Notes, cautions, and warnings

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

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

WARNING: A WARNING indicates a potential for property damage, personal injury, or death.
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Before working inside your computer

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

Before you begin

1. Save and close all open files and exit all open applications.
2. Shut down your computer.
   The shut-down instruction varies depending on the operating system installed on your computer.
   - Windows 10: Click Start → Power → Shut down.
   - Windows 8.1: On the Start screen, Click the power icon → Shut down.
   - Windows 7: Click Start → Shut down.

   NOTE: If you are using a different operating system, see the documentation of your operating system for shut-down instructions.
3. Disconnect your computer and all attached devices from their electrical outlets.
4. Disconnect all cables such as telephone cables and network cables, from your computer.
5. Disconnect all attached devices and peripherals, such as keyboard, mouse, and monitor, from your computer.
6. Remove any media card and optical disc from your computer, if applicable.
7. Close the display and turn the computer over.

Safety instructions

Use the following safety guidelines to protect your computer from potential damage and ensure your personal safety.
WARNING: Before working inside your computer, read the safety information that shipped with your computer. For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.

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

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

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

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

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

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

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

Recommended tools

The procedures in this document may require the following tools:

- Phillips screwdriver
• Plastic scribe
After working inside your computer

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

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

⚠️ WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in Before working inside your computer. After working inside your computer, follow the instructions in After working inside your computer. For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.

Procedure

1. Close the display and turn the computer over.
2. Remove the screws that secure the base cover to the computer base.
3 Using a plastic scribe, pry the base cover off the computer base.

1 plastic scribe          2 screws (10)
3 base cover               4 computer base
Replacing the base cover

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Procedure

1. Slide the tabs on the base cover into the slots on the computer base and snap the base cover into place.
2. Replace the screws that secure the base cover to the computer base.
Removing the battery

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**Prerequisites**

Remove the base cover.

**Procedure**

1. Remove the screws that secure the battery to the computer base.
2. Remove the hard-drive cable from the routing guides on the battery.
3  Lift the battery off the computer base.

4  Turn the computer over and open the display.

5  Press and hold the power button for 4 seconds to ground the system board.

1  routing guide
2  hard-drive cable
3  computer base
4  screws (4)
5  battery
Replacing the battery

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Procedure

1. Close the display and turn the computer over.
2. Align the screw holes on the battery with the screw holes on the computer base and place the battery on the computer base.
3. Replace the screws that secure the battery to the computer base.
4. Route the hard-drive cable through the routing guides on the battery.

Post-requisites

Replace the base cover.
Removing the memory module

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Prerequisites

1. Remove the base cover.
2. Remove the battery.

Procedure

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

1. memory-module slot
2. securing clips (2)
3. memory module
Replacing the memory module

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Procedure

1. Align the notch on the memory module with the tab on the memory-module slot.
2 Slide the memory module firmly into the slot at an angle and press the memory module down until it clicks into place.

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

1 tab 2 notch 3 memory-module slot 4 memory module

### Post-requisites

1 Replace the **battery**.
2 Replace the **base cover**.
Removing the hard drive

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⚠️ CAUTION: Hard drives are fragile. Exercise care when handling the hard drive.

⚠️ CAUTION: To avoid data loss, do not remove the hard drive while the computer is in sleep or on state.

Prerequisites

1. Remove the base cover.
2. Remove the battery.

Procedure

1. Using the pull tab, disconnect the hard-drive cable from the system board.
2. Peel off the tape that secures the hard-drive cable to the computer base.
3. Remove the screws that secure the hard-drive assembly to the computer base.
4 Lift the hard-drive assembly along with its cable off the computer base.

5 Disconnect the interposer from the hard-drive assembly.

6 Remove the screws that secure the hard-drive bracket to the hard drive.
7 Lift the hard drive off the hard-drive bracket.

1 hard drive
2 hard-drive bracket
3 screws (4)
4 interposer
Replacing the hard drive

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

⚠️ **CAUTION:** Hard drives are fragile. Exercise care when handling the hard drive.

**Procedure**

1. Align the screw holes on the hard-drive bracket with the screw holes on the hard drive.
2. Replace the screws that secure the hard-drive bracket to the hard drive.
3. Connect the interposer to the hard-drive assembly.
4. Align the screw holes on the hard-drive assembly with the screw holes on the computer base.
5. Replace the screws that secure the hard-drive assembly to the computer base.
6. Connect the hard-drive cable to the system board.
7. Adhere the tape that secures the hard-drive cable to the computer base.

