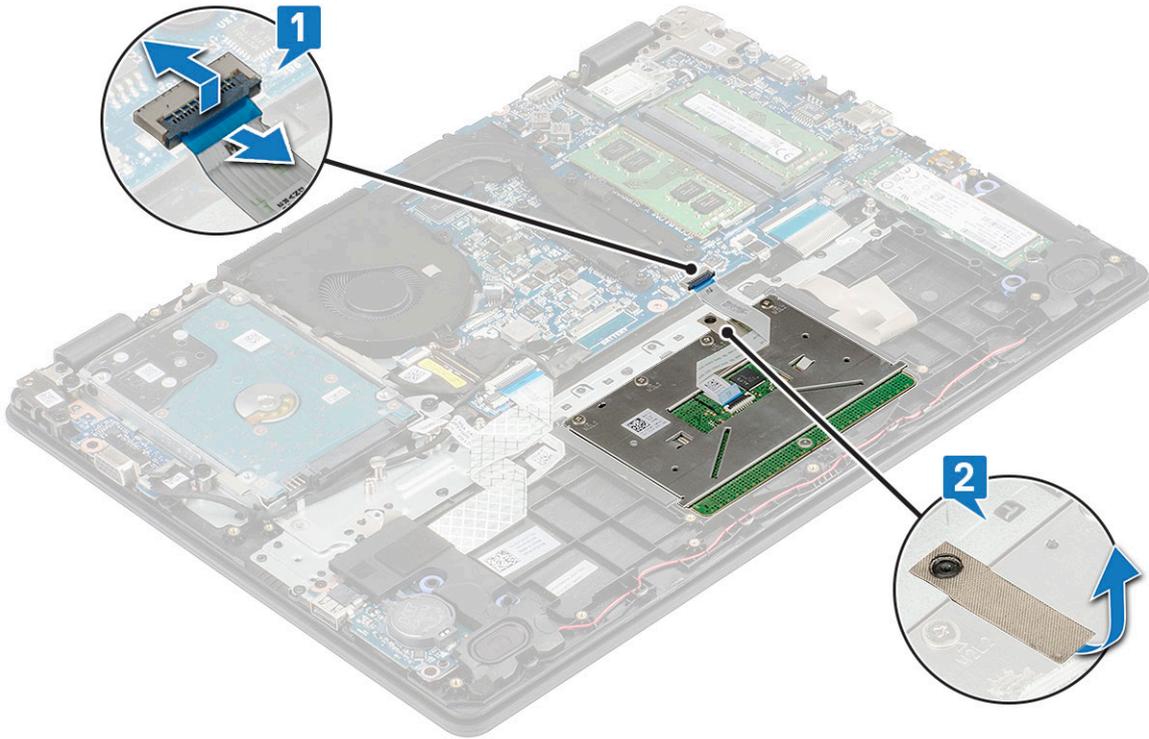


5 Lift the metal bracket from the system.

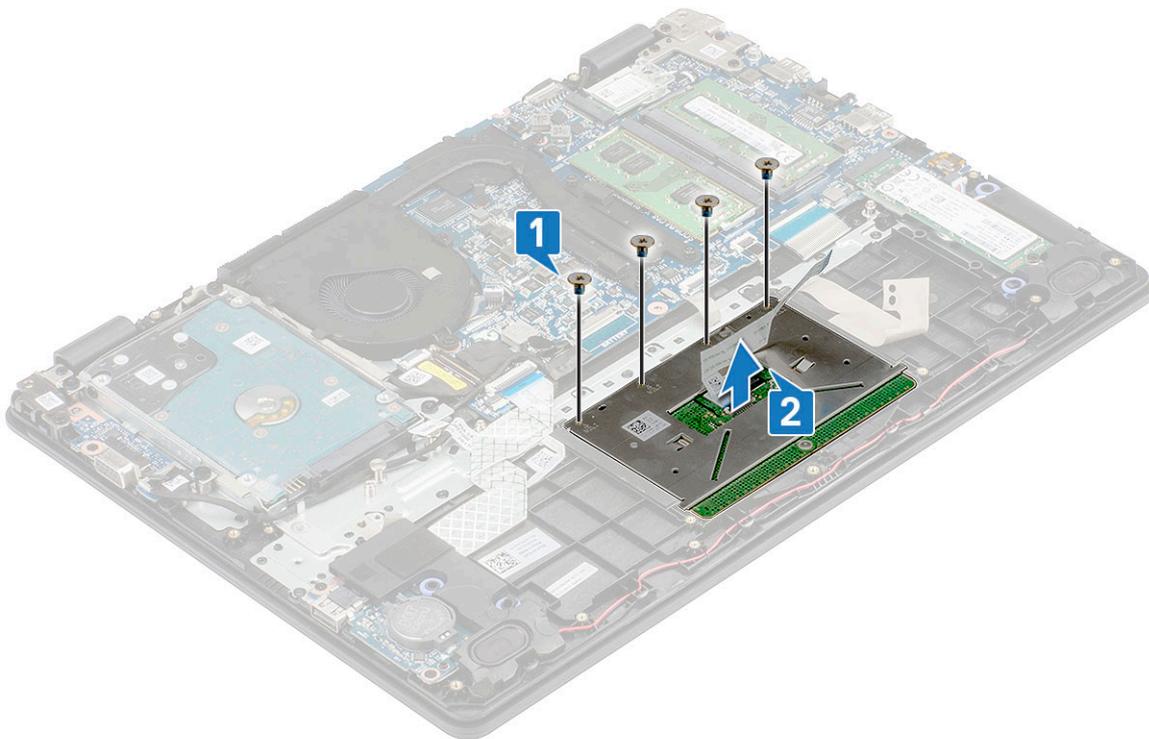


6 Disconnect the touchpad cable from its connector on the system board [1] and Peel off the adhesive that secures the TP cable to the touchpad to release it from the touchpad.

7 Peel off the adhesive tape that secures the touchpad panel [2].



8 Remove the four M2x2 screws that secure the touchpad on the computer [1] and lift the touchpad from the system [2].



Installing the touchpad

- 1 Place the touchpad into the slot on the system and replace the four M2x2 screws to secure it to the system.
- 2 Affix the adhesive tape to secure the touchpad pane.

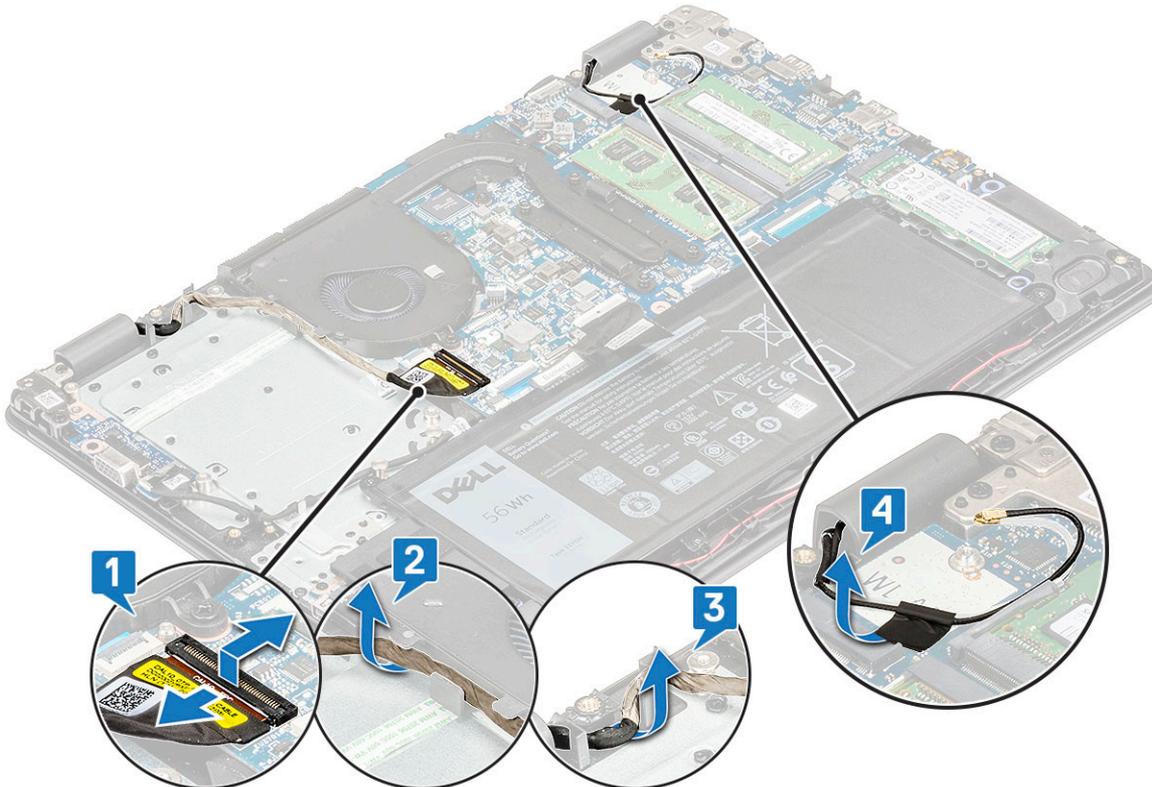


- 3 Connect the touchpad cable to the connector and affix the adhesive-backed cable to secure it to the touchpad.
- 4 Align and place touchpad bracket over the plastic hold down and replace the two M2x2 screws to secure it.
- 5 Affix the adhesive tape to secure the touchpad bracket
- 6 Install the:
 - a [battery](#)
 - b [base cover](#)
- 7 Follow the procedure in [After working inside your computer](#).

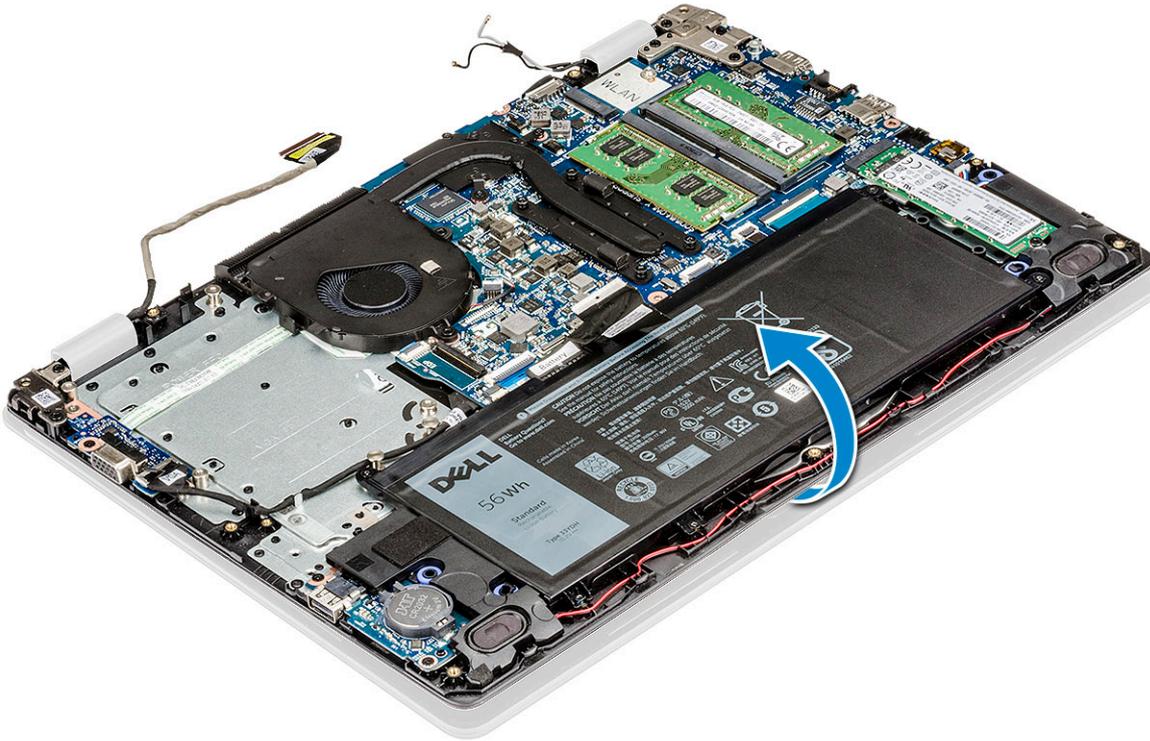
Display assembly

Removing the display assembly

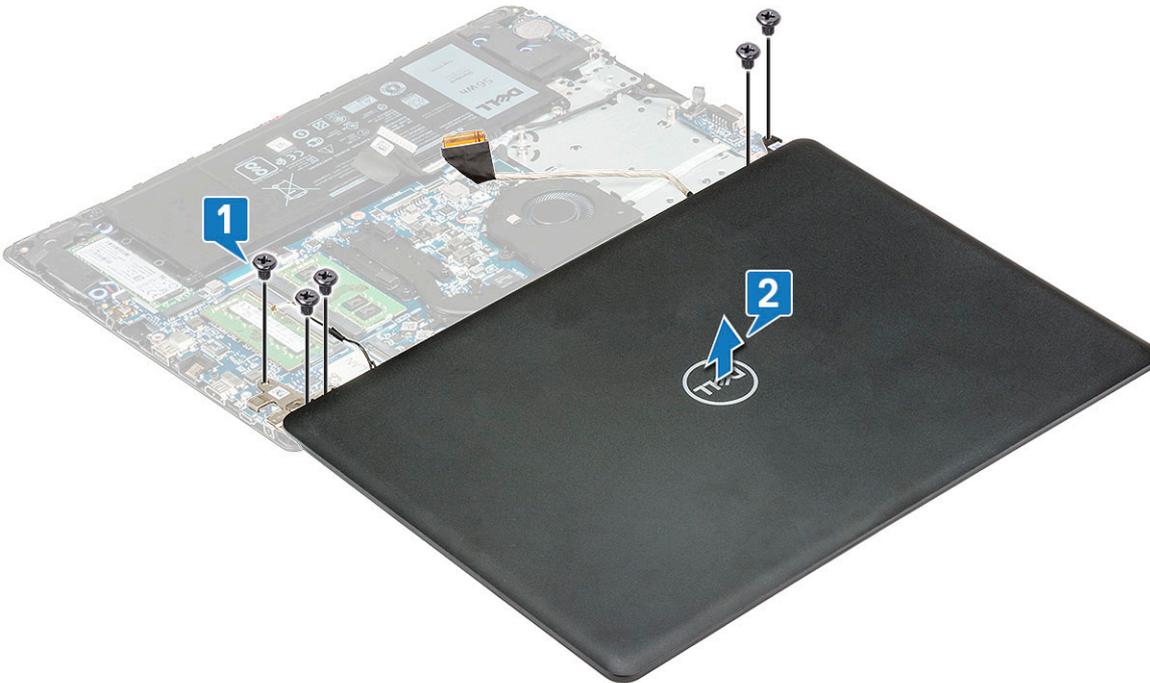
- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [base cover](#)
 - b [battery](#)
 - c [hard drive](#)
 - d [Removing the WLAN card](#)
 - e [Removing the WWAN card](#)
- 3 Remove the eDP cable from its connector on the system board [1] and unroute the cable from the routing channel on the system fan [2].
- 4 Unroute the eDP cable from the routing channel on the system [3].
- 5 Peel the tape securing the WLAN cables [4] and unroute the cables from the routing channel.



- 6 Then, open the palmrest assembly and flip over the computer on a flat surfaced table.



- 7 Remove the 5 M2.5x5 screws that secure the hinge brackets to palm rest [1] and lift the display assembly away from the computer [2].



Installing the display assembly

- 1 Place the display assembly to align with the screw holders on the computer.
- 2 Replace the 5 M2.5x5 screws to secure the hinge brackets to palm rest.



- 3 Turn over the computer
- 4 Route the WLAN cables through the routing channel and secure the cables to the system with adhesive tape.
- 5 Route the display cable through the routing channel on the system fan and the clip on the system, and connect the display cable to its connector on the system board.

