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- 3 When the DELL logo appears, press <F12> immediately.
 -  **NOTE:** Keyboard failure may result when a key on the keyboard is held down for extended periods of time. To avoid possible keyboard failure, press and release <F12> in even intervals until the boot device menu appears.
- 4 At the boot device menu, use the up- and down-arrow keys to highlight CD/DVD/CD-RW, and then press <Enter>.
 -  **NOTE:** The Quickboot feature changes the boot sequence for the current boot only. Upon restart, the computer boots according to the boot sequence specified in system setup.
- 5 Select the **Boot from CD-ROM** option from the menu that appears, and then press <Enter>.
- 6 Type 1 to start the *Drivers and Utilities* menu, and then press <Enter>.
- 7 Select **Run the 32 Bit Dell Diagnostics** from the numbered list. If multiple versions are listed, select the version appropriate for your computer.
- 8 At the Dell Diagnostics **Main Menu**, select the test you want to run.
 -  **NOTE:** Write down any error codes and problem descriptions exactly as they appear and follow the instructions on the screen.
- 9 After all tests have completed, close the test window to return to the Dell Diagnostics **Main Menu**.
- 10 Remove your *Drivers and Utilities* media, then close the **Main Menu** window to exit the Dell Diagnostics and restart the computer.

Dell Diagnostics Main Menu

After the Dell Diagnostics loads and the **Main Menu** screen appears, click the button for the option you want.


-  **NOTE:** It is recommended that you select **Test System** to run a complete test on your computer.

Option	Function
Test Memory	Run the stand-alone memory test
Test System	Run System Diagnostics
Exit	Exit the Diagnostics

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After you have selected the **Test System** option from the main menu, the following menu appears.

 **NOTE:** It is recommended that you select **Extended Test** from the menu below to run a more thorough check of the devices in the computer.

Option	Function
Express Test	Performs a quick test of system devices. The test typically takes 10 to 20 minutes and requires no interaction on your part. Run Express Test first to increase the possibility of tracing the problem quickly.
Extended Test	Performs a thorough check of system devices. The test typically takes an hour or more and periodically requires your input to answer specific questions.
Custom Test	Tests a specific device in the system and can be used to customize the tests you want to run.
Symptom Tree	Lists a number of common symptoms and allows you to select a test based on the symptom of the problem you are having.

For any problem encountered during a test, a message appears with an error code and a description of the problem. Write down the error code and problem description exactly as it appears and follow the instructions on the screen. If you cannot resolve the problem, contact Dell (see "Contacting Dell" on page 177).

 **NOTE:** The Service Tag for your computer is located at the top of each test screen. When contacting Dell support, have your Service Tag ready.

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The following tabs provide additional information for tests run from the Custom Test or Symptom Tree option:

Tab	Function
Results	Displays the results of the test and any error conditions encountered.
Errors	Displays error conditions encountered, error codes, and the problem description.
Help	Describes the test and any requirements for running the test.
Configuration	Displays your hardware configuration for the selected device. The Dell Diagnostics obtains configuration information for all devices from system setup, memory, and various internal tests, and it displays the information in the device list in the left pane of the screen. The device list may not display the names of all the components installed on your computer or all devices attached to your computer.
Parameters	Allows you to customize the test by changing the test settings.

Dell Support Utility

The Dell Support Utility is customized for your computing environment. This utility provides self-support information, software updates, and health scans for your computer. Use this utility to do the following:

- Check your computing environment
- View the Dell Support Utility settings
- Access the help file for the Dell Support Utility
- View frequently asked questions






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- Learn more about the Dell Support Utility
- Turn the Dell Support Utility off

For more information about the Dell Support Utility, click the question mark (?) at the top of the Dell Support window.

To access the Dell Support Utility:

- Click the Dell Support icon  in the notification area.
 **NOTE:** The  icon functions vary when clicking, double-clicking, or right-clicking.
or
- Click Start  → All Programs → Dell Support → Dell Support Settings. Ensure that the Show icon on the taskbar option is checked.
 **NOTE:** If the Dell Support Utility is not available from the Start menu, go to support.dell.com and download the software.

Drive Problems

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

Fill out the "Diagnostics Checklist" on page 176 as you complete these checks.

ENSURE THAT MICROSOFT® WINDOWS® RECOGNIZES THE DRIVE —

- Click Start  → Computer.

If the drive is not listed, perform a full scan with your antivirus software to check for and remove viruses. Viruses can sometimes prevent Windows from recognizing the drive.