**Post-requisites**

1. Replace the battery.
2. Replace the base cover.
Removing the coin-cell battery

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⚠️ CAUTION: Removing the coin-cell battery resets the BIOS setup program’s settings to default. It is recommended that you note the BIOS setup program’s settings before removing the coin-cell battery.

Prerequisites

1. Remove the base cover.
2. Remove the battery.

Procedure

Using a plastic scribe, gently pry the coin-cell battery out of the battery socket on the I/O board.
1  battery socket
2  coin-cell battery
3  I/O board
4  plastic scribe
Replacing the coin-cell battery

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Procedure

With the positive-side facing up, snap the coin-cell battery into the battery socket on the I/O board.

Post-requisites

1. Replace the battery.
2. Replace the base cover.
Removing the wireless card

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Prerequisites

1. Remove the base cover.
2. Remove the battery.

Procedure

1. Disconnect the antenna cables from the wireless card.
2. Remove the screw that secures the wireless card to the I/O board.
3 Slide and remove the wireless card from the wireless-card slot.

1 antenna cables (2)
2 wireless card
3 screw
4 notch
5 wireless-card slot
6 I/O board
7 tab
Replacing the wireless card

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Procedure

⚠️ CAUTION: To avoid damaging the wireless card, do not place any cables under it.

1. Align the notch on the wireless card with the tab on the wireless-card slot.
2. Insert the wireless card at an angle into the wireless-card slot.
3. Align the screw hole on the wireless card with the screw hole on the I/O board.
4. Replace the screw that secures the wireless card to the I/O board.
5 Connect the antenna cables to the wireless card.
The following table provides the antenna-cable color scheme for the wireless card supported by your computer.

<table>
<thead>
<tr>
<th>Connectors on the wireless card</th>
<th>Antenna-cable color</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main (white triangle)</td>
<td>White</td>
</tr>
<tr>
<td>Auxiliary (black triangle)</td>
<td>Black</td>
</tr>
</tbody>
</table>

Post-requisites

1 Replace the battery.
2 Replace the base cover.
Removing the keyboard daughter-board

⚠️ WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in Before working inside your computer. After working inside your computer, follow the instructions in After working inside your computer. For more safety best practices, see the Regulatory Compliance home page at www.dell.com/regulatory_compliance.

Prerequisites

1. Remove the base cover.
2. Remove the battery.

Procedure

1. Lift and hold the touch-pad cable to access the keyboard cable and keyboard-backlight cable latches under it.
2. Lift the latches and disconnect the keyboard cables and keyboard-backlight cables from the keyboard daughter-board.
3. Using a plastic scribe, gently pry out the keyboard daughter-board from the computer base.

1. touch-pad cable
2. latches (4)
3. keyboard cables (2)
4. keyboard-backlight cables (2)
5. plastic scribe
6. keyboard daughter-board
7. computer base
Replacing the keyboard daughter-board

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Procedure

1. Adhere the keyboard daughter-board to the computer base.
2. Lift and hold the touch-pad cable to access the keyboard cable and keyboard-backlight cable latches under it.
3. Slide the keyboard cables and keyboard-backlight cables into the keyboard daughter-board connectors and press down on the latches to secure the cables.

Post-requisites

1. Replace the battery.
2. Replace the base cover.
Removing the speakers

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Prerequisites

1. Remove the base cover.
2. Remove the battery.

Procedure

1. Disconnect the speaker cable from the system board.
2. Remove the speaker cable from the routing guide on the computer base.
3. Peel off the tapes that secure the speaker cable to the touch-pad bracket.
4. Release the speakers from the tabs on the computer base.
Lift the speakers along with its cable off the computer base.

1 tabs (4)  
2 speakers (2)  
3 tapes (2)  
4 touch-pad bracket  
5 computer base  
6 speaker cable  
7 routing guide
Replacing the speakers

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Procedure

1. Using the alignment posts, place the speakers in the slots on the computer base and snap the speakers into place.
2. Adhere the tapes that secure the speaker cable to the touch-pad bracket.
3. Route the speaker cable through the routing guide on the computer base.
4. Connect the speaker cable to the system board.