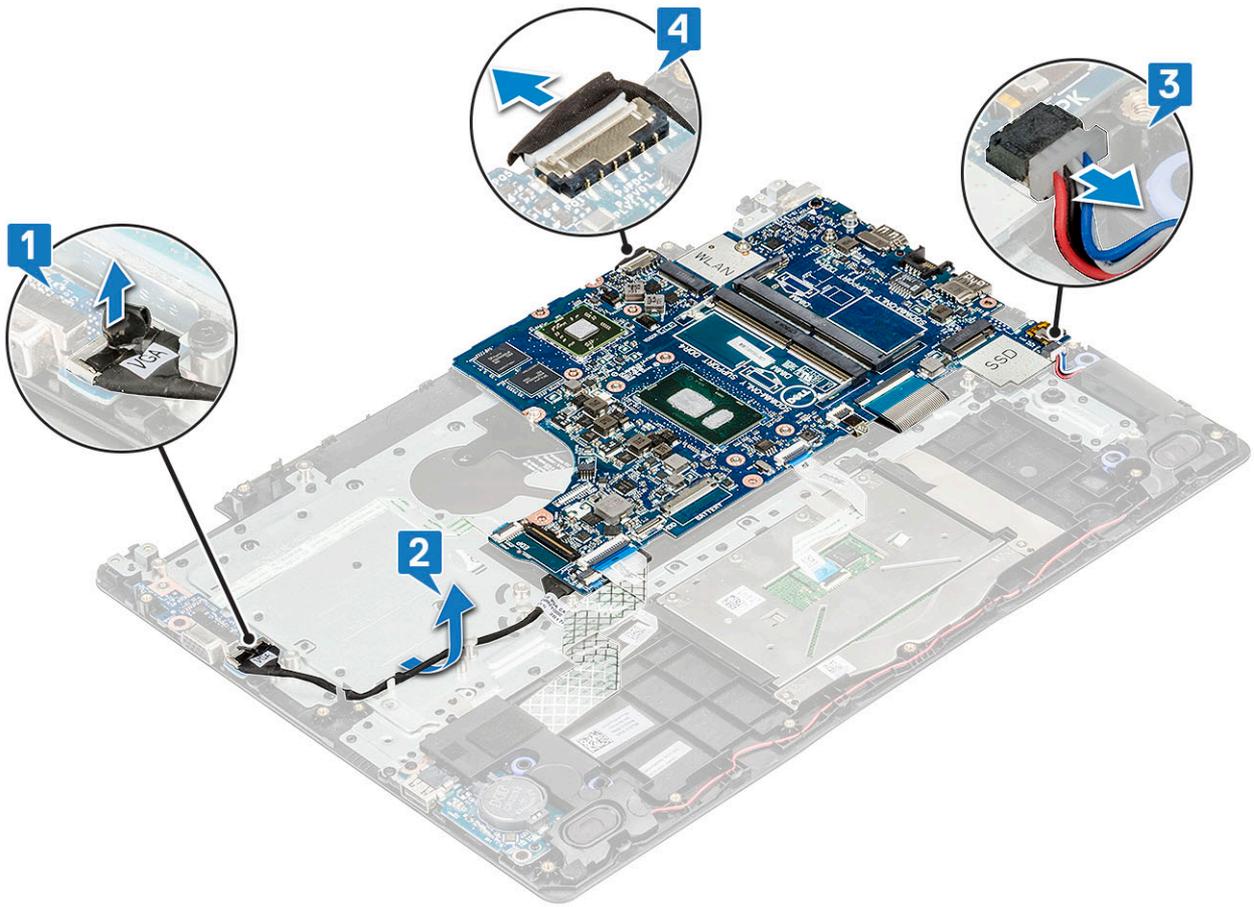
NOTE: Display cable should be routed above the WWAN antennas (for models shipped with a WWAN card), and then secured with conductive tape on the palm rest.

- 6 Install the:
 - a [Installing the WWAN card](#)
 - b [Installing the WLAN card](#)
 - c [hard drive](#)
 - d [battery](#)
 - e [base cover](#)
- 7 Follow the procedure in [After working inside your computer](#)

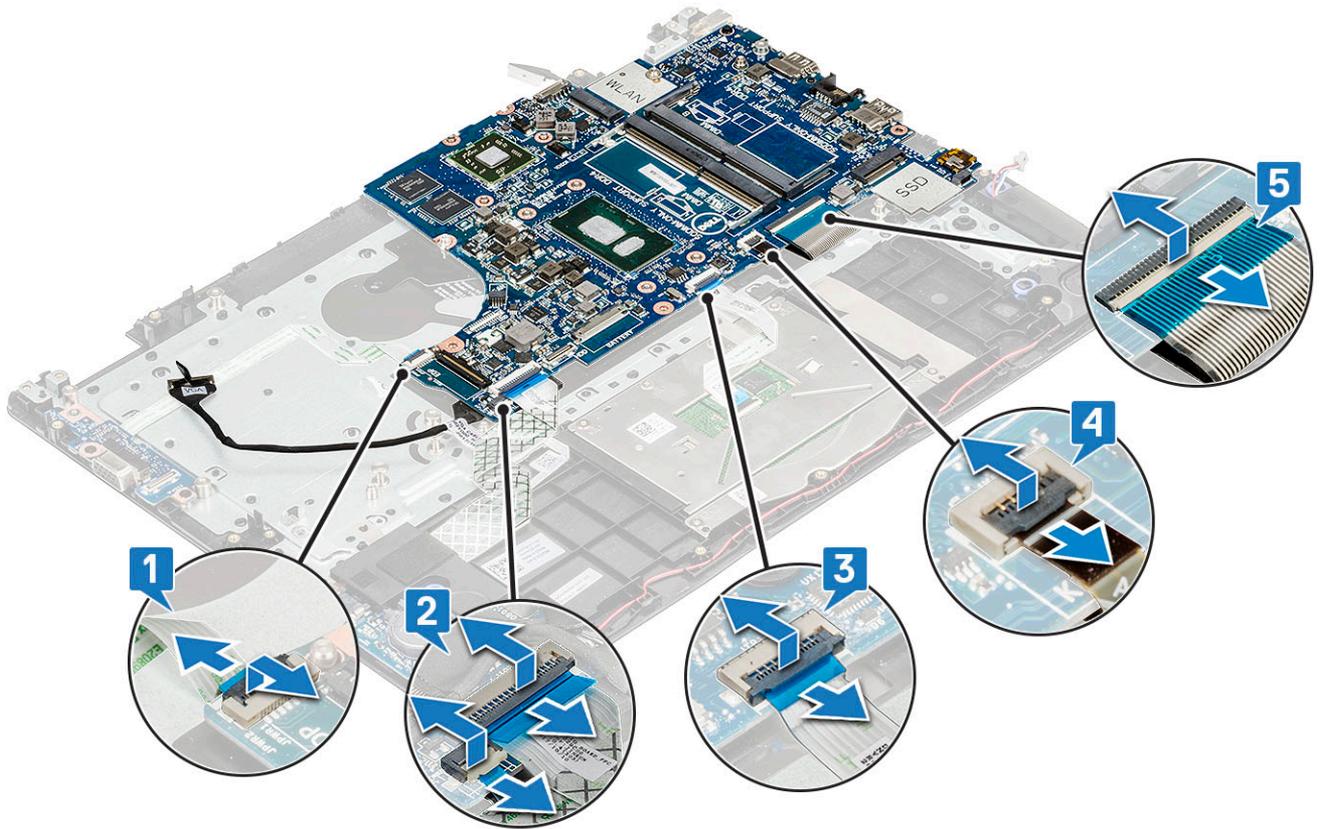
System board

Removing system board

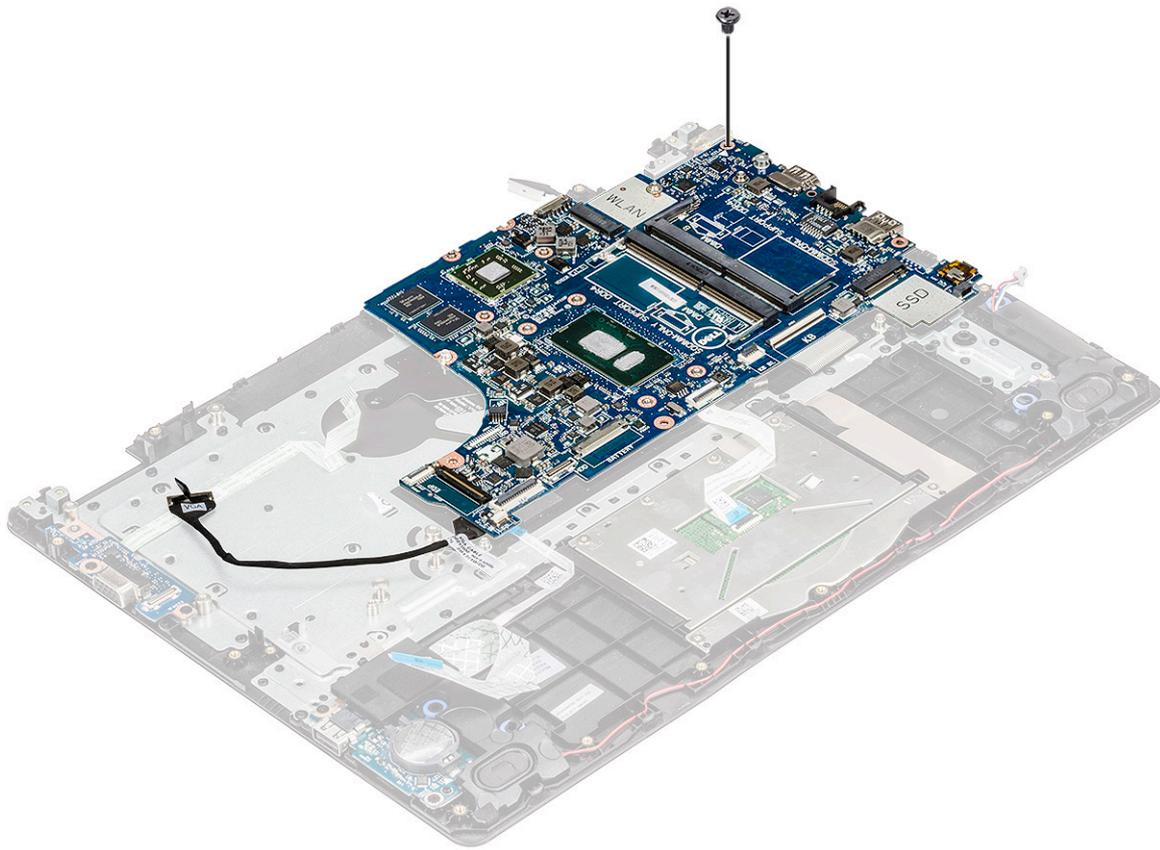
- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [base cover](#)
 - b [battery](#)
 - c [hard drive](#)
 - d [fan](#)
 - e [WLAN card](#)
 - f [WWAN card](#)
 - g [display assembly](#)
- 3 Disconnect the following cables and connectors:
 - a [VGA cable](#) [1]
 - b [Unroute the VGA cable from the routing channel](#) [2]
 - c [Speaker cable connector](#) [3]
 - d [DC-in cable](#) [4]



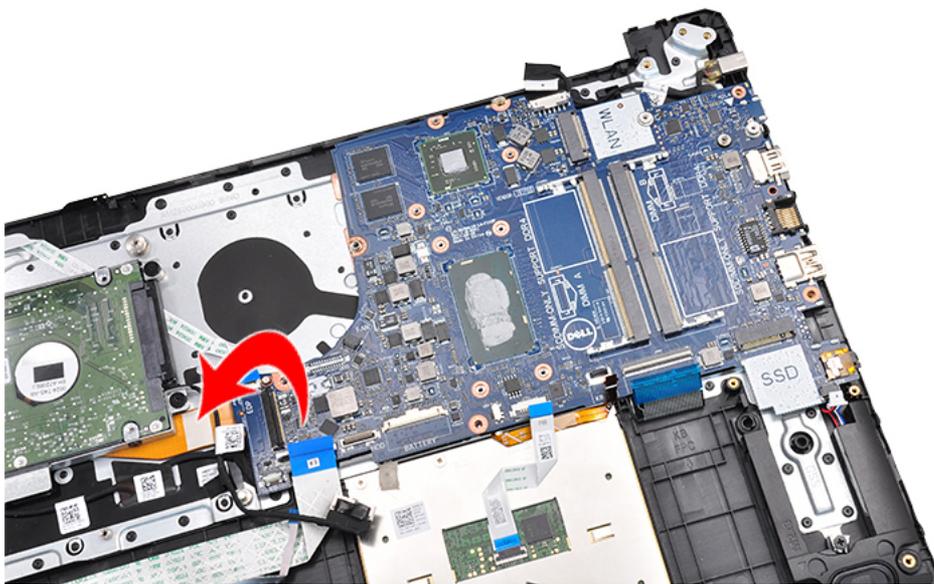
- 4 Disconnect the following cables :
 - a Power button board cable [1]
 - b I/O cable [2]
 - c Touchpad cable [3]
 - d Keyboard backlight cable [4]
 - e Keyboard cable [5]



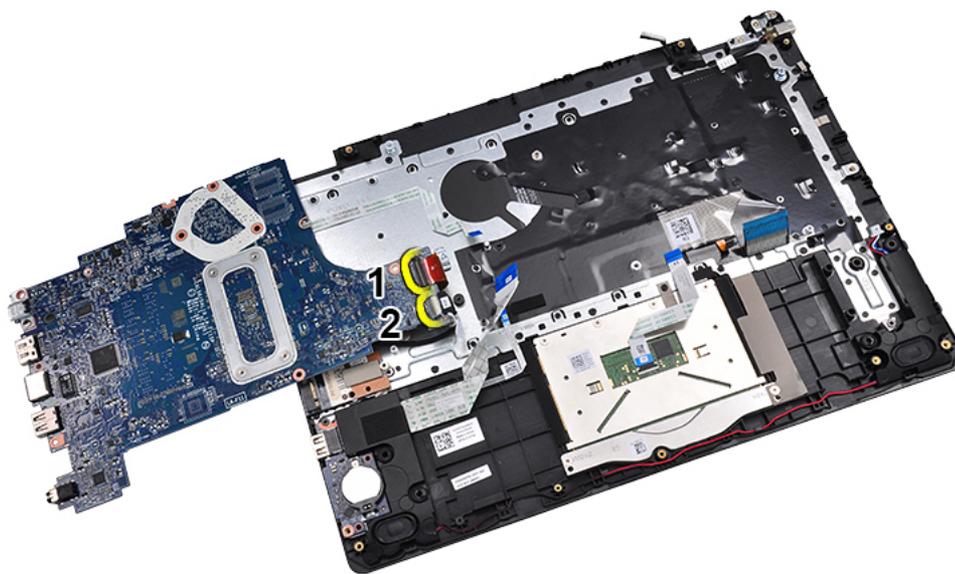
5 Remove the M2x4 screw that secures the system board to the system.



- 6 To remove the system board:
- For systems shipped with WWAN card and fingerprint sensor:
 - 1 Carefully lift the right side of the system board and flip it over.

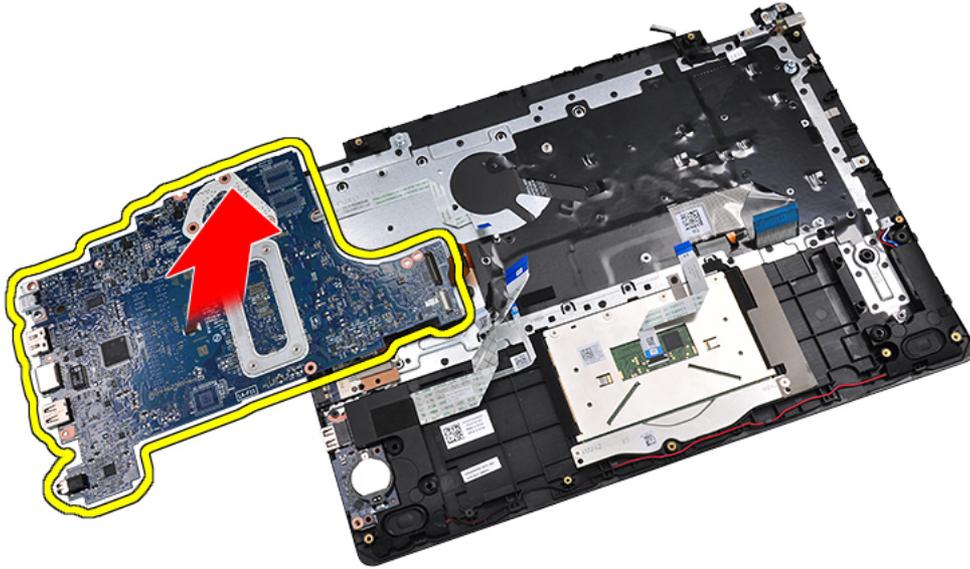


- 2 Disconnect the WWAN daughter board FPC [1] and VGA daughter board cable [2] from the connectors on the bottom side of

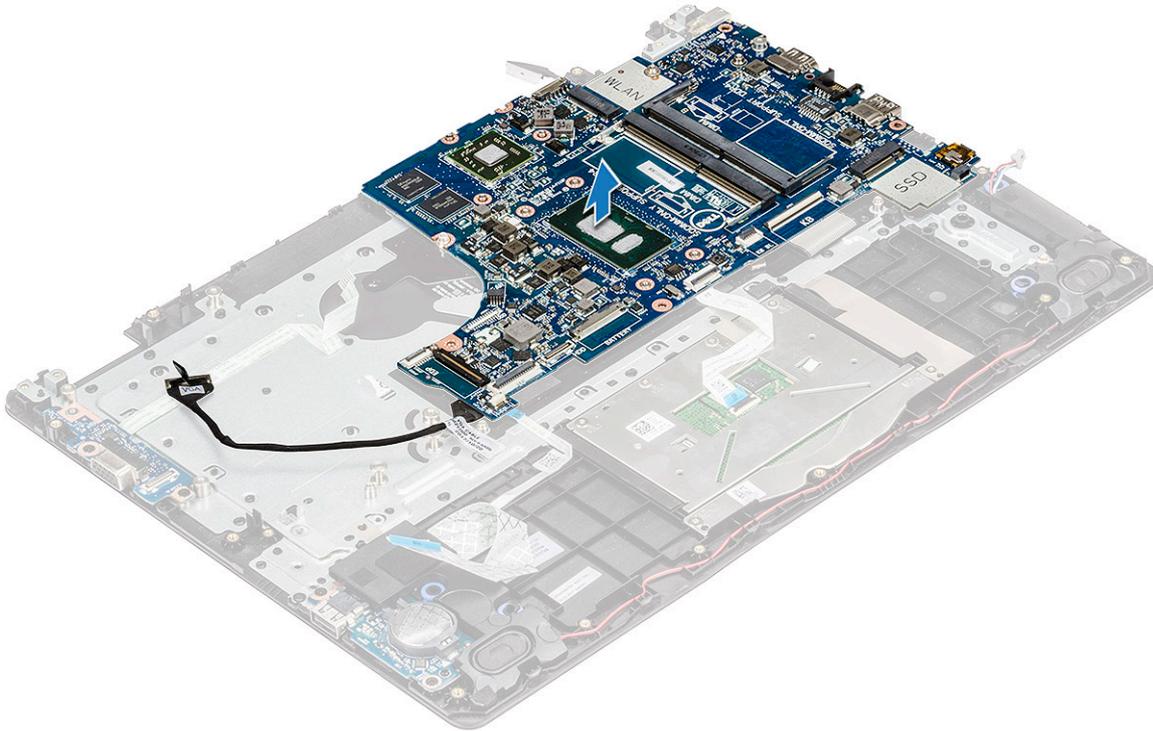


the system board.