TEST THE DRIVE —

- Insert another floppy disk, CD, or DVD to eliminate the possibility that the original media is defective.
- Insert a bootable floppy disk and restart the computer.

CLEAN THE DRIVE OR DISK — See "Cleaning Your Computer" on page 190.

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ENSURE THAT THE CD OR DVD MEDIA IS SNAPPED ONTO THE SPINDLE

CHECK THE CABLE CONNECTIONS

CHECK FOR HARDWARE INCOMPATIBILITIES — See "Troubleshooting Software and Hardware Problems" on page 130.

RUN THE DELL DIAGNOSTICS — See "Dell Diagnostics" on page 99.

Optical drive problems



NOTE: High-speed optical drive vibration is normal and may cause noise, which does not indicate a defect in the drive or the media.



NOTE: Because of different regions worldwide and different disc formats, not all DVD titles work in all DVD drives.

Problems writing to a CD-RW or DVD+/-RW drive

CLOSE OTHER PROGRAMS — CD-RW and DVD+/-RW drives must receive a steady stream of data when writing. If the stream is interrupted, an error occurs. Try closing all programs before you write to the drive.

TURN OFF SLEEP STATE IN WINDOWS BEFORE WRITING TO A CD/DVD DISC —

See "Using the Sleep Power State" on page 51 for information on Sleep state.

CHANGE THE WRITE SPEED TO A SLOWER RATE — See the help files for your CD or DVD creation software.

The drive tray cannot eject

- 1 Ensure that the computer is shut down.
- 2 Straighten a paper clip and insert one end into the eject hole at the front of the drive, then push firmly until the tray is partially ejected.
- 3 Gently pull out the tray until it stops.

The drive makes an unfamiliar scraping or grinding sound



- Ensure that the sound is not caused by the program that is running.
- Ensure that the disc is inserted properly.

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Hard drive problems


ALLOW THE COMPUTER TO COOL BEFORE TURNING IT ON — A hot hard drive may prevent the operating system from starting. Try allowing the computer to return to room temperature before turning it on.

RUN CHECK DISK —

- 1 Click Start  → Computer.
- 2 Right-click Local Disk (C:).
- 3 Click Properties → Tools → Check Now.
 **NOTE:** The User Account Control window may appear. If you are an administrator on the computer, click **Continue**; otherwise, contact your administrator to continue the desired action.
- 4 Click to check Scan for and attempt recovery of bad sectors, and then click Start.

E-Mail, Modem, and Internet Problems

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

 **NOTE:** Connect the modem to an analog telephone jack only. The modem does not operate while it is connected to a digital telephone network.

CHECK THE MICROSOFT OUTLOOK® EXPRESS SECURITY SETTINGS — If you cannot open your e-mail attachments:

- 1 In Outlook Express, click Tools, click Options, and then click Security.
- 2 Click Do not allow attachments to remove the checkmark.

CHECK THE TELEPHONE LINE CONNECTION

CHECK THE TELEPHONE JACK

CONNECT THE MODEM DIRECTLY TO THE TELEPHONE WALL JACK


USE A DIFFERENT TELEPHONE LINE

- Verify that the telephone line is connected to the jack on the modem (the jack has either a green label or a connector-shaped icon next to it).
- Ensure that you feel a click when you insert the telephone line connector into the modem.


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- Disconnect the telephone line from the modem and connect it to a telephone, then listen for a dial tone.
- If you have other telephone devices sharing the line, such as an answering machine, fax machine, surge protector, or line splitter, then bypass them and connect the modem directly to the telephone wall connector. If you are using a line that is 3 m (10 ft) or more in length, try a shorter one.

RUN THE MODEM HELPER DIAGNOSTICS — Click Start  → Programs → Modem Diagnostic Tool → Modem Diagnostic Tool. Follow the instructions on the screen to identify and resolve modem problems (Modem Helper is not available on certain computers).

VERIFY THAT THE MODEM IS COMMUNICATING WITH WINDOWS —

- 1 Click Start , and then click Control Panel.
- 2 Click Hardware and Sound.
- 3 Click Phone and Modem Options.
- 4 Click the Modems tab.
- 5 Click the COM port for your modem.
- 6 Click Properties, click the Diagnostics tab, and then click Query Modem to verify that the modem is communicating with Windows.

If all commands receive responses, the modem is operating properly.

ENSURE THAT YOU ARE CONNECTED TO THE INTERNET — Ensure that you have subscribed to an Internet service provider. With the Outlook Express e-mail program open, click File. If Work Offline has a checkmark next to it, click the checkmark to remove it, and then connect to the Internet. For help, contact your Internet service provider.