Post-requisites

1. Replace the battery.
2. Replace the base cover.
Removing the touch pad

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Prerequisites

1. Remove the base cover.
2. Remove the battery.

Procedure

1. Using the pull tab, disconnect the hard-drive cable from the system board.
2. Lift the latch and disconnect the touch-pad cable from the touch pad.
3  Note the touch-pad cable routing and remove the cable from the touch pad.

4  Lift the latch and disconnect the keyboard cable from the keyboard daughterboard.

5  Peel off the tape that secures the keyboard cable to the system board.

6  Slide the latches and disconnect the keyboard cable from the system board.
7 Peel off the keyboard cable from the computer base.

1 keyboard cable  
2 latches (3)  
3 tape  
4 system board  
5 keyboard daughter-board

8 Peel off the foil that secures the touch pad to the computer base.
9 Lift the left speaker and peel off the tapes that secure the speaker cable to the touch-pad bracket.

10 Remove the screws that secure the touch-pad bracket to the computer base.
11 Lift the touch-pad bracket at an angle and remove it from under the tabs on the computer base.

12 Remove the screws that secure the touch pad to the computer base.
13 Lift and slide the touch pad from under the tabs on the computer base.

1 screws (3)  
2 computer base  
3 touch pad  
4 tabs (2)
Replacing the touch pad

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Procedure

1. Slide the touch pad under the tabs on the computer base.
2. Align the screw holes on the touch pad with the screw holes on the computer base.
3. Replace the screws that secure the touch pad to the computer base.
4. Slide the tabs on the touch-pad bracket into the slots on the computer base.
5. Align the screw holes on the touch-pad bracket with the screw holes on the computer base.
6. Replace the screws that secure the touch-pad bracket to the computer base.
7. Using the alignment post, place the left speaker on the computer base and snap it into place.
8. Adhere the tapes that secure the speaker cable to the touch-pad bracket.
9. Adhere the foil to the touch pad.
10. Slide the keyboard cable into the keyboard daughter-board connector and press down on the latch to secure the cable.
11. Slide the keyboard cable into the system-board connector and slide the latches to secure the cable.
12. Adhere the tape to the keyboard-cable connector on the system board.
13. Slide the touch-pad cable into the touch-pad connector and press down on the latch to secure the cable.
14. Connect the hard-drive cable to the system board.
Post-requisites

1. Replace the battery.
2. Replace the base cover.
Removing the fan

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Prerequisites

1. Remove the base cover.
2. Remove the battery.

Procedure

1. Using the pull tab, disconnect the I/O-board cable from the system board.
2 Peel off the tape and remove the I/O-board cable from the routing guides on the fan.

3 Disconnect the fan cable from the system board.

4 Remove the screws that secure the fan to the computer base.
5 Lift the fan along with its cable off the computer base.

1 fan
2 screws (2)
3 computer base
4 fan cable
Replacing the fan

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Procedure

1. Align the screw holes on the fan with the screw holes on the computer base.
2. Replace the screws that secure the fan to the computer base.
3. Connect the fan cable to the system board.
4. Route the I/O-board cable through the routing guides on the fan.
5. Adhere the I/O-board cable to the computer base and connect the cable to the system board.

Post-requisites

1. Replace the battery.
2. Replace the base cover.
Removing the heat sink

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

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

Prerequisites

1 Remove the base cover.
2 Remove the battery.
3 Remove the fan.

Procedure

1 In sequential order (as indicated on the heat sink), loosen the captive screws that secure the heat sink to the system board.
2 Lift the heat sink off the system board.

1 heat sink
2 captive screws (3)
3 system board
Replacing the heat sink

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⚠️ CAUTION: Incorrect alignment of the heat sink can damage the system board and processor.

⚠️ NOTE: The original thermal grease can be reused if the original system board and heat sink are reinstalled together. If either the system board or the heat sink is replaced, use the thermal pad provided in the kit to ensure that thermal conductivity is achieved.

Procedure

1. Align the screw holes on the heat sink with the screw holes on the system board.
2. In sequential order (indicated on the heat sink), tighten the captive screws that secure the heat sink to the system board.