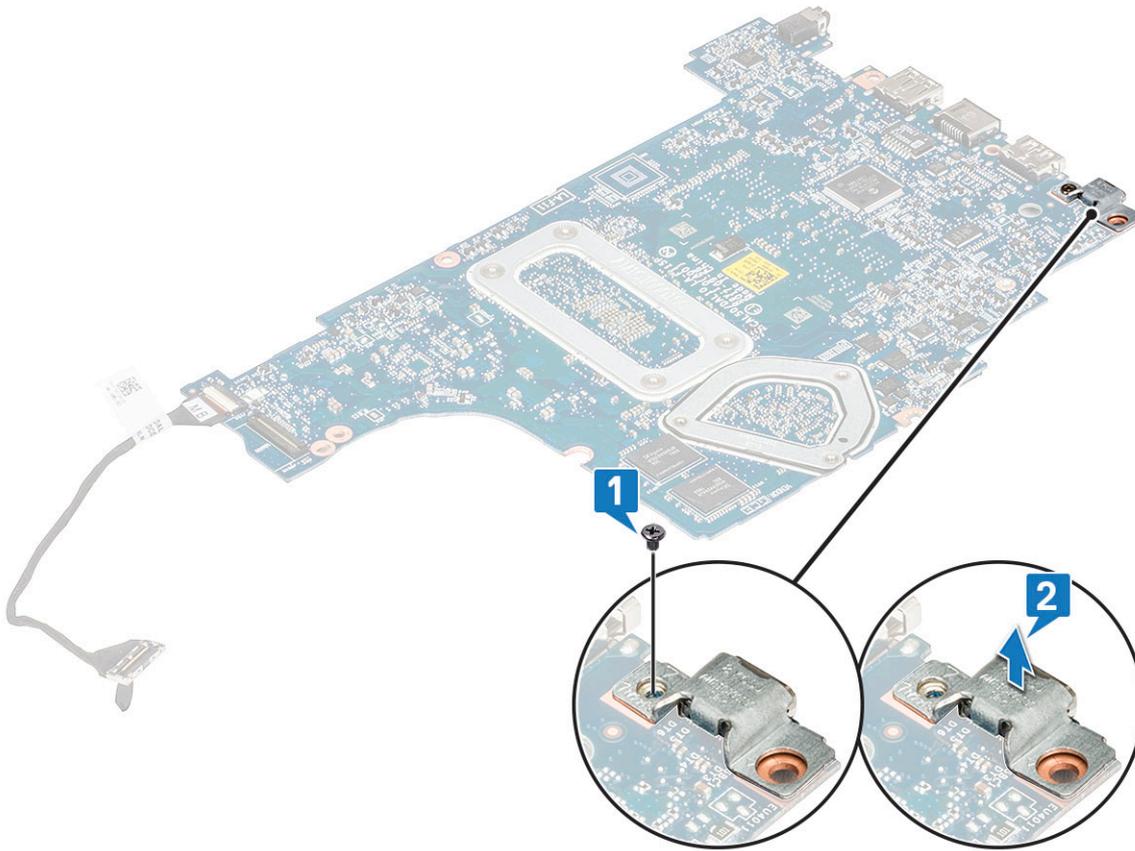
- 3 Lift the system board from the system.



- For other configurations, lift the system board.



- 7 Remove the screw securing the USB Type-C bracket to the system board [1] and lift the USB Type-C bracket from the system board [2].



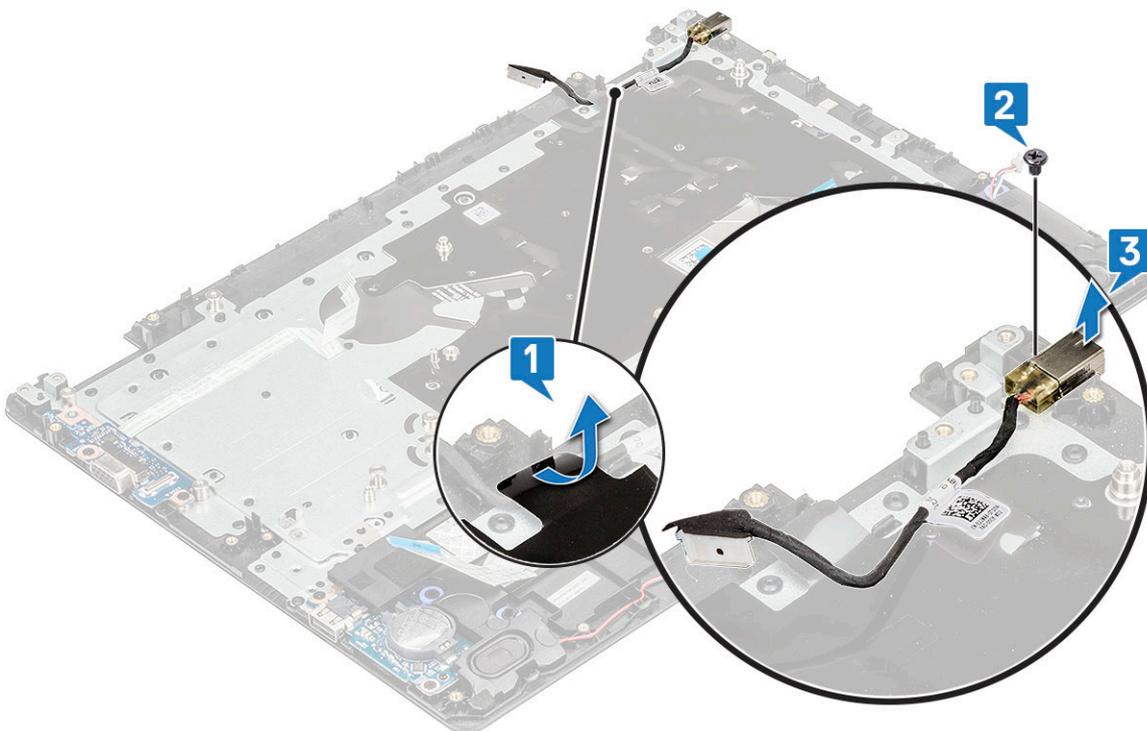
Installing the system board

- 1 Connect the WWAN and fingerprint cables to the connectors on the bottom side of the system board.
NOTE: This step is applicable only for systems shipped with WWAN card and fingerprint reader.
- 2 Align the system board with the screw holders on the computer.
- 3 Tighten the M2x4 screw to secure the system board to the computer.
- 4 Connect the Power button board, I/O, touchpad, keyboard backlight, and the keyboard cables to their respective connectors.
- 5 Connect the DC-in, Speaker, and the VGA cables to their respective connectors.
- 6 Route the VGA cable through its routing channel.
- 7 Install the:
 - a display assembly
 - b WWAN card
 - c WLAN card
 - d fan
 - e hard drive
 - f battery
 - g base cover
- 8 Follow the procedure in [After working inside your computer](#).

DC-In Port

Removing the DC-in port

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [base cover](#)
 - b [battery](#)
 - c [hard drive](#)
 - d [fan](#)
 - e [WLAN card](#)
 - f [WWAN card](#)
 - g [display assembly](#)
 - h [system board](#)
- 3 To remove the DC-in port:
 - a Peel the tape securing the power-adaptor cable in place.
 - b Unroute the power-adaptor cable [1].
 - c Remove the M2x3 screw that secures the DC-in port to the palmrest [2].
 - d Lift and remove the DC-in port from the system [3].



Installing the DC-in port

- 1 Place the DC-in port in its place on the palmrest.
- 2 Replace the M2x3 screw to secure the port to the palmrest.
- 3 Route the DC-in cable through its routing channel.
- 4 Secure the DC-in cable with the adhesive tape.
- 5 Install the:

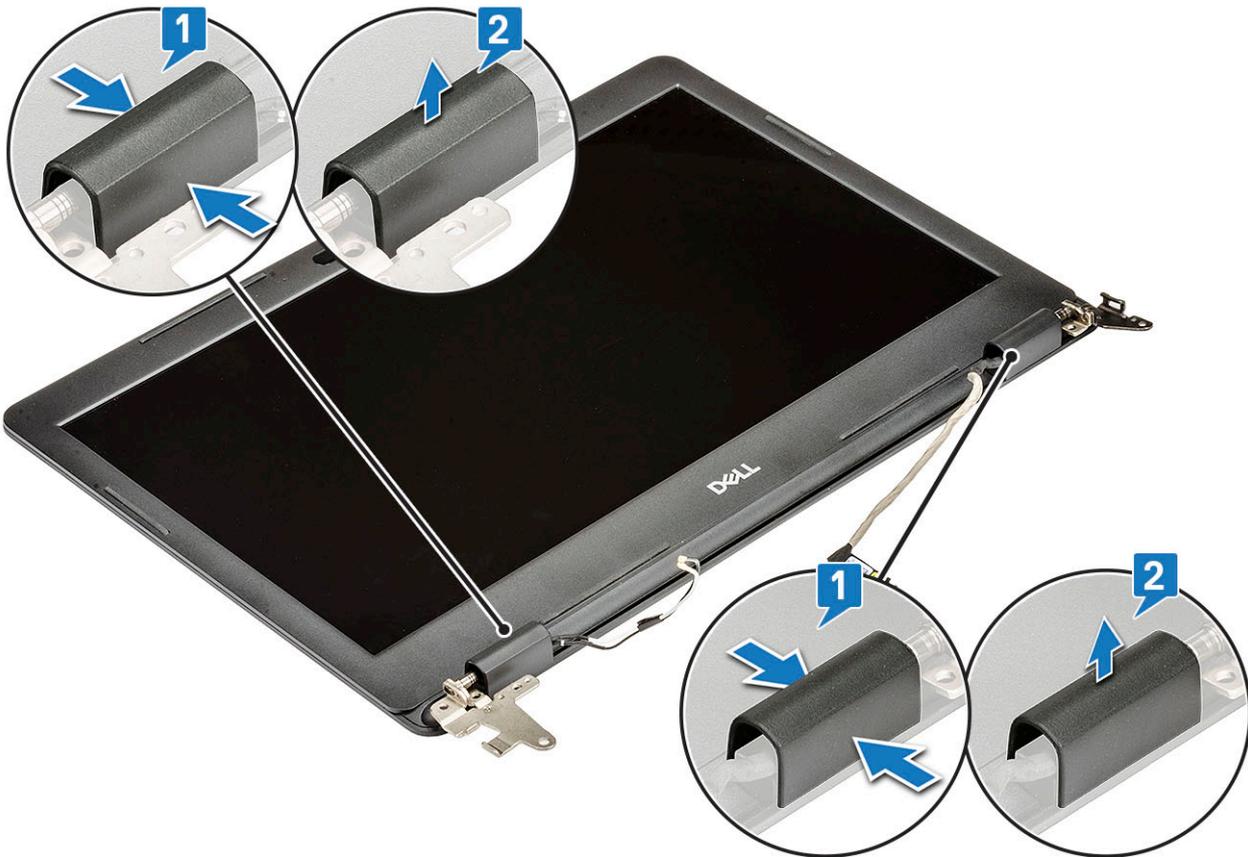
- a system board
- b display assembly
- c WLAN card
- d WWAN card
- e fan
- f hard drive
- g battery
- h base cover

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

Display hinge cover

Removing display hinge cover

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a base cover
 - b battery
 - c hard drive
 - d [Removing the WLAN card](#)
 - e [Removing the WWAN card](#)
 - f display assembly
- 3 To remove the display hinge cover:
 - a Press the display hinge cover from both sides [1].
 - b Lift the display hinge cover away from the display hinge [2].
 - c Repeat step a and step b to remove the other display hinge cover.



Installing display hinge cover

- 1 Place the display hinge cover on the display hinge and press to secure it to the system.
- 2 Install the:
 - a [display assembly](#)
 - b [Installing the WWAN card](#)
 - c [Installing the WLAN card](#)
 - d [hard drive](#)
 - e [battery](#)
 - f [base cover](#)
- 3 Follow the procedure in [After working inside your computer](#).

LCD Bezel

Removing the LCD bezel

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [base cover](#)
 - b [battery](#)
 - c [hard drive](#)
 - d [Removing the WLAN card](#)
 - e [Removing the WWAN card](#)
 - f [display assembly](#)
 - g [display hinge cover](#)
- 3 Using a plastic scribe, gently open the bezel by prying from the outer edge of the top side of the display bezel [1], and then continue throughout the system [2]. Lift the bezel away from the system.

 **NOTE:** Use a plastic scribe and handle the bezel with your hands to avoid leaving glue residue on the display panel



Installing the LCD bezel

- 1 Replace the bezel and gently press on the edges to snap the bezel into place.
- 2 Install the:
 - a display hinge cover
 - b display assembly
 - c Installing the WWAN card
 - d Installing the WLAN card
 - e hard drive
 - f battery
 - g base cover
- 3 Follow the procedure in [After working inside your computer](#)

Camera

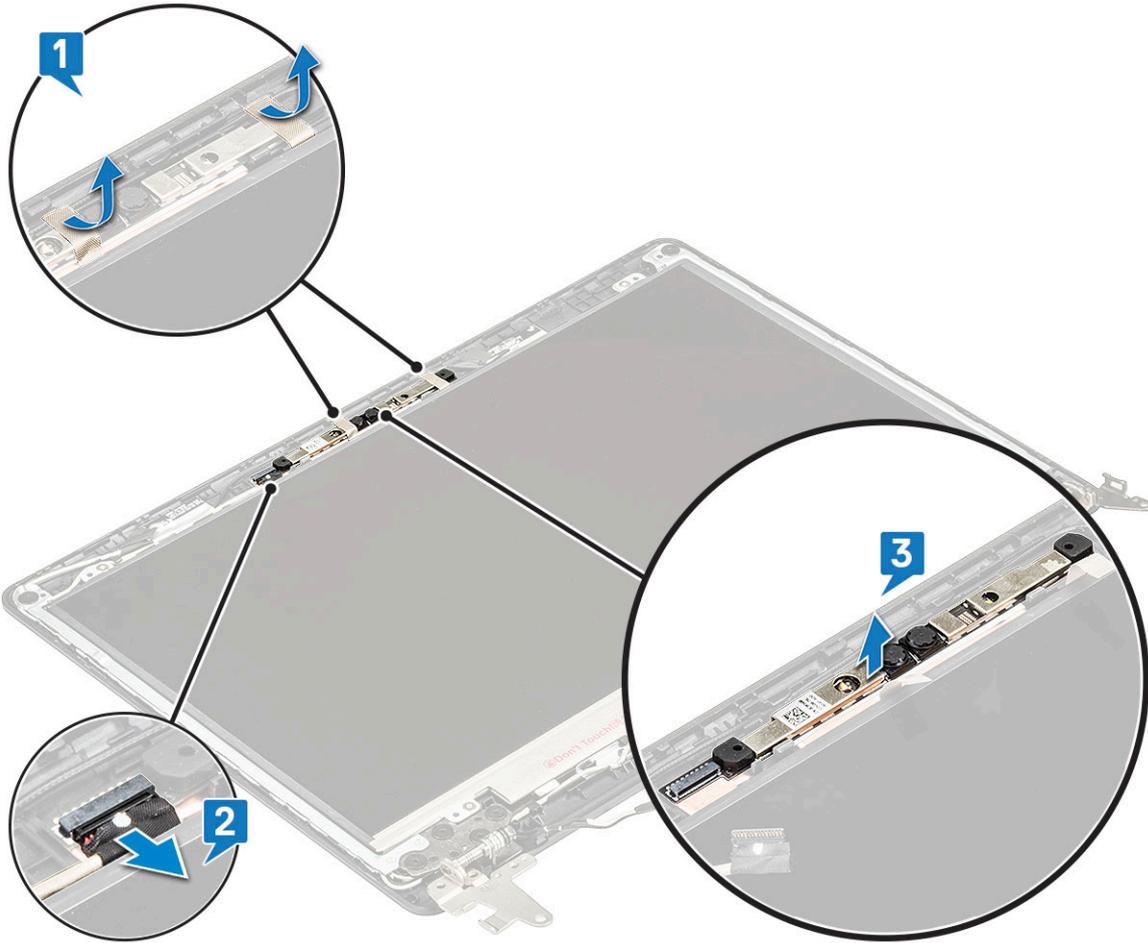
Removing the camera

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a base cover
 - b battery
 - c Removing the WLAN card
 - d Removing the WWAN card
 - e display assembly
 - f display hinge cover



g [LCD bezel](#)

- 3 Remove the adhesive tapes securing the camera to the LCD back cover [1].
- 4 Disconnect the camera cable [2] and lift the camera to release it from the adhesive securing it to the LCD back cover [3].