SCAN THE COMPUTER FOR SPYWARE — If you are experiencing slow computer performance, you frequently receive pop-up advertisements, or you are having problems connecting to the Internet, your computer might be infected with spyware. Use an anti-virus program that includes anti-spyware protection (your program may require an upgrade) to scan the computer and remove spyware. For more information, go to support.dell.com and search for the keyword *spyware*.

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Error Messages

Fill out the "Diagnostics Checklist" on page 176 as you complete these checks.

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

If the message is not listed, see the documentation for the operating system or the program that was running when the message appeared.

AUXILIARY DEVICE FAILURE — The touch pad or external mouse may be faulty. For an external mouse, check the cable connection. Enable the **Pointing Device** option in the system setup program (see "Using the System Setup Program" on page 187). If the problem persists, contact Dell (see "Contacting Dell" on page 177).

BAD COMMAND OR FILE NAME — Ensure that you have spelled the command correctly, put spaces in the proper place, and used the correct pathname.

CACHE DISABLED DUE TO FAILURE — The primary cache internal to the microprocessor has failed. Contact Dell (see "Contacting Dell" on page 177).

CD DRIVE CONTROLLER FAILURE — The CD drive does not respond to commands from the computer (see "Drive Problems" on page 104).

DATA ERROR — The hard drive cannot read the data (see "Drive Problems" on page 104).

DECREASING AVAILABLE MEMORY — One or more memory modules may be faulty or improperly seated. Reinstall the memory modules and, if necessary, replace them (see "Memory" on page 145).

DISK C: FAILED INITIALIZATION — The hard drive failed initialization. Run the hard drive tests in the Dell Diagnostics (see "Dell Diagnostics" on page 99).

DRIVE NOT READY — The operation requires a hard drive in the hard drive bay before it can continue. Install a hard drive in the hard drive bay (see "Hard Drive" on page 137).

ERROR READING PCMCIA CARD — The computer cannot identify the ExpressCard. Reinsert the card or try another card (see "Using ExpressCards" on page 79).

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EXTENDED MEMORY SIZE HAS CHANGED — The amount of memory recorded in NVRAM does not match the memory installed in the computer. Restart the computer. If the error appears again, contact Dell (see "Contacting Dell" on page 177).

THE FILE BEING COPIED IS TOO LARGE FOR THE DESTINATION DRIVE — The file that you are trying to copy is too large to fit on the disk, or the disk is full. Try copying the file to a different disk or use a larger capacity disk.

A FILENAME CANNOT CONTAIN ANY OF THE FOLLOWING CHARACTERS: \ / : * ? " < > | — Do not use these characters in filenames.

GATE A20 FAILURE — A memory module may be loose. Reinstall the memory modules and, if necessary, replace them (see "Memory" on page 145).

GENERAL FAILURE — The operating system is unable to carry out the command. The message is usually followed by specific information—for example, `Printer out of paper`. Take the appropriate action.

HARD-DISK DRIVE CONFIGURATION ERROR — The computer cannot identify the drive type. Shut down the computer, remove the hard drive (see "Hard Drive" on page 137), and boot the computer from a CD. Then, shut down the computer, reinstall the hard drive, and restart the computer. Run the Hard Disk Drive tests in the Dell Diagnostics (see "Dell Diagnostics" on page 99).

HARD-DISK DRIVE CONTROLLER FAILURE 0 — The hard drive does not respond to commands from the computer. Shut down the computer, remove the hard drive (see "Hard Drive" on page 137), and boot the computer from a CD. Then, shut down the computer, reinstall the hard drive, and restart the computer. If the problem persists, try another drive. Run the Hard Disk Drive tests in the Dell Diagnostics (see "Dell Diagnostics" on page 99).

HARD-DISK DRIVE FAILURE — The hard drive does not respond to commands from the computer. Shut down the computer, remove the hard drive (see "Hard Drive" on page 137), and boot the computer from a CD. Then, shut down the computer, reinstall the hard drive, and restart the computer. If the problem persists, try another drive. Run the Hard Disk Drive tests in the Dell Diagnostics (see "Dell Diagnostics" on page 99).

HARD-DISK DRIVE READ FAILURE — The hard drive may be defective. Shut down the computer, remove the hard drive (see "Hard Drive" on page 137), and boot the computer from a CD. Then, shut down the computer, reinstall the hard drive, and restart the computer. If the problem persists, try another drive. Run the Hard-Disk Drive tests in the Dell Diagnostics (see "Dell Diagnostics" on page 99).