Post-requisites

1. Replace the fan.
2. Replace the battery.
3. Replace the base cover.
Removing the power-adapter port

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Prerequisites

1. Remove the base cover.
2. Remove the battery.

Procedure

1. Disconnect the power-adapter port cable from the system board.
2. Remove the screw that secures the power-adapter port to the computer base.
3 Lift the power-adapter port along with its cable off the computer base.
Replacing the power-adapter port

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Procedure

1. Slide the power-adapter port into the slot on the computer base.
2. Replace the screw that secures the power-adapter port to the computer base.
3. Connect the power-adapter port cable to the system board.

Post-requisites

1. Replace the battery.
2. Replace the base cover.
Removing the power and volume-buttons board

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Prerequisites

1. Remove the base cover.
2. Remove the battery.
3. Follow the procedure from step 1 to step 4 in “Removing the hard drive”.

Procedure

1. Peel off the tape that secures the power and volume-buttons board cable to the computer base.
2. Disconnect the power and volume-buttons board cable from the I/O board.
3 Remove the power and volume-buttons board cable from the routing guide on the computer base.

1 tape

2 power and volume-buttons board cable

3 routing guide

4 Peel off the tape that secures the power and volume-buttons board to the computer base.

5 Slide and remove the power and volume-buttons board from under the tabs on the computer base.
6 Lift the power and volume-buttons board along with its cable off the computer base.

1 computer base
2 power and volume-buttons board
3 tabs (2)
4 tape
5 power and volume-buttons board cable
Replacing the power and volume-buttons board

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Procedure

1. Slide the power and volume-buttons board into the slot on the computer base and snap the power and volume-buttons board into place.
2. Adhere the tape that secures the power and volume-buttons board to the computer base.
3. Route the power and volume-buttons board cable through the routing guide on the computer base.
4. Connect the power and volume-buttons board cable to the I/O board.
5. Adhere the tape that secures the power and volume-buttons board cable to the computer base.

Post-requisites

1. Follow the procedure from step 4 to step 7 in “Replacing the hard drive”.
2. Replace the battery.
3. Replace the base cover.
Removing the I/O board

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Prerequisites

1. Remove the base cover.
2. Remove the battery.
3. Follow the procedure from step 1 to step 4 in “Removing the hard drive”.
4. Remove the wireless card.
5. Remove the coin-cell battery.

Procedure

1. Using the pull tab, disconnect the I/O-board cable from the I/O board.
2. Disconnect the power and volume-buttons board cable from the I/O board.
3. Remove the screw that secures the I/O board to the computer base.
4  Lift the I/O board off the computer base.

1  screw
2  I/O-board
3  power and volume-buttons
   board cable
4  computer base
5  I/O-board cable
6  pull tab
Replacing the I/O board

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Procedure

1. Using the alignment posts, place the I/O board on the computer base.
2. Align the screw holes on the I/O board with the screw holes on the computer base.
3. Replace the screw that secures the I/O board to the computer base.
4. Connect the power and volume-buttons board cable to the I/O board.
5. Connect the I/O-board cable to the I/O board.

Post-requisites

1. Replace the coin-cell battery.
2. Replace the wireless card.
3. Follow the procedure from step 4 to step 7 in “Replacing the hard drive”.
4. Replace the battery.
5. Replace the base cover.
Removing the display assembly

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Prerequisites

1. Remove the base cover.
2. Remove the battery.

Procedure

1. Disconnect the antenna cables from the wireless card.
2. Peel off the tape that secures the antenna cables to the display hinge.
3. Remove the antenna cables from the routing guides on the computer base.
4. Remove the screws that secure the display-cable bracket to the system board.
5. Lift the display-cable bracket off the system board.
6. Using the pull tab, disconnect the display cable from the system board.
7. Peel off the tape that secures the Windows-button board cable to the system board.
8. Lift the latch and disconnect the Windows-button board cable from the system board.
9 Peel off the tape that secures the display cable to the display hinge.

10 Turn the computer over and open the display to 180-degree angle.

⚠️ **CAUTION:** Place the computer on a soft and clean surface to avoid scratching the display.

11 Place the computer face down on a clean and flat surface.

12 Remove the screws that secure the display assembly to the computer base.
13 Lift the display assembly off the computer base.

1 display assembly
2 screws (2)
3 display hinges (2)
4 computer base
Replacing the display assembly

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Procedure

CAUTION: Place the computer on a soft and clean surface to avoid scratching the display.