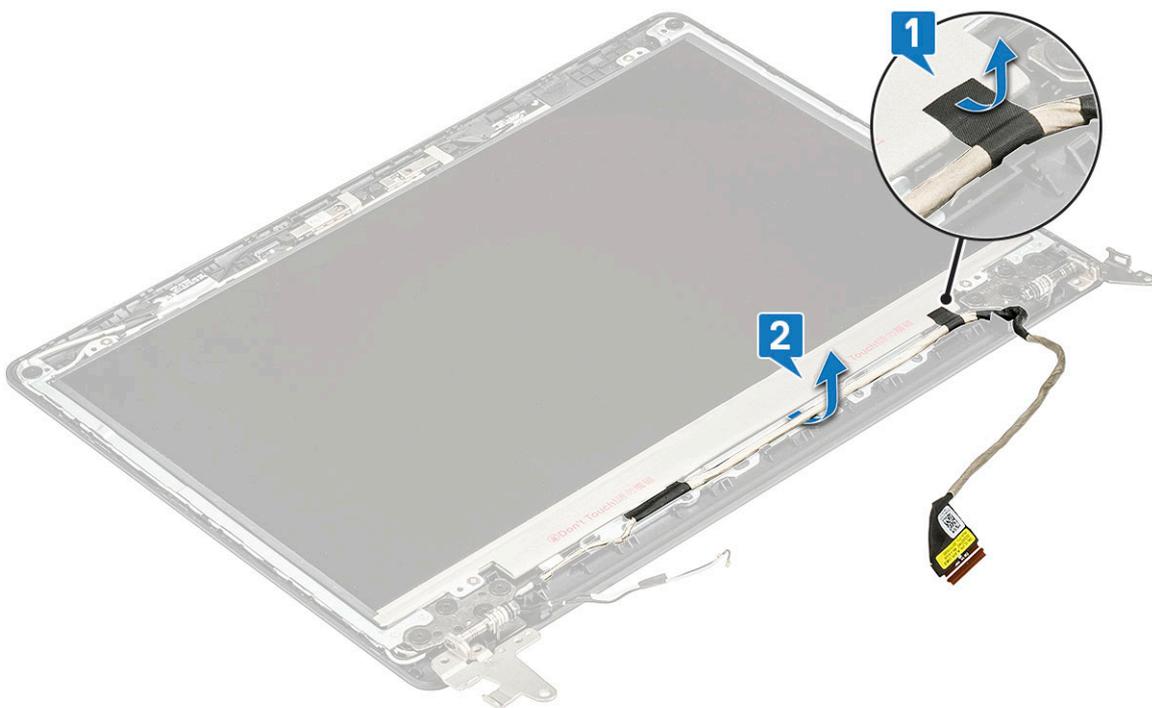
Installing the camera

- 1 Place the camera on the LCD back cover.
- 2 Connect the camera cable to its connector.
- 3 Affix the adhesive tapes to secure the camera to the LCD back cover.
- 4 Install the:
 - a [LCD bezel](#)
 - b [display hinge cover](#)
 - c [display assembly](#)
 - d [Installing the WWAN card](#)
 - e [WLAN](#)
 - f [battery](#)
 - g [base cover](#)
- 5 Follow the procedure in [After working inside your computer](#)

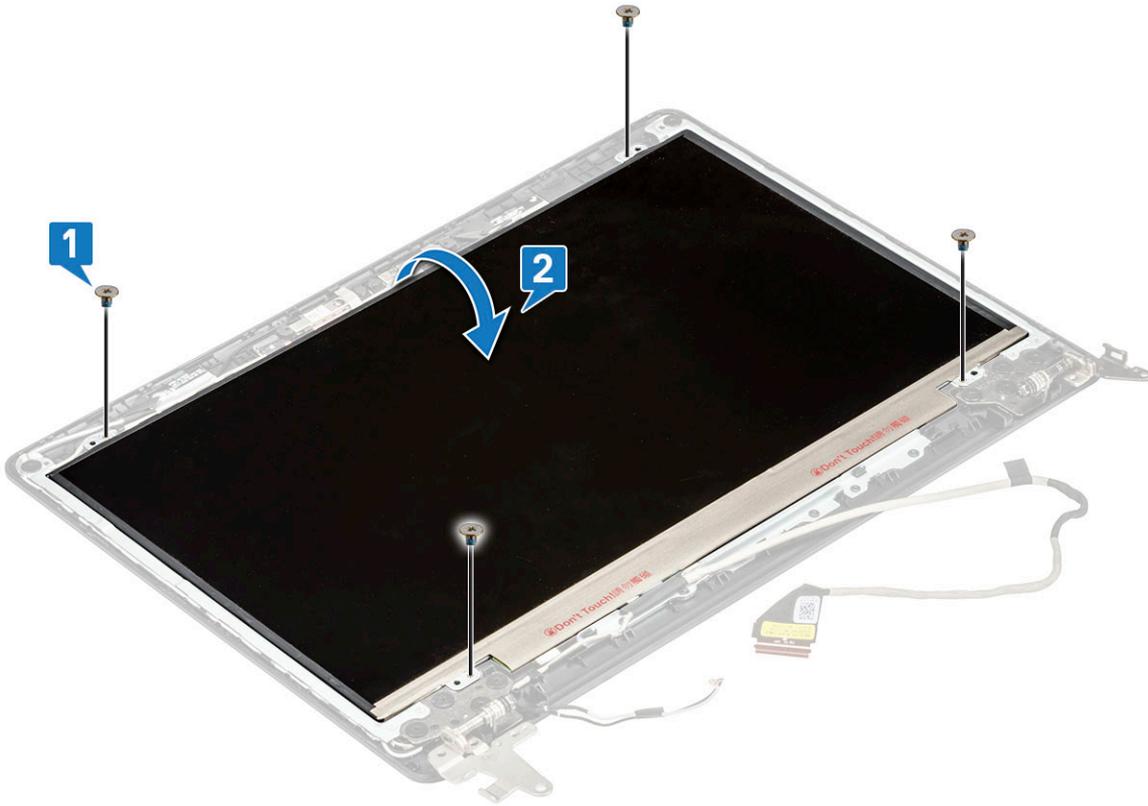
LCD Panel

Removing the LCD panel

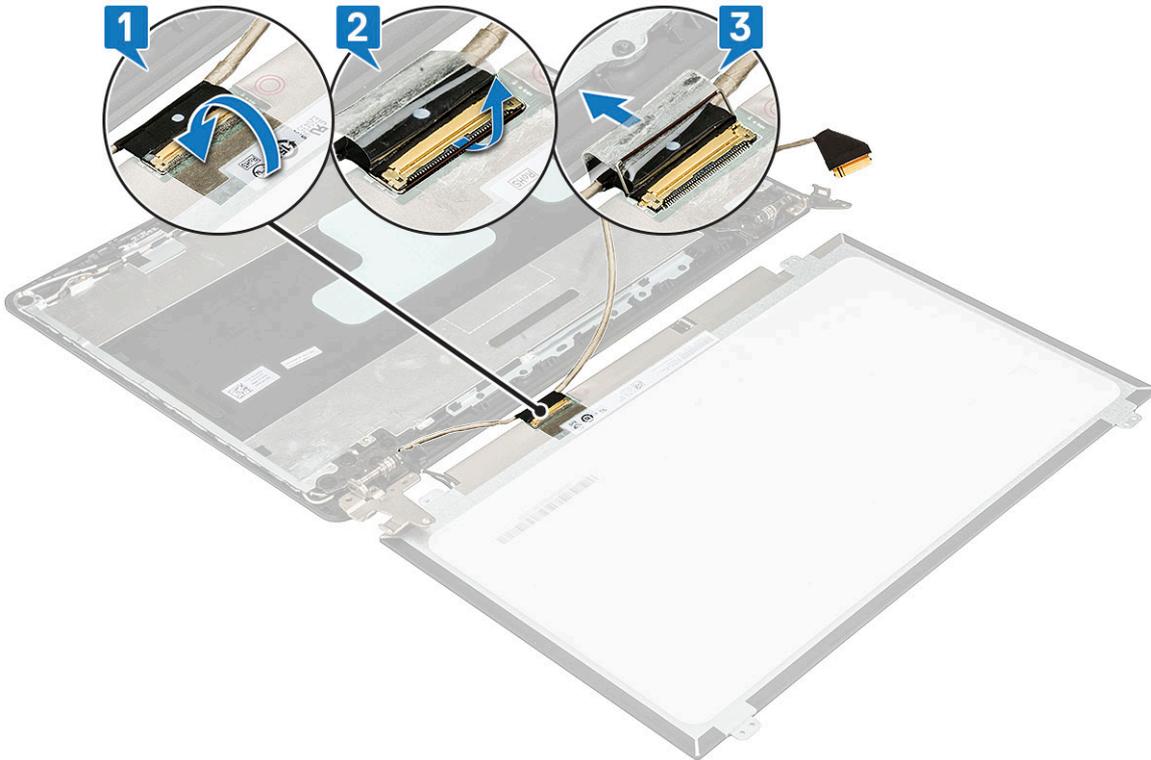
- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [base cover](#)
 - b [hard drive](#)
 - c [battery](#)
 - d [Removing the WLAN card](#)
 - e [Removing the WWAN card](#)
 - f [display assembly](#)
 - g [display hinge cover](#)
 - h [LCD bezel](#)
- 3 Remove the adhesive tape that secures the eDP cable to the display panel [1].
- 4 Unroute the eDP cable from the routing channel [2].



- 5 Then, remove the 4 M2x2 screws [1] securing the LCD panel to the LCD back cover and flip it over to expose the eDP cable connector [2].



6 Lift up the adhesive sticker [1] and disconnect the cable from the LCD panel [2,3].



Installing the LCD Panel

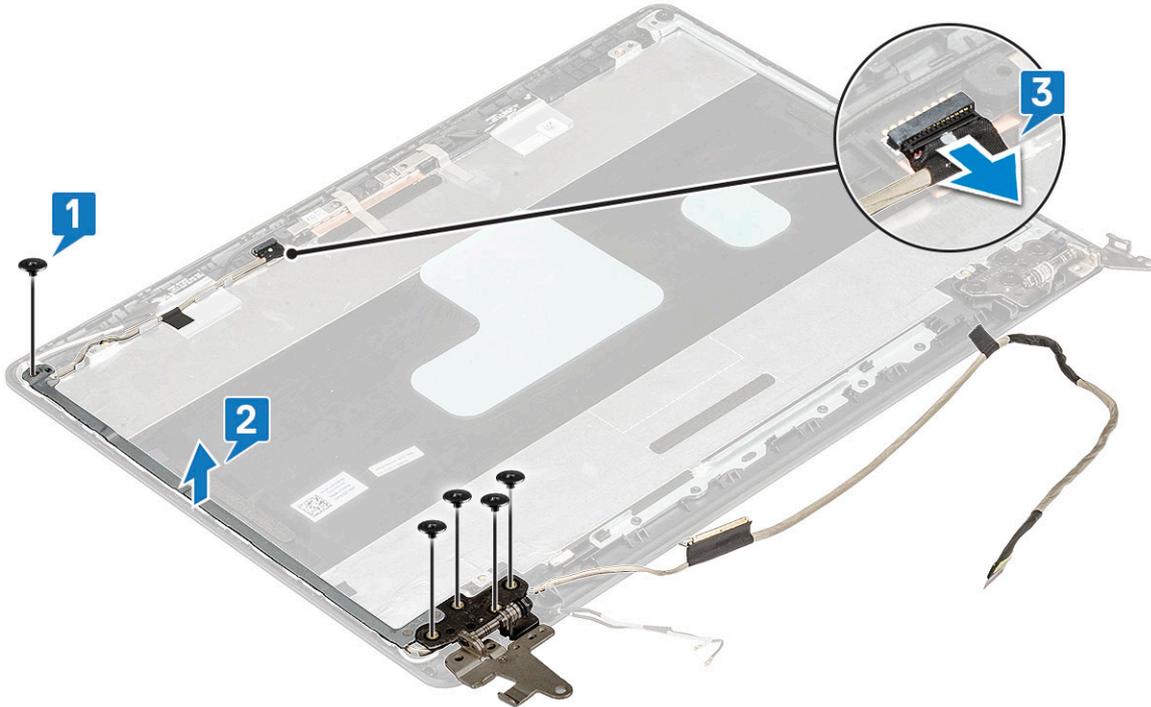
- 1 Connect the LCD cable to its connector on the back side of the LCD panel.
- 2 Affix the adhesive sticker.
- 3 Place the LCD panel on the LCD back cover and align the LCD panel with the screw holders on the LCD back cover.
- 4 Replace the 4 M2x2 screws to secure the LCD panel to the LCD back cover.
- 5 Route the eDP cable through the routing channel and secure the cable to the display panel with an adhesive tape.
- 6 Install the:
 - a LCD bezel
 - b display hinge cover
 - c display assembly
 - d WLAN
 - e Installing the WLAN card
 - f hard drive
 - g battery
 - h base cover
- 7 Follow the procedure in [After working inside your computer](#)

eDP and camera cable

Removing the eDP and camera cable

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a base cover
 - b hard drive
 - c battery
 - d Removing the WLAN card
 - e Removing the WWAN card
 - f display assembly
 - g display hinge cover
 - h LCD bezel
 - i LCD panel
- 3 Remove the 5 M2.5x2.5 screws securing the left hinge bracket to the LCD back cover [1] and lift the bracket away from the LCD back cover [2].
- 4 Disconnect the camera cable from its connector on the LCD back cover [3].