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INSERT BOOTABLE MEDIA — The operating system is trying to boot to nonbootable media, such as a floppy disk or CD. Insert bootable media.

INVALID CONFIGURATION INFORMATION-PLEASE RUN SYSTEM SETUP PROGRAM — The system configuration information does not match the hardware configuration. The message is most likely to occur after a memory module is installed. Correct the appropriate options in the system setup program (see "Using the System Setup Program" on page 187).

KEYBOARD CLOCK LINE FAILURE — For external keyboards, check the cable connection. Run the Keyboard Controller test in the Dell Diagnostics (see "Dell Diagnostics" on page 99).

KEYBOARD CONTROLLER FAILURE — For external keyboards, check the cable connection. Restart the computer, and avoid touching the keyboard or the mouse during the boot routine. Run the Keyboard Controller test in the Dell Diagnostics (see "Dell Diagnostics" on page 99).

KEYBOARD DATA LINE FAILURE — For external keyboards, check the cable connection. Run the Keyboard Controller test in the Dell Diagnostics (see "Dell Diagnostics" on page 99).

KEYBOARD STUCK KEY FAILURE — For external keyboards or keypads, check the cable connection. Restart the computer, and avoid touching the keyboard or keys during the boot routine. Run the Stuck Key test in the Dell Diagnostics (see "Dell Diagnostics" on page 99).

LICENSED CONTENT IS NOT ACCESSIBLE IN MEDIADIRECT — Dell MediaDirect™ cannot verify the Digital Rights Management (DRM) restrictions on the file, so the file cannot be played (see "Dell MediaDirect problems" on page 116).

MEMORY ADDRESS LINE FAILURE AT ADDRESS, READ VALUE EXPECTING VALUE — A memory module may be faulty or improperly seated. Reinstall the memory modules and, if necessary, replace them (see "Memory" on page 145).

MEMORY ALLOCATION ERROR — The software you are attempting to run is conflicting with the operating system, another program, or a utility. Shut down the computer, wait 30 seconds, and then restart it. Try to run the program again. If the error message still appears, see the software documentation.

MEMORY DATA LINE FAILURE AT ADDRESS, READ VALUE EXPECTING VALUE — A memory module may be faulty or improperly seated. Reinstall the memory modules and, if necessary, replace them (see "Memory" on page 145).

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MEMORY DOUBLE WORD LOGIC FAILURE AT ADDRESS, READ VALUE EXPECTING VALUE — A memory module may be faulty or improperly seated. Reinstall the memory modules and, if necessary, replace them (see "Memory" on page 145).

MEMORY ODD/EVEN LOGIC FAILURE AT ADDRESS, READ VALUE EXPECTING VALUE — A memory module may be faulty or improperly seated. Reinstall the memory modules and, if necessary, replace them (see "Memory" on page 145).

MEMORY WRITE/READ FAILURE AT ADDRESS, READ VALUE EXPECTING VALUE — A memory module may be faulty or improperly seated. Reinstall the memory modules and, if necessary, replace them (see "Memory" on page 145).

NO BOOT DEVICE AVAILABLE — The computer cannot find the hard drive. If the hard drive is your boot device, ensure that the drive is installed, properly seated, and partitioned as a boot device.

NO BOOT SECTOR ON HARD DRIVE — The operating system may be corrupted. Contact Dell (see "Contacting Dell" on page 177).


NO TIMER TICK INTERRUPT — A chip on the system board may be malfunctioning. Run the System Set tests in the Dell Diagnostics (see "Dell Diagnostics" on page 99).

NOT ENOUGH MEMORY OR RESOURCES. EXIT SOME PROGRAMS AND TRY AGAIN — You have too many programs open. Close all windows and open the program that you want to use.

OPERATING SYSTEM NOT FOUND — Reinstall the hard drive (see "Hard Drive" on page 137). If the problem persists, contact Dell (see "Contacting Dell" on page 177).


OPTIONAL ROM BAD CHECKSUM — The optional ROM has failed. Contact Dell (see "Contacting Dell" on page 177).

A REQUIRED .DLL FILE WAS NOT FOUND — The program that you are trying to open is missing an essential file. Remove and then reinstall the program.

- 1 Click Start  → Control Panel.
- 2 Under Programs, click Uninstall a Program.
- 3 Select the program that you want to remove.
- 4 Click Uninstall and follow the prompts on the screen.
- 5 See the program documentation for installation instructions.