1. With the display screen facing down, align the screw holes on the display hinges with the screw holes on the computer base.
2. Replace the screws that secure the display assembly to the computer base.
3. Turn the computer over and close the display.
4. Turn the computer over.
5. Slide the Windows button-board cable into the system-board connector and press down on the latch to secure the cable.
6. Adhere the tape to the Windows button-board connector.
7. Connect the display cable to the system board.
8. Align the screw holes on the display-cable bracket with the screw holes on the system board.
9. Replace the screws that secure the display-cable bracket to the system board.
10. Adhere the tape that secures the display cable to the display hinge.
11. Route the antenna cables through the routing guides on the computer base and adhere the tape that secures the antenna cables to the display hinge.
12. Connect the antenna cables to the wireless card. See “Replacing the wireless card”.

Post-requisites

1. Replace the battery.
2 Replace the base cover.
Removing the system board

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NOTE: Your computer’s Service Tag is stored in the system board. You must enter the Service Tag in the BIOS setup program after you replace the system board.

NOTE: Replacing the system board removes any changes you have made to the BIOS using the BIOS setup program. You must make the appropriate changes again after you replace the system board.

NOTE: Before disconnecting the cables from the system board, note the location of the connectors so that you can reconnect the cables correctly after you replace the system board.

Prerequisites

1. Remove the base cover.
2. Remove the battery.
3. Remove the memory module.
4. Remove the fan.
5. Remove the heat sink.

Procedure

1. Remove the screws that secure the display-cable bracket to the system board.
2. Lift the display-cable bracket off the system board.
3. Using the pull tab, disconnect the display cable from the system board.
4. Peel off the tape that secures the Windows-button board cable to the system board.
Lift the latches and disconnect the Windows-button board cable and keyboard-backlight cable from the system board.
6 Disconnect the speaker cable and the power-adapter port cable from the system board.

7 Using the pull tab, disconnect the hard-drive cable from the system board.
8 Lift the latch and disconnect the touch-pad cable from the system board.
9 Peel off the tape, slide the latches, and disconnect the keyboard cable from the system board.

10 Remove the screws that secure the system board to the computer base.
11 Lift the system board off the computer base.

1 screws (3) 2 system board
3 computer base
Replacing the system board

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NOTE: Your computer’s Service Tag is stored in the system board. You must enter the Service Tag in the BIOS setup program after you replace the system board.

NOTE: Replacing the system board removes any changes you have made to the BIOS using the BIOS setup program. You must make the appropriate changes again after you replace the system board.

Procedure

1. Align the screw holes on the system board with the screw holes on the computer base.
2. Replace the screws that secure the system board to the computer base.
3. Slide the keyboard cable into the system-board connector and slide the latches to secure the cable.
4. Adhere the tape to the keyboard-cable connector on the system board.
5. Slide the touch-pad cable and keyboard-backlight cable into the system-board connectors and press down on the latches to secure the cable.
6. Connect the hard-drive cable, power-adapter port cable, and speaker cable to the system board.
7. Slide the Windows-button board cable into the system-board connector and press down on the latch to secure the cable.
8. Adhere the tape to the Windows-button board connector.
9. Connect the display cable to the system board.
10. Align the screw holes on the display-cable bracket with the screw holes on the system board.
11. Replace the screws that secure the display-cable bracket to the system board.
Post-requisites

1. Replace the heat sink.
2. Replace the fan.
3. Replace the memory module.
4. Replace the battery.
5. Replace the base cover.

Entering the Service Tag in the BIOS setup program

1. Turn on or restart your computer.
2. Press F2 when the Dell logo is displayed to enter the BIOS setup program.
3. Navigate to the Main tab and enter the Service Tag in the Service Tag Input field.
Removing the keyboard

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Prerequisites

1. Remove the base cover.
2. Remove the battery.
3. Remove the memory module.
4. Remove the wireless card.
5. Remove the coin-cell battery.
6. Follow the procedure from step 1 to step 4 in “Removing the hard drive”.
7. Remove the fan.
8. Remove the heat sink.
9. Remove the I/O board.
10. Remove the display assembly.
11. Remove the system board.

Procedure

1. Lift the latches and disconnect the keyboard cable and keyboard-backlight cable from the keyboard daughter-board.
2. Remove the screws that secure the keyboard assembly to the computer base.
3 Lift the keyboard assembly off the computer base.