5 Peel the adhesive tapes securing the display cable to the LCD back cover and unroute it from the routing channel.



Installing the eDP and camera cable

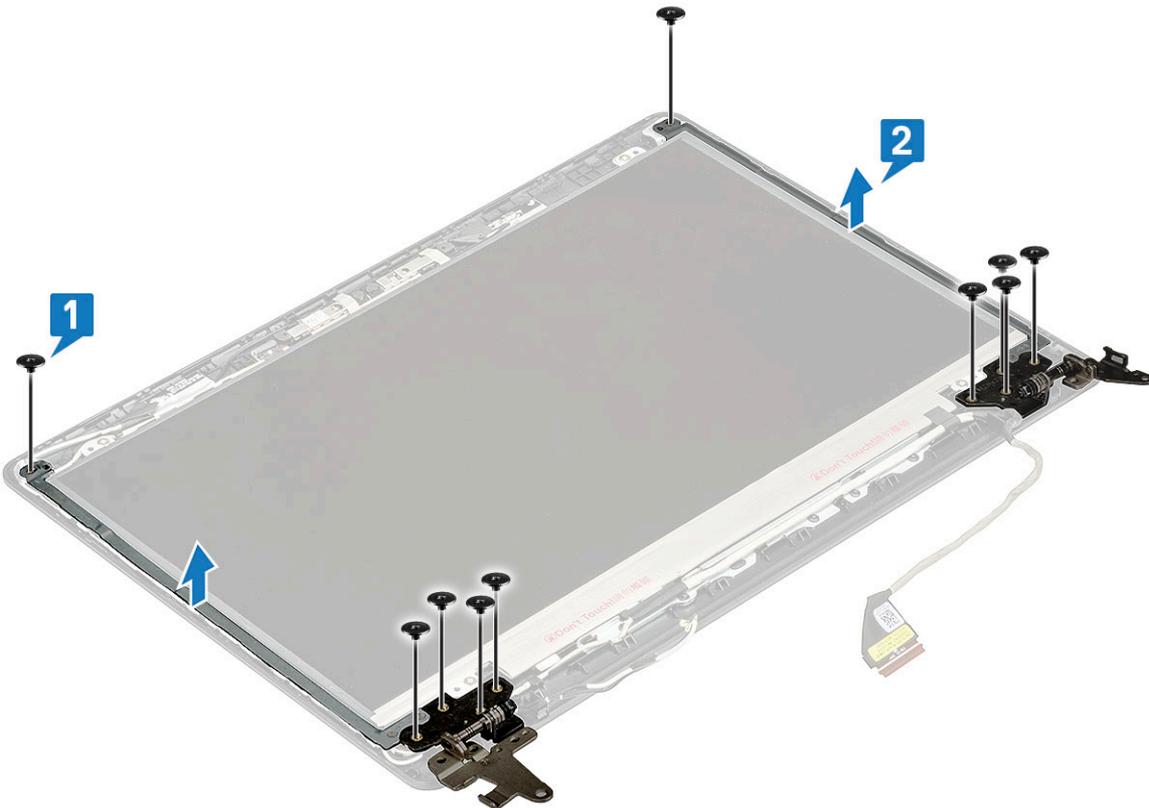
- 1 Route the display cable through its routing channel and secure the display cable to the LCD back cover with the adhesive tapes.
- 2 Connect the camera cable to its connector on the LCD back cover.
- 3 Replace the 5 M2.5x2.5 screws to secure the left hinge bracket to the LCD back cover.
- 4 Secure the eDP cable to the LCD back cover with adhesive tapes.

- 5 Install the:
 - a LCD panel
 - b LCD bezel
 - c display hinge cover
 - d display assembly
 - e WWAN
 - f Installing the WLAN card
 - g hard drive
 - h battery
 - i base cover
- 6 Follow the procedure in [After working inside your computer](#)

LCD Hinge

Removing the LCD hinge

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a base cover
 - b battery
 - c Removing the WLAN card
 - d Removing the WWAN card
 - e display assembly
 - f LCD bezel
- 3 Remove the 10 M2.5x2.5 screws that secure the left and right hinge brackets to the LCD back cover [1] and remove it from the system [2].



Installing the LCD hinge

- 1 Place the left and right hinge brackets on the LCD back cover, align with the lock tabs on the side of LCD back cover.
- 2 Tighten the 10 M2.5x2.5 screws to secure the left and right hinge brackets to the LCD back cover.
- 3 Install the:
 - a [LCD bezel](#)
 - b [display assembly](#)
 - c [WWAN card](#)
 - d [Installing the WLAN card](#)
 - e [battery](#)
 - f [base cover](#)
- 4 Follow the procedure in [After working inside your computer](#)

Palmrest

Removing the palmrest

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [base cover](#)
 - b [battery](#)
 - c [heatsink](#)
 - d [fan](#)
 - e [WLAN card](#)
 - f [WWAN card](#)
 - g [memory module](#)
 - h [HDD](#)
 - i [DC-in port](#)
 - j [I/O board](#)
 - k [coincell battery](#)
 - l [speakers](#)
 - m [touchpad](#)
 - n [display assembly](#)
 - o [system board](#)

 **NOTE:** The component you are left with is the palmrest.



3 Install the following components on the new palmrest.

- a [system board](#)
- b [display assembly](#)
- c [touchpad](#)
- d [speakers](#)
- e [coincell battery](#)
- f [I/O board](#)
- g [DC-in port](#)
- h [memory module](#)
- i [WLAN card](#)
- j [WWAN card](#)
- k [HDD](#)
- l [fan](#)
- m [heatsink](#)
- n [battery](#)
- o [base cover](#)

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

Technical specifications

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

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

Topics:

- Processor
- Memory
- Storage specifications
- Audio specifications
- Video specifications
- Webcam specifications
- Wired communications
- Wireless communications
- Ports and Connectors
- Display specifications
- Keyboards Hot Key Definitions
- Touchpad
- Battery specifications
- Adapter options
- System dimensions
- Security options
- Operating conditions

Processor

The system is built with Intel Celeron Processors and Core i processors.

Table 2. Supported processors

Processors Support List	UMA Graphics
Intel® Celeron™ 3865U (2MB Cache, up to 1.8 GHz)	Intel® HD Graphics 610
Intel® Core™ i3-6006U (3MB Cache, up to 2.0 GHz)	Intel® HD Graphics 520
Intel® Core™ i5-7200U (3MB Cache, up to 3.1 GHz)	Intel® HD Graphics 620
Intel® Core™ i3-7130U (3MB Cache, up to 2.7 GHz)	Intel® HD Graphics 620
Intel® Core™ i5-8350U (6MB Cache, up to 3.6 GHz)	Intel® UHD Graphics 620
Intel® Core™ i7-8550U (8MB Cache, up to 4.0 GHz)	Intel® UHD Graphics 620
Intel® Core™ i5-8250U (6MB Cache, up to 3.4 GHz)	Intel® UHD Graphics 620

Memory

Your computer supports a maximum of 32 GB of memory when you use two 16 GB DIMMs; however, 32-bit operating systems, such as the 32-bit version of Microsoft Windows 10, can only use a maximum of 4GB of address space. Moreover, certain components within the computer require address space in the 4GB range. Any address space reserved for these components cannot be used by computer memory; therefore, the amount of memory available to a 32-bit operating system is less than 4GB. Greater than 4GB memory requires a 64-bit operating system.

Memory	Feature
SoDIMM Slots	2
Minimum Memory Configuration	4 GB
Maximum Memory Configuration	32 GB
DIMM Configurations:	(1 X 4GB; 1 x 8GB; 1 x 16 GB; 2 x 4GB; 2 x 8GB; 2 x 16GB;) 2400 MHz DDR4

Storage specifications

- 2.5" 500GB 7200 RPM (7mm)
- 2.5" 500GB 8GB Value Hybrid (7mm)
- 2.5" 1TB 8GB Value Hybrid (7mm)
- 2.5" 1TB 5400RPM SMR (7mm)
- 128GB M.2 2280 SATA SSD
- 256GB M.2 2280 SATA SSD
- 256GB M.2 2280 PCIe SSD
- 512GB M.2 2280 PCIe SSD

Audio specifications

Feature	Specification
Types	High-definition audio
Controller	Realtek ALC3246
Stereo conversion	Stereo conversion: 16/20/24-bit (analog-to-digital and digital-to-analog)
Internal interface	High-definition audio codec
External interface	microphone-in and stereo headphones/speakers universal connector
Speakers	Two
Internal speaker amplifier	<ul style="list-style-type: none">· 2.5 W (RMS) per channel (peak)· 2 W (RMS) per channel (average)
Volume controls	Hot keys



Video specifications

Table 3. Table showing video specifications

Feature	Specification
Type	Integrated on system board, hardware accelerated
Controller	<p>UMA :</p> <ul style="list-style-type: none"> · Sky Lake: Intel HD Graphics 520 · Kaby Lake: Intel HD Graphics 610\620, Intel UHD Graphics 620 <p>Discrete:</p> <ul style="list-style-type: none"> · AMD Radeon 530
External display support	VGA, HDMI 1.4

Webcam specifications

This topics lists out the detailed camera specifications.

Easy Remote Collaboration:

- Video conference online with a built-in camera.
- Touch configurations include Infra-Red camera which is dedicated to support Windows Hello feature but also functions as normal RGB camera.

Table 4. Webcam specifications

Webcam Features	HD		VGA Infra-Red
	RGB	Infra-Red	RGB
Camera Type	HD fixed focus	VGA fixed focus	HD fixed focus
Sensor Type	CMOS sensor technology	CMOS sensor technology	CMOS sensor technology
Resolution: Motion Video	Up to 1280 x 720 (0.92 MP)	Up to 640 X 480 (0.3 MP)	Up to 1280 x 720 (0.92 MP)
Resolution: Still Image	Up to 1280 x 720 (0.92MP)	Up to 640 X 480 (0.3MP)	Up to 1280 x 720 (0.92MP)
Imaging Rate	Up to 30 frames per second	Up to 30 frames per second	Up to 30 frames per second

Wired communications

Table 5. Realtek RTL8111-HSD Gigabit Ethernet Controller

Network Adapter (NIC)	
Realtek RTL8111-HSD Gigabit Ethernet Controller	Integrated on system board
External connector type	RJ-45



Data Rates	10/100/1000 Mbps
Controller bus architecture	PCI-e V1.1x1
Power consumption (full operation per data rate connection speed)	1000 Mbps: 828 mW 100 Mbps: 441.77 mW 10 Mbps: 387.94 mW
Power consumption (standby operation)	WOL Disabled: 10mW (Disabled using driver) No Link (w/ WOL): 51.89 mW (cable Disconnect) 10 Mbps Idle (w/ WOL): 68 mW 100 Mbps Idle (w/ WOL): 176 mW
IEEE standards compliance	802.3, 802.3ab, 802.3u, 802.az
Boot ROM Support	Support boot from PXE option ROM
Network Transfer Rate	Full duplex at 10, 100, or 1000 Mbps and half duplex at 10 or 100 Mbps.
Operating Temp/Storage Temp	0C to70C/-55C to 125C
Operating Humidity	30°C / 60% RH (Level 3)
Operating System Driver support	Linux, Win7, Win10
Manageability	WOL, PXE

Wireless communications

Table 6. Qualcomm QCA9377 802.11ac MU-MIMO Dual Band (1x1) Wi-Fi + Bluetooth 4.1 LE M.2 Wireless Card

Attribute	Specification
Host interface	M.2 2230 form factor (WiFi- PCIe, Bluetooth - USB)
Network standard	802.11a, 802.11b, 802.11g, 802.11n and 802.11ac
11ac Wave2 feature	MU-MIMO RX
Wi-Fi Alliance Certifications	802.11a, 802.11b, 802.11g, WPA, WPA2, WMM, 11ac, Wifi-Direct, WMM-Power Save, WifiProtected Setup, Voice-Personal
Operating Frequency Bands	2.4 GHz (802.11b/g/n) and 5 GHz (802.11a/n/ac)
Dual Diversity Antenna Switching	Dual diversity antenna switching for systems designed with main and auxiliary antennas
Data Rate	802.11ac – Up to 433 Mbps; 802.11n - Up to 150 Mbps; 802.11a/g - Up to 54 Mbps 802.11b - Up to 11 Mbps
Receive Sensitivity	802.11ac: -59 dBm@ 433.3 Mbps 802.11n/a: -65 dBm@ 150 Mbps ; -68 dBm @ 72.2Mbps 802.11g/a: -72 dBm@ 54 Mbps



Attribute	Specification
	802.11b: -85 dBm@ 11 Mbps
Security Authentication EAP Methods	Open, Shared, WPA, WPA-PSK, WPA2, WPA2-PSK EAP-TLS, EAP-TTLS (MSCHAPv2), PEAPv0(EAP-MS-CHAPv2)
Client Utility	Native Wi-Fi and Bluetooth Microsoft UI support
Radio On/Off	Hardware and software on/off disables transmit and receive to comply with aviation in-flight restrictions
Roaming	Seamless roaming between 802.11a, 802.11b, 802.11b/g, 802.11n and 802.11ac access points
Wake On Wireless	Supported
Miracast (WiFi Display)	Supports Miracast (WiFi Display) on Win8.1/10
Wireless PAN Standard	Dual-mode Bluetooth™ 4.1, BLE
Bluetooth Data rates	Up to 3Mbps
Bluetooth Operating Frequency Bands	2.4GHz
Transmission	FHSS (Frequency Hopping Spread Spectrum)
Bluetooth Data Encryption	128-bit encryption
Bluetooth Receive Sensitivity	-70dBm@BER≤0.01% (EDR) -100dBm@BER≤30.8% (LE nominal)
Temperature	Operating temperature -10° to +65° C Storage temperature of -40° to +70° C
Humidity	Up to 90%

Table 7. Qualcomm QCA61x4A 802.11ac MU-MIMO Dual Band (2x2) Wi-Fi + Bluetooth 4.1 LE M.2 Wireless Card

Attribute	Specification
Host interface	M.2 2230 form factor (WiFi- PCIe, Bluetooth – USB)
Network standard	802.11a, 802.11b, 802.11g, 802.11n and 802.11ac
11ac Wave2 feature	MU-MIMO RX
Wi-Fi Alliance Certifications	802.11a, 802.11b, 802.11g, WPA, WPA2, WMM, 11ac, Wifi-Direct, WMM-Power Save, WifiProtected Setup, Voice-Personal
Operating Frequency Bands	2.4 GHz (802.11b/g/n) and 5 GHz (802.11a/n/ac)
Dual Diversity Antenna Switching	Dual diversity antenna switching for systems designed with main and auxiliary antennas 2x2 MIMO operation when in 802.11n mode with 2x2 or greater Access Point

Attribute	Specification
Data Rate	802.11ac – Up to 867 Mbps; 802.11n - Up to 450 Mbps; 802.11a/g - Up to 54 Mbps 802.11b - Up to 11 Mbps
Receive Sensitivity	802.11ac: -59 dBm@ 400 Mbps; - 57dBm @ 866.7Mbps 802.11n/a: -67 dBm@ 300 Mbps ; -70 dBm @ 144.4Mbps 802.11g/a: -75 dBm@ 54 Mbps 802.11b: -85 dBm@ 11 Mbps
Security Authentication EAP Methods	Open, Shared, WPA, WPA-PSK, WPA2, WPA2-PSK EAP-TLS, EAP-TTLS (MSCHAPv2), PEAPv0(EAP-MS-CHAPv2)
Client Utility	Native Wi-Fi and Bluetooth Microsoft UI support
Radio On/Off	Hardware and software on/off disables transmit and receive to comply with aviation in-flight restrictions
Roaming	Seamless roaming between 802.11a, 802.11b, 802.11b/g, 802.11n and 802.11ac access points
Wake On Wireless	Supported
Miracast (WiFi Display)	Supports Miracast (WiFi Display) on Win8.1/10
Wireless PAN Standard	Dual-mode Bluetooth™ 4.1, BLE
Bluetooth Data rates	Up to 3Mbps
Bluetooth Operating Frequency Bands	2.4GHz
Transmission	FHSS (Frequency Hopping Spread Spectrum)
Bluetooth Data Encryption	128-bit encryption
Bluetooth Receive Sensitivity	-70dBm@BER≤0.01% (EDR) -100dBm@BER≤30.8% (LE nominal)
Temperature	Operating temperature -10° to +65° C Storage temperature of -45° to +70° C
Humidity	Up to 90%

Table 8. Intel® Dual Band Wireless-AC 8265 802.11AC 2x2 Wi-Fi + BT 4.2 LE M.2 Wireless Card

Attribute	Specification
Host interface	M.2 2230 form factor (WiFi– PCIe, Bluetooth – USB)
Network standard	IEEE 802.11a/b/g/n/ac MU-MIMO RX



Attribute	Specification
Wi-Fi Alliance Certifications	802.11a/b/g/n/ac, WPA, WPA2, WMM, WPS, Wi-Fi Direct
Operating Frequency Bands	2.4 GHz and 5 GHz
Dual Stream N	Support for two transmit and receive antennas enable better wireless at the same distance when compared to older 802.11a/b/g solutions.
Data Rate	Up to 867 Mbps
Power Consumption	Optimized power modes (sleep states) reduce power consumption during periods of inactivity
Authentication Authentication Protocols Encryption Product Safety	WPA and WPA2, 802.1X (EAP-TLS, TTLS, PEAP, LEAP, EAP-FAST), EAP-SIM, EAP-AKA PAP, CHAP, TLS, GTC, MS-CHAP, MS-CHAPv2 64-bit and 128-bit WEP, 128-bit AES-CCMP UL, C-UL, CB (IEC60950-1)
Management Capabilities Alerting	Support for Intel® AMT 11.x on KabyLake
Government Compliance	FIPS, FISMA
Client Utility	Intel PRO/Set Wireless Software v19.0 and later.
Radio On/Off	Supported
Roaming	Supports seamless roaming between respective access points (802.11b, 802.11g, 802.11a/b/g, and 802.11a/b/g/n/ac)
Wake On Wireless	Supported
Wireless Display	Native Miracast support by Windows 8.1 and 10
Wireless PAN Standard	Dual Mode Bluetooth 4.2, BLE (HW ready, SW depends on OS, Windows 10 supports up to Bluetooth 4.1)
Bluetooth Data rates	2.4GHz
Bluetooth Operating Frequency Bands	128-bit encryption
Bluetooth Profiles Supported	For Windows 7, includes DID, HID, PAN, HCRP, SPP, HFP, HSP DUN, OPP, FTP, BIP, BPP, SYNCH, A2DP(source/sink), AVRCP (target/controller), HOGP (LE HID) Support for Microsoft Inbox Bluetooth profiles in Windows 8.1 and future OS versions.
Bluetooth Data Encryption	128-bit encryption
Bluetooth Output Power	Power class 1
Temperature	Operating temperature 0° to +50° C (Full performance at shield temperatures up to 80° C) Storage temperature of -40° to +70° C
Humidity	Up to 90% RH non-condensing (at temperatures of 25° C to 35° C)