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SECTOR NOT FOUND — The operating system cannot locate a sector on the hard drive. You may have a defective sector or corrupted FAT on the hard drive. Run the Windows error-checking utility to check the file structure on the hard drive. See Windows Help and Support for instructions (click **Start**  → **Help and Support**). If a large number of sectors are defective, back up the data (if possible), and then reformat the hard drive.

SEEK ERROR — The operating system cannot find a specific track on the hard drive.

SHUTDOWN FAILURE — A chip on the system board may be malfunctioning. Run the System Set tests in the Dell Diagnostics (see "Dell Diagnostics" on page 99).

TIME-OF-DAY CLOCK LOST POWER — System configuration settings are corrupted. Connect your computer to an electrical outlet to charge the battery. If the problem persists, try to restore the data by entering the system setup program, then immediately exit the program (see "Using the System Setup Program" on page 187). If the message reappears, contact Dell (see "Contacting Dell" on page 177).

TIME-OF-DAY CLOCK STOPPED — The reserve battery that supports the system configuration settings may require recharging. Connect your computer to an electrical outlet to charge the battery. If the problem persists, contact Dell (see "Contacting Dell" on page 177).

TIME-OF-DAY NOT SET-PLEASE RUN THE SYSTEM SETUP PROGRAM — The time or date stored in the system setup program does not match the system clock. Correct the settings for the **Date** and **Time** options (see "Using the System Setup Program" on page 187).

TIMER CHIP COUNTER 2 FAILED — A chip on the system board may be malfunctioning. Run the System Set tests in the Dell Diagnostics (see "Dell Diagnostics" on page 99).

UNEXPECTED INTERRUPT IN PROTECTED MODE — The keyboard controller may be malfunctioning, or a memory module may be loose. Run the System Memory tests and the Keyboard Controller test in the Dell Diagnostics (see "Dell Diagnostics" on page 99).


X:\ IS NOT ACCESSIBLE. THE DEVICE IS NOT READY — Insert a disk into the drive and try again.

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WARNING: BATTERY IS CRITICALLY LOW — The battery is running out of charge. Replace the battery, or connect the computer to an electrical outlet; otherwise, activate hibernate mode or shut down the computer.

ExpressCard Problems

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.


CHECK THE EXPRESSCARD — Ensure that the ExpressCard is properly inserted into the connector.

CHECK THAT THE CARD IS RECOGNIZED BY WINDOWS — Double-click the **Safely Remove Hardware** icon in the Windows taskbar. Some cards do not support this feature. If the card supports this Windows feature, the card will be listed.


IF YOU HAVE PROBLEMS WITH A DELL-PROVIDED EXPRESSCARD — Contact Dell (see "Contacting Dell" on page 177). Also, for Mobile Broadband (WWAN) ExpressCards, see "Mobile Broadband (Wireless Wide Area Network [WWAN])" on page 119.


IF YOU HAVE PROBLEMS WITH AN EXPRESSCARD NOT PROVIDED BY DELL — Contact the ExpressCard manufacturer.

IEEE 1394 Device Problems

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

ENSURE THAT THE IEEE 1394 DEVICE IS RECOGNIZED BY WINDOWS —

- 1 Click Start  → Control Panel → System and Maintenance → Device Manager.

 **NOTE:** The User Account Control window may appear. If you are an administrator on the computer, click **Continue**; otherwise, contact your administrator to continue the desired action.

If your IEEE 1394 device is listed, Windows recognizes the device.

IF YOU HAVE PROBLEMS WITH A DELL-PROVIDED IEEE 1394 DEVICE — Contact Dell (see "Contacting Dell" on page 177).

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IF YOU HAVE PROBLEMS WITH AN IEEE 1394 DEVICE NOT PROVIDED BY DELL —

Contact the IEEE 1394 device manufacturer.

Ensure that the IEEE 1394 device is properly inserted into the connector.

Keyboard Problems



CAUTION: Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

Fill out the "Diagnostics Checklist" on page 176 as you perform the various checks.



NOTE: Use the integrated keyboard when running the Dell Diagnostics or the system setup program. When you attach an external keyboard, the integrated keyboard remains fully functional.

External Keyboard problems




NOTE: When you attach an external keyboard, the integrated keyboard remains fully functional.

CHECK THE KEYBOARD CABLE — Shut down the computer, disconnect the keyboard cable and check it for damage, and then firmly reconnect the cable.