1 keyboard assembly
2 screws (32)
3 computer base
4 keyboard-backlight cable
5 keyboard daughter-board
6 latches (2)
7 keyboard cable

4 Turn the keyboard assembly over and place it on a clean and flat surface.
5 Pry the keyboard off the keyboard bracket.
6  Lift the keyboard along with its cables off the keyboard bracket.
Replacing the keyboard

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Procedure

1. Adhere the keyboard to the keyboard bracket.
2. Turn the keyboard assembly over.
3. Align the screw holes on the keyboard assembly with the screw holes on the computer base.
4. Replace the screws that secure the keyboard assembly to the computer base.
5. Slide the keyboard cable and keyboard-backlight cable into the keyboard daughter-board connectors and press down on the latches to secure the cables.

Post-requisites

1. Replace the system board.
2. Replace the display assembly.
3. Replace the I/O board.
4. Replace the heat sink.
5. Replace the fan.
6. Follow the procedure from step 4 to step 7 in “Replacing the hard drive”.
7. Replace the coin-cell battery.
8. Replace the wireless card.
9. Replace the memory module.
10. Replace the battery.
11. Replace the base cover.
Removing the computer base

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Prerequisites

1. Remove the base cover.
2. Remove the battery.
3. Remove the memory module.
4. Remove the wireless card.
5. Remove the coin-cell battery.
6. Follow the procedure from step 1 to step 4 in “Removing the hard drive”.
7. Remove the keyboard daughter-board.
8. Remove the touch pad.
9. Remove the fan.
10. Remove the heat sink.
11. Remove the I/O board.
12. Remove the power and volume-buttons board.
13. Remove the speakers.
14. Remove the display assembly.
15. Remove the power-adapter port.
16. Remove the system board.
17. Remove the keyboard.

Procedure

After performing the steps in prerequisites we are left with the computer base.
1 computer base
Replacing the computer base

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Procedure

Place the computer base on a clean and flat surface.

Post-requisites

1. Replace the keyboard.
2. Replace the system board.
3. Replace the power-adapter port.
4. Replace the display assembly.
5. Replace the speakers.
6. Replace the power and volume-buttons board.
7. Replace the I/O board.
8. Replace the heat sink.
9. Replace the fan.
10. Replace the touch pad.
11. Replace the keyboard daughter-board.
12. Follow the procedure from step 4 to step 7 in “Replacing the hard drive”.
13. Replace the coin-cell battery.
14. Replace the wireless card.
15. Replace the memory module.
16. Replace the battery.
17. Replace the base cover.
Flashing the BIOS

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

1. Turn on your computer.
2. Go to www.dell.com/support.
3. Click Product support, enter the Service Tag of your computer, and then click Submit.

   \[\text{NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.}\]

4. Click Drivers & downloads → Find it myself.
5. Select the operating system installed on your computer.
6. Scroll down the page and expand BIOS.
7. Click Download to download the latest version of the BIOS for your computer.
8. After the download is complete, navigate to the folder where you saved the BIOS update file.
9. Double-click the BIOS update file icon and follow the instructions on the screen.
# Getting help and contacting Dell

## Self-help resources

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

<table>
<thead>
<tr>
<th>Information about Dell products and services</th>
<th><a href="http://www.dell.com">www.dell.com</a></th>
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<tr>
<td>Windows 8.1 and Windows 10</td>
<td>Dell Help &amp; Support app</td>
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<tr>
<td>Windows 10</td>
<td>Get started app</td>
</tr>
<tr>
<td>Windows 8.1</td>
<td>Help + Tips app</td>
</tr>
<tr>
<td>Accessing help in Windows 8, Windows 8.1, and Windows 10</td>
<td>In Windows search, type Help and Support, and press Enter.</td>
</tr>
<tr>
<td>Accessing help in Windows 7</td>
<td>Click <strong>Start → Help and Support</strong>.</td>
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</table>
| Online help for operating system           | [www.dell.com/support/windows](http://www.dell.com/support/windows)  
  [www.dell.com/support/linux](http://www.dell.com/support/linux)  
  [www.dell.com/support](http://www.dell.com/support) |
| Troubleshooting information, user manuals, setup instructions, product specifications, technical help blogs, drivers, software updates, and so on. | See **Me and My Dell** at [www.dell.com/support/manuals](http://www.dell.com/support/manuals). |

Learn about your operating system, setting up and using your computer, data backup, diagnostics, and so on.
Contacting Dell

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

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

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.