Table 9. DW5811e Snapdragon™ X7 LTE (US AT&T, Verizon, Sprint Wireless, Canada Rogers, Telus, and Generic)

Carrier	Verizon	AT&T	Sprint	Rogers	Telus	Generic
Network	LTE CAT6					
Speed (Downlink)	< 300 Mbps					
Speed (Uplink)	< 50 Mbps					
Fallback Network	NA	HSPA+	NA	HSPA+	HSPA+	HSPA+
Fallback Speed (Downlink)	NA	HSPA+ 42 Mbps	NA	HSPA+ 42 Mbps	HSPA+ 42 Mbps	HSPA+ 42 Mbps
Frequency Bands	Band 4, 13 LTE	Band 13 LTE Band 2, 4, 5, 17 and 7	Band 25, 26, 41 LTE	Band 13 LTE Band 2, 4, 5, 17 and 7	Band 13 LTE Band 2, 4, 5, 17 and 7	Band 1, 2, 3, 4, 5, 7, 8, 12, 13, 17, 20, 25, 26, 29, 30, 41 LTE
LTE/WWAN Antenna	Main (Tx/Rx) +Aux (Rx/GNSS)					
Operating System Support	Windows 8.1, 32/64 bits Windows 7, 32/64 bits Windows 10, 32/64 bits	Windows 8.1, 32/64 bits Windows 7, 32/64 bits Windows 10, 32/64 bits	Windows 8.1, 32/64 bits Windows 7, 32/64 bits Windows 10, 32/64 bits	Windows 8.1, 32/64 bits Windows 7, 32/64 bits Windows 10, 32/64 bits	Windows 8.1, 32/64 bits Windows 7, 32/64 bits Windows 10, 32/64 bits	Windows 8.1, 32/64 bits Windows 7, 32/64 bits Windows 10, 32/64 bits
Host Interface	Supported both USB 3.1 Gen 1/ USB 2.0					

Table 10. Qualcomm Snapdragon X7 HSPA+ (DW5811e) for China and Indonesia regions

Carrier	Generic	China / Indonesia
Network	HSPA+	HSPA+
Speed (Downlink)	< 100 Mbps	< 100 Mbps
Speed (Uplink)	< 50 Mbps	< 50 Mbps
Fallback Network	HSPA+	HSPA+
Fallback Speed (Downlink)	HSPA+ 42 Mbps	HSPA+ 42 Mbps
Frequency Bands	Band 1, 2, 3, 4, 5, 8, HSPA+	Band 1, 2, 3, 4, 5, 8, HSPA+
SIM	Yes	Yes
LTE/WWAN Antenna	Main (Tx/Rx) +Aux (Rx/GNSS)	Main (Tx/Rx) +Aux (Rx/GNSS)
Operating System Support	Windows 8.1, 32/64 bits	Windows 8.1, 32/64 bits



Carrier	Generic	China / Indonesia
	Windows 10, 32/64 bits	Windows 10, 32/64 bits
GNSS	Supports both autonomous GNSS (GPS + GLONASS) and assisted GNSS (A-GNSS)	Supports both autonomous GNSS (GPS + GLONASS) and assisted GNSS (A-GNSS)
Host Interface	USB 3.1 Gen 1/USB 2.0	USB 3.1 Gen 1/USB 2.0

Ports and Connectors

Table 11. Ports and Connectors

Feature	Specifications
USB	USB Type-C with display port and power delivery
Modem	NA
Audio	Two channel high definition audio Waves MaxxAudio Pro Stereo conversion: 24-bit (analog-to-digital and digital-to-analog) Internal Interface - high-definition audio codec. External Interface - microphone-in and stereo headphones/ speakers universal connector Speakers:Power / Peak Power: 2X2Wrms/2X2.5Wpeak, Internal speaker amplifier: 2 watt per channel, Internal microphone: digital microphone dual microphone with camera) No volume control buttons, only support hot-key keyboard button
Expansion	SD 3.0 Memory card reader
Express Card	NA

Display specifications

This topics lists out the detailed display specifications.

Table 12. 3490 Display specifications

	14.0– HD Non touch	14.0– FHD Non touch	14.0– FHD Touch
Type	HD Anti-Glare	FHD Anti-Glare	FHD True-Life
Luminance/ Brightness (typical)	HD 220nits	FHD 220nits	FHD 220nits
Diagonal	14.0 inches	14.0 inches	14.0 inches
Native Resolution	HD 1366x768	FHD 1920x1080	FHD 1920x1080



	14.0– HD Non touch	14.0– FHD Non touch	14.0– FHD Touch
Megapixels (millions of pixels)	HD 1.05	FHD 2.07	FHD 2.07
Pixels per Inch (PPI)	112 for HD	157 for FHD	157 for FHD
Contrast Ratio (min)	300:1 for HD	600:1 for FHD	600:1 for FHD
Refresh Rate	60 Hz	60 Hz	60 Hz
Horizontal Viewing Angle (min)	HD +40/- 40 degrees	FHD +80/- 80 degrees	FHD +80/- 80 degrees
Vertical Viewing Angle (min)	HD +10/-30 degrees	FHD +80/-80 degrees	FHD +80/- 80 degrees
Pixel Pitch	HD 0.226 mm	FHD 0.161 mm	FHD 0.161 mm
Power Consumption (max)	HD 3.0 W	FHD 2.85 W	FHD 3.5 W

Keyboards Hot Key Definitions

Table 13. Keyboards Hot Key Definitions

Fn Key Combination	Function
Fn+ESC	Fn Toggle
Fn+ F1	Speaker Mute
Fn + F2	Volume Down
Fn + F3	Volume Up
Fn + F4	Rewind
Fn + F5	Play/Pause
Fn + F6	Fast forward
Fn + F8	Display Toggle (Win + P)
Fn + F9	Search
Fn + F10	Increase Keyboard Backlight Brightness
Fn + F11	Brightness up
Fn + F12	Brightness down
Fn + Printscreen	Wireless



- Primary behavior is F1–F12 keys; Secondary behavior is media keys.
- Fn Lock only switches primary and secondary behavior on F1–F12
- F7 will behave the same because there is no secondary behavior

Function short cut keys

You can perform several actions using the function short cut keys.

- If Fn + F3 is for increasing volume, then you must press the Fn key and F3 keys together to increase the volume.
- If you wish to use the function keys directly without pressing the Fn key for each action, then you can activate the function key lock. Press Fn and Esc keys together to activate the function key lock. This activates the function key.

Touchpad

Table 14. TouchPad

Dimensions	3490
Width	105 mm
Height	65 mm

Table 15. Supported gestures for Windows 10

Supported Gestures
Cursor moving
Clicking/ tapping
Click and drag
2-finger scroll
2-finger Pinch/ Zoom
2-finger tapping
3-finger tapping (Invoke Cortana)
3-finger swipe up (See all open windows)
3-finger swipe down (Show the desktop)
3-finger swipe right or left (Switch between open windows)
4-finger tapping (Invoke Action Center)
4-finger swipe right or left (Switch virtual desktops)



Battery specifications

This topics lists out the detailed battery specifications.

Table 16. Battery specifications

	42 Whr (3 Cell) Prismatic with ExpressCharge	56 Whr (4 Cell) Prismatic with ExpressCharge
Type	Li-polymer	Li-polymer
Length	184.00 mm (7.24 inch)	233.06 mm (9.170 inch)
Width	97.00 mm (3.82 inch)	90.73 mm (3.572 inch)
Weight	185 g	250.00 g
Height	5.90 mm (0.23 inch)	5.90 mm (0.23 inch)
Voltage	11.4VDC	15.2VDC
Typical Amp-hour capacity	3.5Ahr	3.67Ahr
Typical Watt-hour capacity	42Whr	56Whr
Temperature:		
Operating	<ul style="list-style-type: none"> Charge: 0 °C to 50 °C (32 °F to 122 °F) Discharge: 0 °C to 70 °C (32 °F to 158 °F) 	<ul style="list-style-type: none"> Charge: 0 °C to 50 °C (32 °F to 122 °F) Discharge: 0 °C to 70 °C (32 °F to 158 °F)
Non-operating	-20 °C to 65 °C (-4 °F to 149 °F)	-20 °C to 65 °C (-4 °F to 149 °F)
Charging time:		
Express Charge mode	<ul style="list-style-type: none"> 0~15°C: 4 hours 16~45°C: 2 hours 46~60°C: 3 hours 	<ul style="list-style-type: none"> 0~15°C: 4 hours 16~45°C: 2 hours 46~60°C: 3 hours
Standard mode	<ul style="list-style-type: none"> 0~15°C: 4 hours 16~60°C: 3 hours 	<ul style="list-style-type: none"> 0~15°C: 4 hours 16~60°C: 3 hours
ExpressCharge capable	Yes	Yes
BattMan capable	Yes	Yes

Adapter options

This topic lists the adapter specifications.

Table 17. AC Adapter

Wattage	E4 65W - 65 Wätt AC AdapterE4	E4 65W BFR/PVC free
System supportability	UMA/Discrete	UMA/Discrete
Input voltage	100 to 240 VAC	100 to 240 VAC
Input current (max)	1.7 A	1.7 A
Input Frequency	50 Hz to 60 Hz	50 Hz to 60 Hz
Output current	3.34 A (continuous)	3.34 A (continuous)



Rated output voltage	19.5 VDC	19.5 VDC
Weight (kg)	0.23	0.29
Dimensions (HxWxD inches)	1.1x1.9x4.3	1.1 x 1.9 x 4.3
Dimensions (HxWxD mm)	28 x 47 x 108	28 x 47 x 108
Temperature range:	0° to 40°C	0° to 40°C
Operating	32° to 104°F	32° to 104°F
Storage	-40° to 70°C	-40° to 70°C
	-40° to 158°F	-40° to 158°F

System dimensions

This topic lists out the dimensions of the computer in detail.

System dimension

Weight (pounds/ kilogram) Starts from 3.79 lb / 1.72 kg

Dimensions inches:

Height 0.82 in (21.0 mm)

Width 13.34 in (339.0 mm)

Depth 9.52 in (241.9 mm)

NOTE: System weight and shipping weight is based on a typical configuration and may vary based on the actual configuration.

Security options

This topic lists the security information.

- TPM 2.0 FIPS 140-2 Certified, TCG Certified (Windows® 10 only)
- Noble Wedge Lock Slot
- Optional Touch Fingerprint Reader
- Optional DDP|E Encryption Software

Operating conditions

Table 18. Operating conditions

Model	Dell Latitude 3000 series
Temperature Range	Operating 0° to 35°C (32° to 95°F)
	Storage -40° to 65°C (-40° to 149°F)
Relative humidity (maximum)	Operating 10% to 90%
	Storage 0% to 95%



Model**Dell Latitude 3000 series**

Altitude (maximum)

Operating 0 to 3048 m (0 to 10,000 ft)

Storage 0 to 10,668 m (0 to 35,000 ft)



Technology and components

This chapter details the technology and components available in the system.

Topics:

- [Power adapter](#)
- [DDR4](#)
- [USB features](#)
- [HDMI 1.4](#)
- [USB Type-C](#)

Power adapter

This laptop is shipped with 7.4mm barrel plug on power adapter.

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

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

DDR4

DDR4 (double data rate fourth generation) memory is a higher-speed successor to the DDR2 and DDR3 technologies and allows up to 512 GB in capacity, compared to the DDR3's maximum of 128 GB per DIMM. DDR4 synchronous dynamic random-access memory is keyed differently from both SDRAM and DDR to prevent the user from installing the wrong type of memory into the system.

DDR4 needs 20 percent less or just 1.2 volts, compared to DDR3 which requires 1.5 volts of electrical power to operate. DDR4 also supports a new, deep power-down mode that allows the host device to go into standby without needing to refresh its memory. Deep power-down mode is expected to reduce standby power consumption by 40 to 50 percent.

DDR4 Details

There are subtle differences between DDR3 and DDR4 memory modules, as listed below.

Key notch difference

The key notch on a DDR4 module is in a different location from the key notch on a DDR3 module. Both notches are on the insertion edge but the notch location on the DDR4 is slightly different, to prevent the module from being installed into an incompatible board or platform.

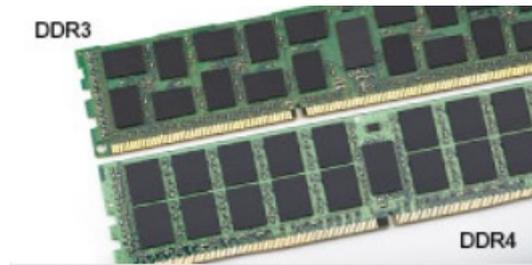


Figure 1. Notch difference

Increased thickness

DDR4 modules are slightly thicker than DDR3, to accommodate more signal layers.



Figure 2. Thickness difference

Curved edge

DDR4 modules feature a curved edge to help with insertion and alleviate stress on the PCB during memory installation.

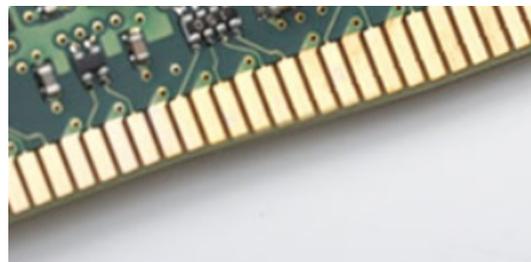


Figure 3. Curved edge

Memory Errors

Memory errors on the system display the new ON-FLASH-FLASH or ON-FLASH-ON failure code. If all memory fails, the LCD does not turn on. Troubleshoot for possible memory failure by trying known good memory modules in the memory connectors on the bottom of the system or under the keyboard, as in some portable systems.

USB features

Universal Serial Bus, or USB, was introduced in 1996. It dramatically simplified the connection between host computers and peripheral devices like mice, keyboards, external drives, and printers.

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

Table 19. USB evolution

Type	Data Transfer Rate	Category	Introduction Year
USB 3.0/USB 3.1 Gen 1	5 Gbps	Super Speed	2010
USB 2.0	480 Mbps	High Speed	2000

USB 3.0/USB 3.1 Gen 1 (SuperSpeed USB)

For years, the USB 2.0 has been firmly entrenched as the de facto interface standard in the PC world with about 6 billion devices sold, and yet the need for more speed grows by ever faster computing hardware and ever greater bandwidth demands. The USB 3.0/USB 3.1 Gen 1 finally has the answer to the consumers' demands with a theoretically 10 times faster than its predecessor. In a nutshell, USB 3.1 Gen 1 features are as follows:

- Higher transfer rates (up to 5 Gbps)
- Increased maximum bus power and increased device current draw to better accommodate power-hungry devices
- New power management features
- Full-duplex data transfers and support for new transfer types
- Backward USB 2.0 compatibility
- New connectors and cable

The topics below cover some of the most commonly asked questions regarding USB 3.0/USB 3.1 Gen 1.



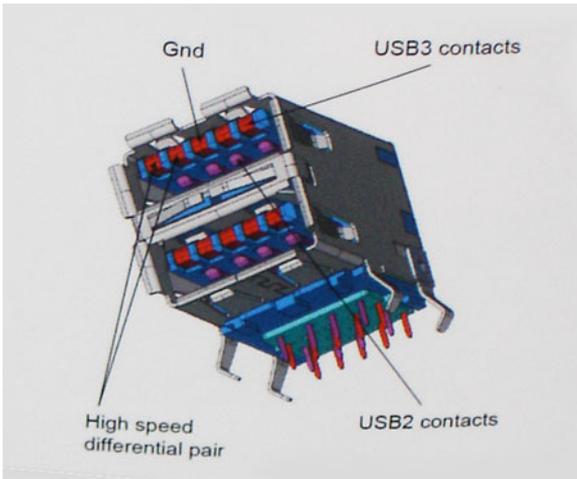
Speed

Currently, there are 3 speed modes defined by the latest USB 3.0/USB 3.1 Gen 1 specification. They are Super-Speed, Hi-Speed and Full-Speed. The new SuperSpeed mode has a transfer rate of 4.8Gbps. While the specification retains Hi-Speed, and Full-Speed USB mode, commonly known as USB 2.0 and 1.1 respectively, the slower modes still operate at 480Mbps and 12Mbps respectively and are kept to maintain backward compatibility.