If you are using a keyboard extension cable, disconnect it and connect the keyboard directly to the computer.

CHECK THE EXTERNAL KEYBOARD —


- 1 Shut down the computer, wait 1 minute, and then turn it on again.
- 2 Verify that the numbers, capitals, and scroll lock lights on the keyboard blink during the boot routine.
- 3 From the Windows desktop, click Start  → All Programs → Accessories → Notepad.
- 4 Type some characters on the external keyboard and verify that they appear on the display.

If you cannot verify these steps, you may have a defective external keyboard.

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TO VERIFY THAT THE PROBLEM IS WITH THE EXTERNAL KEYBOARD, CHECK THE INTEGRATED KEYBOARD —

- 1 Shut down the computer.
- 2 Disconnect the external keyboard.
- 3 Turn on the computer.
- 4 From the Windows desktop, click Start  → All Programs → Accessories → Notepad.
- 5 Type some characters on the internal keyboard and verify that they appear on the display.


If the characters appear now, but did not with the external keyboard, you may have a defective external keyboard. Contact Dell (see "Contacting Dell" on page 177).

RUN THE KEYBOARD DIAGNOSTICS TESTS — Run the PC-AT Compatible Keyboards tests in the Dell Diagnostics (see "Dell Diagnostics" on page 99). If the tests indicate a defective external keyboard, contact Dell (see "Contacting Dell" on page 177).

Unexpected characters

DISABLE THE NUMERIC KEYPAD — Press <Num Lk> to disable the numeric keypad if numbers are displayed instead of letters. Verify that the numbers lock light is not lit.


Lockups and Software Problems

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

The computer does not start

CHECK THE AC ADAPTER — Ensure that the AC adapter is firmly connected to the computer and to the electrical outlet.

The computer stops responding

 **NOTICE:** You might lose data if you are unable to perform an operating system shutdown.

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TURN THE COMPUTER OFF — If you are unable to get a response by pressing a key on your keyboard or moving your mouse, press and hold the power button for at least 8 to 10 seconds until the computer turns off, then restart your computer.

A program stops responding or crashes repeatedly

END THE PROGRAM —

- 1 Press <Ctrl><Shift><Esc> simultaneously.
- 2 Click the **Applications** tab and select the program that is no longer responding.
- 3 Click **End Task**.



NOTE: The chkdsk program may run when you restart the computer. Follow the instructions on the screen.

CHECK THE SOFTWARE DOCUMENTATION — If necessary, uninstall and then reinstall the program. Software usually includes installation instructions in its documentation or on a floppy disk or CD.

A program is designed for an earlier Microsoft® Windows® operating system

RUN THE PROGRAM COMPATIBILITY WIZARD — Program compatibility is a mode in Windows that lets you run programs written for earlier versions of Windows. For more information, search for the keyword *program compatibility wizard* in Windows Help and Support.

A solid blue screen appears

TURN THE COMPUTER OFF — If you are unable to get a response by pressing a key on your keyboard or moving your mouse, press and hold the power button for at least 8 to 10 seconds until the computer turns off, then restart your computer.

Dell MediaDirect problems

CHECK THE DELL MEDIADIRECT HELP FILE FOR INFORMATION — Use the **Help** menu to access Dell MediaDirect Help.

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TO PLAY MOVIES WITH DELL MEDIADIRECT, YOU MUST HAVE A DVD DRIVE AND THE DELL DVD PLAYER — If you purchased a DVD drive with your computer, this software should already be installed.

VIDEO QUALITY PROBLEMS — Turn off the **Use Hardware Acceleration** option. This feature takes advantage of the special processing in some graphics cards to reduce processor requirements when playing DVDs and certain types of video files.

CANNOT PLAY SOME MEDIA FILES — Because Dell MediaDirect provides access to media files outside the Windows operating system environment, access to licensed content is restricted. Licensed content is digital content that has Digital Rights Management (DRM) applied to it. The Dell MediaDirect environment cannot verify the DRM restrictions, so the licensed files cannot be played. Licensed music and video files have a lock icon next to them. You can access licensed files in the Windows operating system environment.

ADJUSTING THE COLOR SETTINGS FOR MOVIES THAT CONTAIN SCENES THAT ARE TOO DARK OR TOO BRIGHT — Click **EagleVision** to use a video enhancement technology that detects video content and dynamically adjusts the brightness/contrast/saturation ratios.

 **NOTICE:** You cannot reinstall the Dell MediaDirect feature if you voluntarily reformat the hard drive. Contact Dell for assistance (see "Contacting Dell" on page 177).

Other software problems

CHECK THE SOFTWARE DOCUMENTATION OR CONTACT THE SOFTWARE MANUFACTURER FOR TROUBLESHOOTING INFORMATION —

- Ensure that the program is compatible with the operating system installed on your computer.
- Ensure that your computer meets the minimum hardware requirements needed to run the software. See the software documentation for information.
- Ensure that the program is installed and configured properly.
- Verify that the device drivers do not conflict with the program.
- If necessary, uninstall and then reinstall the program.

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BACK UP YOUR FILES IMMEDIATELY

**USE A VIRUS-SCANNING PROGRAM TO CHECK THE HARD DRIVE, FLOPPY DISKS,
OR CDS**

**SAVE AND CLOSE ANY OPEN FILES OR PROGRAMS AND SHUT DOWN YOUR
COMPUTER THROUGH THE START MENU**

SCAN THE COMPUTER FOR SPYWARE — If you are experiencing slow computer performance, you frequently receive pop-up advertisements, or you are having problems connecting to the Internet, your computer might be infected with spyware. Use an anti-virus program that includes anti-spyware protection (your program may require an upgrade) to scan the computer and remove spyware. For more information, go to support.dell.com and search for the keyword *spyware*.

RUN THE DELL DIAGNOSTICS — If all tests run successfully, the error condition is related to a software problem (see "Dell Diagnostics" on page 99).

Memory Problems

Fill out the "Diagnostics Checklist" on page 176 as you complete these checks.



CAUTION: Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

IF YOU RECEIVE AN INSUFFICIENT MEMORY MESSAGE —

- Save and close any open files and exit any open programs you are not using to see if that resolves the problem.
- See the software documentation for minimum memory requirements. If necessary, install additional memory (see "Memory" on page 145).
- Reseat the memory modules to ensure that your computer is successfully communicating with the memory (see "Memory" on page 145).
- Run the Dell Diagnostics (see "Dell Diagnostics" on page 99).

IF YOU EXPERIENCE OTHER MEMORY PROBLEMS —


- Reseat the memory modules to ensure that your computer is successfully communicating with the memory (see "Memory" on page 145).
- Ensure that you are following the memory installation guidelines (see "Memory" on page 145).
- Run the Dell Diagnostics (see "Dell Diagnostics" on page 99).

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Network Problems

Fill out the "Diagnostics Checklist" on page 176 as you complete these checks.

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.



CHECK THE NETWORK CABLE CONNECTOR — Ensure that the network cable is firmly inserted into both the network connector on the back of the computer and the network jack.



CHECK THE NETWORK LIGHTS ON THE NETWORK CONNECTOR — No light indicates that no network communication exists. Replace the network cable.



RESTART THE COMPUTER AND LOG ON TO THE NETWORK AGAIN


CHECK YOUR NETWORK SETTINGS — Contact your network administrator or the person who set up your network to verify that your network settings are correct and that the network is functioning.

Mobile Broadband (Wireless Wide Area Network [WWAN])

 **NOTE:** The Dell Mobile Broadband Card Utility user's guide and the Mobile Broadband ExpressCard user's guide are available through Windows Help and Support (click Start  → Help and Support). You can also download the Dell Mobile Broadband Card Utility user's guide from support.dell.com.

 **NOTE:** The  icon appears in the notification area if the computer has a Dell WWAN device installed. Double-click the icon to launch the utility.

ACTIVATE THE MOBILE BROADBAND EXPRESSCARD — You must activate the Mobile Broadband ExpressCard before you can connect to the network. Position the mouse over the  icon in the notification area to verify the status of the connection. If the card is not activated, follow the card activation instructions located within the Dell Mobile Broadband Card Utility. To access the utility, double-click the  icon located in the taskbar, at the lower-right corner of your screen. If your ExpressCard is not a Dell-branded card, see the manufacturer's instructions for your card.

CHECK NETWORK CONNECTION STATUS IN THE DELL MOBILE BROADBAND CARD UTILITY — Double-click the  icon to launch the Dell Mobile Broadband Card Utility. Check the status in the main window:

- **No card detected** — Restart the computer, and launch the Dell Mobile Broadband Card Utility again.

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- **Check your WWAN service** — Contact your cellular service provider to verify your plan coverage and supported services.

Power Problems

Fill out the "Diagnostics Checklist" on page 176 as you complete these checks.