USB 3.0/USB 3.1 Gen 1 achieves the much higher performance by the technical changes below:

- An additional physical bus that is added in parallel with the existing USB 2.0 bus (refer to the picture below).
- USB 2.0 previously had four wires (power, ground, and a pair for differential data); USB 3.0/USB 3.1 Gen 1 adds four more for two pairs of differential signals (receive and transmit) for a combined total of eight connections in the connectors and cabling.
- USB 3.0/USB 3.1 Gen 1 utilizes the bidirectional data interface, rather than USB 2.0's half-duplex arrangement. This gives a 10-fold increase in theoretical bandwidth.





With today's ever increasing demands placed on data transfers with high-definition video content, terabyte storage devices, high megapixel count digital cameras etc., USB 2.0 may not be fast enough. Furthermore, no USB 2.0 connection could ever come close to the 480Mbps theoretical maximum throughput, making data transfer at around 320Mbps (40MB/s) — the actual real-world maximum. Similarly, USB 3.0/USB 3.1 Gen 1 connections will never achieve 4.8Gbps. We will likely see a real-world maximum rate of 400MB/s with overheads. At this speed, USB 3.0/USB 3.1 Gen 1 is a 10x improvement over USB 2.0.

Applications

USB 3.0/USB 3.1 Gen 1 opens up the laneways and provides more headroom for devices to deliver a better overall experience. Where USB video was barely tolerable previously (both from a maximum resolution, latency, and video compression perspective), it's easy to imagine that with 5-10 times the bandwidth available, USB video solutions should work that much better. Single-link DVI requires almost 2Gbps throughput. Where 480Mbps was limiting, 5Gbps is more than promising. With its promised 4.8Gbps speed, the standard will find its way into some products that previously weren't USB territory, like external RAID storage systems.

Listed below are some of the available SuperSpeed USB 3.0/USB 3.1 Gen 1 products:

- External Desktop USB 3.0/USB 3.1 Gen 1 Hard Drives
- Portable USB 3.0/USB 3.1 Gen 1 Hard Drives
- USB 3.0/USB 3.1 Gen 1 Drive Docks & Adapters
- USB 3.0/USB 3.1 Gen 1 Flash Drives & Readers
- USB 3.0/USB 3.1 Gen 1 Solid-state Drives
- USB 3.0/USB 3.1 Gen 1 RAID's
- Optical Media Drives
- Multimedia Devices
- Networking
- USB 3.0/USB 3.1 Gen 1 Adapter Cards & Hubs

Compatibility

The good news is that USB 3.0/USB 3.1 Gen 1 has been carefully planned from the start to peacefully co-exist with USB 2.0. First of all, while USB 3.0/USB 3.1 Gen 1 specifies new physical connections and thus new cables to take advantage of the higher speed capability of the new protocol, the connector itself remains the same rectangular shape with the four USB 2.0 contacts in the exact same location as before. Five new connections to carry receive and transmitted data independently are present on USB 3.0/USB 3.1 Gen 1 cables and only come into contact when connected to a proper SuperSpeed USB connection.

Windows 8/10 will be bringing native support for USB 3.1 Gen 1 controllers. This is in contrast to previous versions of Windows, which continue to require separate drivers for USB 3.0/USB 3.1 Gen 1 controllers.



Microsoft announced that Windows 7 would have USB 3.1 Gen 1 support, perhaps not on its immediate release, but in a subsequent Service Pack or update. It is not out of the question to think that following a successful release of USB 3.0/USB 3.1 Gen 1 support in Windows 7, SuperSpeed support would trickle down to Vista. Microsoft has confirmed this by stating that most of their partners share the opinion that Vista should also support USB 3.0/USB 3.1 Gen 1.

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

Advantages of Displayport over USB Type-C

- Full DisplayPort audio/video (A/V) performance (up to 4K at 60Hz)
- SuperSpeed USB (USB 3.1) data
- Reversible plug orientation and cable direction
- Backwards compatibility to VGA, DVI with adaptors
- Supports HDMI 2.0a and is backwards compatible with previous versions

HDMI 1.4

This topic explains the HDMI 1.4 and its features along with the advantages.

HDMI (High-Definition Multimedia Interface) is an industry-supported, uncompressed, all-digital audio/video interface. HDMI provides an interface between any compatible digital audio/video source, such as a DVD player, or A/V receiver and a compatible digital audio and/or video monitor, such as a digital TV (DTV). The intended applications for HDMI TVs, and DVD players. The primary advantage is cable reduction and content protection provisions. HDMI supports standard, enhanced, or high-definition video, plus multichannel digital audio on a single cable.

 **NOTE: The HDMI 1.4 will provide 5.1 channel audio support.**

HDMI 1.4 Features

- **HDMI Ethernet Channel** - Adds high-speed networking to an HDMI link, allowing users to take full advantage of their IP-enabled devices without a separate Ethernet cable
- **Audio Return Channel** - Allows an HDMI-connected TV with a built-in tuner to send audio data "upstream" to a surround audio system, eliminating the need for a separate audio cable
- **3D** - Defines input/output protocols for major 3D video formats, paving the way for true 3D gaming and 3D home theater applications
- **Content Type** - Real-time signaling of content types between display and source devices, enabling a TV to optimize picture settings based on content type
- **Additional Color Spaces** - Adds support for additional color models used in digital photography and computer graphics
- **4K Support** - Enables video resolutions far beyond 1080p, supporting next-generation displays that will rival the Digital Cinema systems used in many commercial movie theaters
- **HDMI Micro Connector** - A new, smaller connector for phones and other portable devices, supporting video resolutions up to 1080p
- **Automotive Connection System** - New cables and connectors for automotive video systems, designed to meet the unique demands of the motoring environment while delivering true HD quality

Advantages of HDMI

- Quality HDMI transfers uncompressed digital audio and video for the highest, crispest image quality.
- Low -cost HDMI provides the quality and functionality of a digital interface while also supporting uncompressed video formats in a simple, cost-effective manner
- Audio HDMI supports multiple audio formats from standard stereo to multichannel surround sound
- HDMI combines video and multichannel audio into a single cable, eliminating the cost, complexity, and confusion of multiple cables currently used in A/V systems

- HDMI supports communication between the video source (such as a DVD player) and the DTV, enabling new functionality

USB Type-C

USB Type-C is a new, tiny physical connector. The connector itself can support various exciting new USB standard like USB 3.1 and USB power delivery (USB PD).

Alternate Mode

USB Type-C is a new connector standard that's very small. It's about a third the size of an old USB Type-A plug. This is a single connector standard that every device should be able to use. USB Type-C ports can support a variety of different protocols using “alternate modes,” which allows you to have adapters that can output HDMI, VGA, DisplayPort, or other types of connections from that single USB port

USB Power Delivery

The USB PD specification is also closely intertwined with USB Type-C. Currently, smartphones, tablets, and other mobile devices often use a USB connection to charge. A USB 2.0 connection provides up to 2.5 watts of power — that'll charge your phone, but that's about it. A laptop might require up to 60 watts, for example. The USB Power Delivery specification ups this power delivery to 100 watts. It's bi-directional, so a device can either send or receive power. And this power can be transferred at the same time the device is transmitting data across the connection.

This could spell the end of all those proprietary laptop charging cables, with everything charging via a standard USB connection. You could charge your laptop from one of those portable battery packs you charge your smartphones and other portable devices from today. You could plug your laptop into an external display connected to a power cable, and that external display would charge your laptop as you used it as an external display — all via the one little USB Type-C connection. To use this, the device and the cable have to support USB Power Delivery. Just having a USB Type-C connection doesn't necessarily mean they do.

USB Type-C and USB 3.1

USB 3.1 is a new USB standard. USB 3's theoretical bandwidth is 5 Gbps, while USB 3.1 Gen2 is 10Gbps . That's double the bandwidth, as fast as a first-generation Thunderbolt connector. USB Type-C isn't the same thing as USB 3.1. USB Type-C is just a connector shape, and the underlying technology could just be USB 2 or USB 3.0. In fact, Nokia's N1 Android tablet uses a USB Type-C connector, but underneath it's all USB 2.0 — not even USB 3.0. However, these technologies are closely related.



System setup options

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

Topics:

- [Boot Sequence](#)
- [Navigation keys](#)
- [System Setup overview](#)
- [Accessing System Setup](#)
- [General screen options](#)
- [System Configuration screen options](#)
- [Video screen options](#)
- [Security screen options](#)
- [Secure Boot screen options](#)
- [Intel Software Guard Extensions screen options](#)
- [Performance screen options](#)
- [Power management screen options](#)
- [POST behavior screen options](#)
- [Virtualization support screen options](#)
- [Wireless screen options](#)
- [Maintenance screen options](#)
- [System logs screen options](#)
- [SupportAssist system resolution](#)
- [Verifying system memory in system setup BIOS](#)
- [Updating the BIOS in Windows](#)
- [System and setup password](#)

Boot Sequence

Boot Sequence allows you to bypass the System Setup–defined boot device order and boot directly to a specific device (for example: optical drive or hard drive). During the Power-on Self Test (POST), when the Dell logo appears, you can:

- Access System Setup by pressing F2 key
- Bring up the one-time boot menu by pressing F12 key

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

- Removable Drive (if available)
- STXXXX Drive

NOTE: XXX denotes the SATA drive number.

- Optical Drive (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.

Navigation keys

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

Keys	Navigation
Up arrow	Moves to the previous field.
Down arrow	Moves to the next field.
Enter	Selects a value in the selected field (if applicable) or follow the link in the field.
Spacebar	Expands or collapses a drop-down list, if applicable.
Tab	Moves to the next focus area.

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.

System Setup overview

System Setup allows you to:

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

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

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

Accessing System Setup

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

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

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

General screen options

This section lists the primary hardware features of your computer.

Option	Description
System Information	This section lists the primary hardware features of your computer.

- **System Information:** Displays BIOS Version, Service Tag, Asset Tag, Ownership Tag, Ownership Date, Manufacture Date, Express Service Code. Signed firmware update is enabled by default



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

Battery Information Displays the battery status health and whether the AC adapter is installed.

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

- Windows Boot Manager (Default)
- Boot List Option
 - Legacy External Devices
 - UEFI (System Default)

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

UEFI boot path security

- Always, except internal HDD (Default)
- Always
- Never

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

System Configuration screen options

Option	Description
Integrated NIC	Controls the on-board LAN controller. The option Enable Network Stack is not selected by default. options: <ul style="list-style-type: none"> · Disabled · Enabled · Enabled w/PXE (default)
SATA Operation	Allows you to configure the operating mode of the integrated SATA hard drive controller. <ul style="list-style-type: none"> · Disabled · AHCI · RAID On — default
Drives	Allows you to enable or disable various drives on board. <ul style="list-style-type: none"> · SATA-0 (default) · SATA-2 (default) · M.2 PCIe SSD-0 (default)
SMART Reporting	Controls whether hard drive errors for integrated drivers are reported during system startup. The option 'Enable Smart Reporting' is not selected by default.



Option	Description
USB Configuration	<p>This is an optional feature.</p> <p>This field configures the integrated USB controller. If Boot Support is enabled, the system is allowed to boot any type of USB Mass Storage Devices—HDD, memory key, floppy.</p> <p>If USB port is enabled, device attached to this port is enabled and available for OS.</p> <p>If USB port is disabled, the OS cannot see any device attached to this port.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Enable USB Boot Support (default) • Enable External USB Port (default) <p> NOTE: USB keyboard and mouse always work in the BIOS setup irrespective of these settings.</p>
Dell Type-C Dock Configuration	<p>The option 'Always Allow Dell Docks' is selected by default.</p> <p>When set to enabled, allows connection to the Dell WD and TB family of docks (Type-C docks) independent of USB and Thunderbolt Adapter configuration settings.</p> <p>When set to disabled, the docks will be controlled via the USB and Thunderbolt Adapter configuration settings.</p>
USB PowerShare	<p>This field configures the USB PowerShare feature behavior. This option allows you to charge external devices using the stored system battery power through the USB PowerShare port. The option Enable USB Powershare is disabled by default.</p>
Audio	<p>This field enables or disables the integrated audio controller. By default, the Enable Audio option is selected. The options are:</p> <ul style="list-style-type: none"> • Enable Microphone—by default enable • Enable Internal Speaker—(default enable)
Keyboard illumination	<p>The options are:</p> <ul style="list-style-type: none"> • Disabled • Dim • Bright (default)
Keyboard Backlight Timeout on AC	<p>The options are:</p> <ul style="list-style-type: none"> • 5 seconds • 10 seconds (default) • 15 seconds • 30 seconds • 1 minute • 5 minutes • 15 minutes • Never
Keyboard Backlight Timeout on Battery	<p>This feature determines the timeout value for the keyboard backlight when the system is running only on battery power.</p> <p>The options are:</p> <ul style="list-style-type: none"> • 5 seconds



Option	Description
	<ul style="list-style-type: none"> • 10 seconds (default) • 15 seconds • 30 seconds • 1 minute • 5 minutes • 15 minutes • Never
Touchscreen	Controls whether the touchscreen is enabled or disabled. The touch screen option is enabled by default.
Unobtrusive Mode	When enabled, pressing Fn+F7 will turn off all light and sound emissions from the system. <ul style="list-style-type: none"> • Disabled — default
Miscellaneous Devices	Allows you to enable or disable the following devices: <ul style="list-style-type: none"> • Enable Camera (default) • Enable Secure Digital (SD) Card (default) • Secure Digital (SD) Card Read-Only Mode • Enable Hard Drive Free Fall Protection (default) • Secure Digital (SD) Card Boot

Video screen options

Option	Description
LCD Brightness	Allows you to set the display brightness depending up on the power source—On Battery and On AC. The LCD brightness is independent for battery and AC adapter. It can be set using the slider.

Security screen options

Option	Description
Admin Password	<p>Allows you to set, change, or delete the administrator (admin) password.</p> <p>NOTE: You must set the admin password before you set the system or hard drive password. Deleting the admin password automatically deletes the system password and the hard drive password.</p> <p>NOTE: Successful password changes take effect immediately.</p> <p>Default setting: Not set</p>
System Password	<p>Allows you to set, change, or delete the system password.</p> <p>NOTE: Successful password changes take effect immediately.</p> <p>Default setting: Not set</p>
Internal HDD-0 Password	<p>Allows you to set, change, or delete the administrator password.</p> <p>NOTE: Successful password changes take effect immediately.</p> <p>Default setting: Not set</p>

Option	Description
M.2 SATA SSD-2 Password	<p>Allows you to set, change, or delete the system's SATA solid state drive (SSD).</p> <p>NOTE: Successful password changes take effect immediately.</p> <p>Default setting: Not set</p>
Strong Password	<p>Allows you to enforce the option to always set strong passwords.</p> <p>Default Setting: Enable Strong Password is not selected.</p> <p>NOTE: If Strong Password is enabled, the Admin and System passwords must contain at least one uppercase character, one lowercase character and be at least eight characters long.</p>
Password Configuration	<p>Allows you to specify the minimum and max password lengths of the Administrator and System passwords.</p> <ul style="list-style-type: none"> min-4—by default, if you want to change you can increase the number. max-32—you can decrease the number.
Password Bypass	<p>Allows you to enable or disable the permission to bypass the System and the Internal HDD password, when they are set. The options are:</p> <ul style="list-style-type: none"> Disabled —enabled by default Reboot bypass
Password Change	<p>Allows you to enable the disable permission to the System and Hard Drive passwords when the admin password is set.</p> <p>Default setting: Allow Non-Admin Password Changes is selected.</p>
Non-Admin Setup Changes	<p>Allows you to determine whether changes to the setup options are allowed when an Administrator Password is set. If disabled, the setup options are locked by the admin password.</p> <p>Option "Allow wireless switch changes" is not selected by default.</p>
UEFI Capsule Firmware Updates	<p>Allows you to enable or disable. This option controls whether this system allows BIOS updated via UEFI capsule update packages. The options are:</p> <ul style="list-style-type: none"> Enable UEFI Capsule Firmware Updates—enabled by default
TPM 2.0 Security	<p>Allows you to enable the Trusted Platform Module (TPM) during POST. The options are:</p> <ul style="list-style-type: none"> TPM On—enabled by default Clear PPI Bypass for Enable Commands—enabled by default PPI Bypass for Disable Commands PPI Bypass for Clear Command Attestation enable—enabled by default Key storage enable—enabled by default SHA-256—enabled by default Disabled Enabled—enabled by default <p>NOTE: To upgrade or downgrade TPM 2.0, download the TPM wrapper tool—software.</p>
Computrace	<p>Allows you to activate or disable the optional Computrace software The options are:</p>



Option	Description
	<ul style="list-style-type: none"> · Deactivate · Disable · Activate—enabled by default <p>NOTE: The Activate, Deactivate, and Disable options will permanently activate or disable the feature and no further changes will be allowed.</p>
CPU XD Support	<p>Allows you to enable the Execute Disable mode of the processor.</p> <p>Enable CPU XD Support—enabled by default</p>
OROM Keyboard Access	<p>options:</p> <p>Enabled (default)</p> <p>Disabled</p> <p>One Time Enable</p>
Admin Setup Lockout	<p>Allows you to prevent users from entering Setup when an Administrator password is set.</p> <p>Default Setting: The option-Enable Admin Setup lockout is disabled by default.</p>
Master password lockout	<p>This option is not enabled by default</p>
SMM Security Mitigation	<p>This option enables or disables additional UEFI SMM Security Mitigation protection. The operating system can use this feature to help protect the secure environment created by virtualization based security. The option is disabled by default.</p>

Secure Boot screen options

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



Option	Description
	 NOTE: If you disable the Custom Mode, all the changes made are erased and the keys restore to default settings.

Intel Software Guard Extensions screen options

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

Performance screen options

Option	Description
Multi-Core Support	This field specifies whether the process has one or all cores enabled. The performance of some applications improves with the additional cores. This option is enabled by default. Allows you to enable or disable multi-core support for the processor. The installed processor supports two cores. If you enable Multi-Core Support, two cores are enabled. If you disable Multi-Core Support, one core is enabled. <p>Options:</p> <ul style="list-style-type: none"> · All (selected by default) · 1 · 2 · 3
Intel SpeedStep	Allows you to enable or disable the Intel SpeedStep feature. <ul style="list-style-type: none"> · Enable Intel SpeedStep Default setting: The option is enabled.
C-States Control	Allows you to enable or disable the additional processor sleep states. <ul style="list-style-type: none"> · C states Default setting: The option is enabled.
Intel TurboBoost	Allows you to enable or disable the Intel TurboBoost mode of the processor. <ul style="list-style-type: none"> · Enable Intel TurboBoost Default setting: The option is enabled.



Option	Description
HyperThread Control	Enables or disables HyperThreading in the processor. <ul style="list-style-type: none"> Enabled — default Disabled

Power management screen options

Option	Description
AC Behavior	Allows you to enable or disable the computer from turning on automatically when an AC adapter is connected. Default setting: Wake on AC is not selected.
Enable Intel Speed shift Technology	This option is enabled by default.
Auto On Time	Allows you to set the time at which the computer must turn on automatically. The options are: <ul style="list-style-type: none"> Disabled Every Day Weekdays Select Days Default setting: Disabled
USB Wake Support	Allows you to enable USB devices to wake the system from Standby. <p>NOTE: This feature is only functional when the AC power adapter is connected. If the AC power adapter is removed during Standby, the system setup removes power from all the USB ports to conserve battery power.</p> <ul style="list-style-type: none"> Enable USB Wake Support Wake on Dell USB-C dock Default setting: Wake on Dell USB-C dock is enabled.
Wireless Radio Control	Options: <ul style="list-style-type: none"> Control WLAN radio Control WWAN radio None of the options are selected by default
Wake on WLAN	Allows you to enable or disable the feature that powers on the computer from the Off state when triggered by a LAN signal. <ul style="list-style-type: none"> Disabled (default) LAN only WLAN only LAN or WLAN LAN with PXE Boot
Block Sleep	This option lets you block entering to sleep (S3 state) in operating system environment. Block Sleep (S3 state)

Option	Description
	Default setting: This option is disabled
Peak Shift	<p>This option enables you to minimize the AC power consumption during the peak power times of day. After you enable this option, your system runs only in battery even if the AC is attached.</p> <ul style="list-style-type: none"> · Enable peak shift is not selected by default · Set battery threshold (15% to 100%) - 15 % (enabled by default)
Advanced Battery Charge Configuration	<p>This option enables you to maximize the battery health. By enabling this option, your system uses the standard charging algorithm and other techniques during the nonwork hours to improve the battery health.</p> <p>Enable Advanced Battery Charge Mode is disabled by default</p>
Primary Battery Charge Configuration	<p>Allows you to select the charging mode for the battery. The options are:</p> <ul style="list-style-type: none"> · Adaptive—enabled by default · Standard—Fully charges your battery at a standard rate. · ExpressCharge—The battery charges over a shorter time using Dell's fast charging technology This option is enabled by default. · Primarily AC use · Custom <p>If Custom Charge is selected, you can also configure Custom Charge Start and Custom Charge Stop.</p> <p>NOTE: All charging mode may not be available for all the batteries. To enable this option, disable the Advanced Battery Charge Configuration option.</p>

POST behavior screen options

Option	Description
Adapter Warnings	<p>Allows you to enable or disable the system setup (BIOS) warning messages when you use certain power adapters.</p> <p>Default setting: Enable Adapter Warnings</p>
Numlock Enable	<p>This option specifies whether the Numlock function should be enable when the system boots. The option 'Enable Numlock' is selected by default.</p>
Fn Key Emulation	<p>Allows you to use the <Scroll Lock> key on an external PS/2 keyboard the same way you use the <Fn> key on the computer's internal keyboard.</p> <ul style="list-style-type: none"> · Enable Fn key Emulation — default
Fn Lock Options	<p>Allows you to let hot key combinations Fn + Esc toggle the primary behavior of F1–F12, between their standard and secondary functions. If you disable this option, you cannot toggle dynamically the primary behavior of these keys. The available options are:</p> <ul style="list-style-type: none"> · Lock Mode Disable/Standard—enabled by default · Lock Mode Enable or Secondary
Fastboot	<p>Allows you to speed up the boot process by bypassing some of the compatibility steps. The options are:</p> <ul style="list-style-type: none"> · Minimal · Thorough—enabled by default · Auto



Option	Description
Extended BIOS POST Time	Allows you to create an extra preboot delay. The options are: <ul style="list-style-type: none"> · 0 seconds—enabled by default. · 5 seconds · 10 seconds
Full Screen Logo	<ul style="list-style-type: none"> · Enable Full Screen Logo—not enabled
Warnings and Errors	This option causes the boot process to only pause when warnings or errors are detected, rather than stop, prompt, and wait for user input. <ul style="list-style-type: none"> · Prompt on Warnings and Errors — enabled (default) · Continue on warnings · Continue on Warnings and Errors
Sign of Life Indication	The option " Enable Sign of Life Keyboard Backlight Indication" is not selected by default

Virtualization support screen options

Option	Description
Virtualization	Allows you to enable or disable the Intel Virtualization Technology. Enable Intel Virtualization Technology: This option is enabled by default.
VT for Direct I/O	Enables or disables the Virtual Machine Monitor (VMM) from utilizing the additional hardware capabilities provided by Intel® Virtualization technology for direct I/O. Enable VT for Direct I/O: This option is enabled by default.

Wireless screen options

Option	Description
Wireless Switch	This setting determines which wireless devices can be controlled by the Wireless Switch. <ul style="list-style-type: none"> · WWAN — enabled by default · WLAN — enabled by default · Bluetooth — enabled by default · GPS (on WWAN Module) — enabled by default
Wireless Device Enable	Allows you to enable or disable the internal wireless devices. <ul style="list-style-type: none"> · WLAN · Bluetooth · WWAN/GPS <p>All the options are enabled by default.</p>

Maintenance screen options

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

System logs screen options

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

SupportAssist system resolution

Option	Description
Auto OS Recovery Threshold	<p>The Auto OS Recovery Threshold setup option controls the automatic boot flow for SupportAssist System Resolution Console and for Dell OS Recovery Tool.</p> <ul style="list-style-type: none">· OFF· 1· 2 (default)· 3

Verifying system memory in system setup BIOS

- 1 Turn on or restart your system.
- 2 Perform the following actions after the Dell logo is displayed
 - With keyboard — Tap F2 until the Entering BIOS setup message appears. To enter the Boot selection menu, tap F12.
- 3 On the left pane, select **Settings > General > System Information**.
The memory information is displayed on the right pane.



Updating the BIOS in Windows

It is recommended to update your BIOS (System Setup), when you replace the system board or if an update is available. For laptops, ensure that your computer battery is fully charged and connected to a power outlet

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

- 1 Restart the computer.
- 2 Go to **Dell.com/support**.
 - Enter the **Service Tag** or **Express Service Code** and click **Submit**.
 - Click **Detect Product** and follow the instructions on screen.
- 3 If you are unable to detect or find the Service Tag, click **Choose from all products**.
- 4 Choose the **Products** category from the list.

NOTE: Choose the appropriate category to reach the product page

- 5 Select your computer model and the **Product Support** page of your computer appears.
- 6 Click **Get drivers** and click **Drivers and Downloads**.
The Drivers and Downloads section opens.
- 7 Click **Find it myself**.
- 8 Click **BIOS** to view the BIOS versions.
- 9 Identify the latest BIOS file and click **Download**.
- 10 Select your preferred download method in the **Please select your download method below** window, click **Download File**.
The **File Download** window appears.
- 11 Click **Save** to save the file on your computer.
- 12 Click **Run** to install the updated BIOS settings on your computer.
Follow the instructions on the screen.

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

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: <http://www.dell.com/support/article/us/en/19/SLN153694/updating-bios-on-systems-with-bitlocker-enabled>

Updating your system BIOS using a USB flash drive

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

NOTE: You will need to use a bootable USB Flash drive. Please refer to the following article for further details: <http://www.dell.com/support/article/us/en/19/SLN143196/how-to-create-a-bootable-usb-flash-drive-using-dell-diagnostic-deployment-package--dddp->

- 1 Download the BIOS update .EXE file to another system.
- 2 Copy the file e.g. O9010A12.EXE onto the bootable USB Flash drive.
- 3 Insert the USB Flash drive into the system that requires the BIOS update.
- 4 Restart the system and press F12 when the Dell Splash logo appears to display the One Time Boot Menu.

- 5 Using arrow keys, select **USB Storage Device** and click Return.
- 6 The system will boot to a Diag C:\> prompt.
- 7 Run the file by typing the full filename e.g. O9010A12.exe and press Return.
- 8 The BIOS Update Utility will load, follow the instructions on screen.



Figure 4. DOS BIOS Update Screen

Updating the Dell BIOS in Linux and Ubuntu environments

If you want to update the system BIOS in a Linux environment such as Ubuntu, see <http://www.dell.com/support/article/us/en/19/SLN171755/updating-the-dell-bios-in-linux-and-ubuntu-environments>.

System and setup password

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

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

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

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

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

Assigning a system password and setup password

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

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

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



The **Security** screen is displayed.

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

Deleting or changing an existing system and or setup password

Ensure that the **Password Status** is Unlocked (in the System Setup) before attempting to delete or change the existing System and/or Setup password. You cannot delete or change an existing System or Setup password, if the **Password Status** is Locked. To enter the System Setup, press F2 immediately after a power-on or reboot.

- 1 In the **System BIOS** or **System Setup** screen, select **System Security** and press Enter.
The **System Security** screen is displayed.
- 2 In the **System Security** screen, verify that **Password Status** is **Unlocked**.
- 3 Select **System Password**, alter or delete the existing system password and press Enter or Tab.
- 4 Select **Setup Password**, alter or delete the existing setup password and press Enter or Tab.

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

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

Software

This chapter details the supported operating systems along with instructions on how to install the drivers.

Topics:

- [Operating system configurations](#)
- [Downloading drivers](#)

Operating system configurations

This topic lists the operating system supported by

Table 20. Operating systems

Windows 10	<ul style="list-style-type: none"> · Microsoft Windows 10 Home 64 bit · Microsoft Windows10 Professional 64 bit · Microsoft Windows 10 National Academic 64-bit (Bid Desk)
Others	<ul style="list-style-type: none"> · Ubuntu 16.04 LTS 64-bit · NeoKylin 6.0 64 bit

Downloading drivers

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

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

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

Chipset driver

The chipset driver helps the system identify the components and install necessary drivers accurately. Verify that the chipset was installed in the system by checking the below controllers. Many of the common devices are visible under Other Devices if no drivers are installed. The unknown devices disappear once you install the chipset driver.

Make sure to install the following drivers, some of them may exist by default.

- Intel HID Event Filter Driver
- Intel Dynamic Platform and Thermal Framework Driver



- Intel serial IO driver
- Management Engine
- Realtek PCI-E memory card

Serial IO driver

Verify if the drivers for Touchpad, IR camera, and keyboard and are installed.

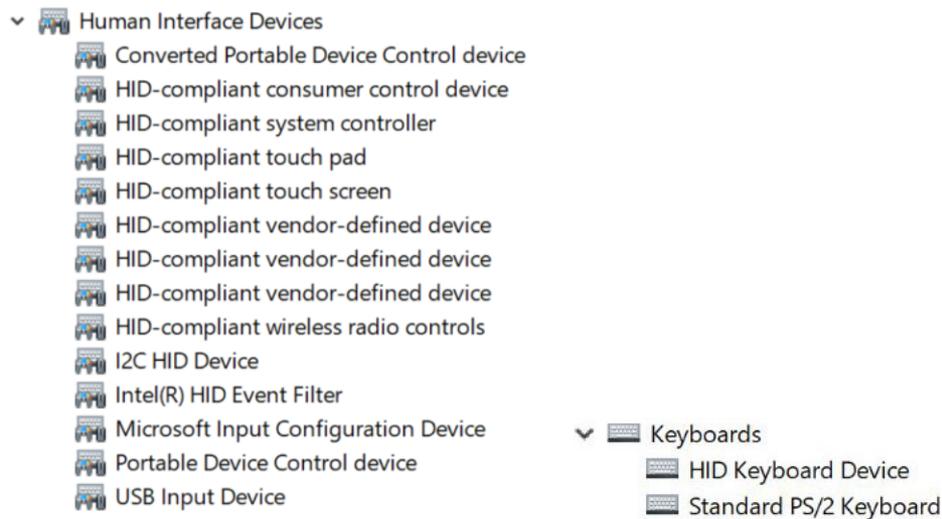


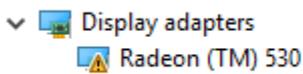
Figure 5. Serial IO driver

Graphics controller driver

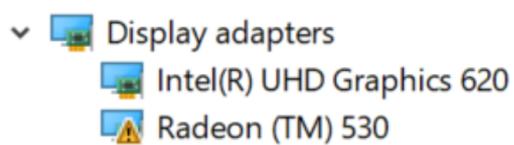
Verify if the graphics controller driver is already installed in the computer.

Table 21. Graphics controller driver

Before Installation



After Installation



USB drivers

Verify if the USB drivers are already installed in the computer.

- ▼  Universal Serial Bus controllers
 -  Intel(R) USB 3.0 eXtensible Host Controller - 1.0 (Microsoft)
 -  Realtek USB 2.0 Card Reader
 -  UCSI USB Connector Manager
 -  USB Composite Device
 -  USB Root Hub (USB 3.0)

Network drivers

Install the WLAN and Bluetooth drivers from the Dell support site.

Table 22. Network drivers

Before installation

- ▼  Network adapters
 -  Bluetooth Device (Personal Area Network)
 -  Bluetooth Device (RFCOMM Protocol TDI)

After installation

- ▼  Network adapters
 -  Bluetooth Device (Personal Area Network)
 -  Bluetooth Device (RFCOMM Protocol TDI)
 -  Qualcomm QCA9377 802.11ac Wireless Adapter
 -  Realtek PCIe GBE Family Controller
 -  WAN Miniport (IKEv2)
 -  WAN Miniport (IP)
 -  WAN Miniport (IPv6)
 -  WAN Miniport (L2TP)
 -  WAN Miniport (Network Monitor)
 -  WAN Miniport (PPPOE)
 -  WAN Miniport (PPTP)
 -  WAN Miniport (SSTP)

Realtek Audio

Verify if audio drivers are already installed in the computer.

Table 23. Realtek audio

Before Installation

- ▼  Sound, video and game controllers
 -  Intel(R) Display Audio

After Installation

- ▼  Sound, video and game controllers
 -  Intel(R) Display Audio
 -  Realtek Audio

Serial ATA drivers

Install the latest Intel Rapid Storage driver for best performance. Using the default Windows storage drivers is not recommended. Verify if the default serial ATA drivers are installed in the computer.



- ▼  Storage controllers
 -  Intel(R) Chipset SATA/PCIe RST Premium Controller
 -  Microsoft Storage Spaces Controller

Security drivers

This section lists the security devices in the Device Manager.

Security device drivers

Verify if the security device drivers are installed in the computer.

- ▼  Security devices
 -  Trusted Platform Module 2.0

Troubleshooting

Enhanced Pre-Boot System Assessment — ePSA diagnostics

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

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

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

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

Running the ePSA diagnostics

- 1 Power-on the computer.
- 2 As the computer boots, press the F12 key as the Dell logo appears.
- 3 On the boot menu screen, select the **Diagnostics** option.
- 4 Click the arrow key at the bottom left corner.
Diagnostics front page is displayed.
- 5 Press the arrow in the lower-right corner to go to the page listing.
The items detected are listed.
- 6 To run a diagnostic test on a specific device, press Esc and click **Yes** to stop the diagnostic test.
- 7 Select the device from the left pane and click **Run Tests**.
- 8 If there are any issues, error codes are displayed.
Note the error code and validation number and contact Dell.

Testing memory using ePSA

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

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



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

Real Time Clock reset

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

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

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

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

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

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

Contacting Dell

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

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

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