CAUTION: Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

CHECK THE POWER LIGHT — When the power light is lit or blinking, the computer has power. If the power light is blinking, the computer is in Sleep state—press the power button to exit Sleep state. If the light is off, press the power button to turn on the computer.



NOTE: For information on Sleep power state, see "Using the Sleep Power State" on page 51.

CHARGE THE BATTERY — The battery charge may be depleted.

- 1 Reinstall the battery.
- 2 Use the AC adapter to connect the computer to an electrical outlet.
- 3 Turn on the computer.



NOTE: Battery operating time (the time the battery can hold a charge) decreases over time. Depending on how often the battery is used and the conditions under which it is used, you may need to purchase a new battery during the life of your computer.

CHECK THE BATTERY STATUS LIGHT — If the battery status light flashes amber or is a steady amber, the battery charge is low or depleted. Connect the computer to an electrical outlet.

If the battery status light flashes blue and amber, the battery is too hot to charge. Shut down the computer, disconnect the computer from the electrical outlet, and then let the battery and computer cool to room temperature.

If the battery status light rapidly flashes amber, the battery may be defective. Contact Dell (see "Contacting Dell" on page 177).

CHECK THE BATTERY TEMPERATURE — If the battery temperature is below 0°C (32°F), the computer will not start.

TEST THE ELECTRICAL OUTLET — Ensure that the electrical outlet is working by testing it with another device, such as a lamp.

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CHECK THE AC ADAPTER — Check the AC adapter cable connections. If the AC adapter has a light, ensure that the light is on.

CONNECT THE COMPUTER DIRECTLY TO AN ELECTRICAL OUTLET — Bypass power protection devices, power strips, and extension cables to verify that the computer turns on.

ELIMINATE POSSIBLE INTERFERENCE — Turn off nearby fans, fluorescent lights, halogen lamps, or other appliances.

ADJUST THE POWER PROPERTIES — See "Configuring Power Management Settings" on page 50.

RESEAT THE MEMORY MODULES — If the computer power light turns on, but the display remains blank, reinstall the memory modules (see "Memory" on page 145).

Printer Problems

Fill out the "Diagnostics Checklist" on page 176 as you complete these checks.



CAUTION: Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.



NOTE: If you need technical assistance for your printer, contact the printer's manufacturer.

CHECK THE PRINTER DOCUMENTATION — See the printer documentation for setup and troubleshooting information.

ENSURE THAT THE PRINTER IS TURNED ON

CHECK THE PRINTER CABLE CONNECTIONS —

- See the printer documentation for cable connection information.
- Ensure that the printer cables are securely connected to the printer and the computer.

TEST THE ELECTRICAL OUTLET — Ensure that the electrical outlet is working by testing it with another device, such as a lamp.

VERIFY THAT THE PRINTER IS RECOGNIZED BY WINDOWS —

- 1 Click Start  → Control Panel → Hardware and Sound → Printers.
- 2 Right-click the printer icon.

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- 3 Click **Properties**, and then click the **Ports** tab. For a parallel printer, ensure that the **Print to the following port(s):** setting is **LPT1 (Printer Port)**. For a USB printer, ensure that the **Print to the following port(s):** setting is **USB**.

REINSTALL THE PRINTER DRIVER — See the printer documentation for instructions.

Scanner Problems

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

 **NOTE:** If you need technical assistance for your scanner, contact the scanner's manufacturer.

CHECK THE SCANNER DOCUMENTATION — See the scanner documentation for setup and troubleshooting information.


UNLOCK THE SCANNER — Ensure that your scanner is unlocked.

RESTART THE COMPUTER AND TRY THE SCANNER AGAIN

CHECK THE CABLE CONNECTIONS —

- See the scanner documentation for cable connection information.
- Ensure that the scanner cables are securely connected to the scanner and the computer.

VERIFY THAT THE SCANNER IS RECOGNIZED BY MICROSOFT WINDOWS —

Click Start  → Control Panel → Hardware and Sound → Scanners and Cameras. If your scanner is listed, Windows recognizes the scanner.

REINSTALL THE SCANNER DRIVER — See the scanner documentation for instructions.

Sound and Speaker Problems

Fill out the "Diagnostics Checklist" on page 176 as you complete these checks.

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

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No sound from integrated speakers

ADJUST THE WINDOWS VOLUME CONTROL — Double-click the speaker icon in the lower-right corner of your screen. Ensure that the volume is turned up and that the sound is not muted. Adjust the volume, bass, or treble controls to eliminate distortion.

ADJUST THE VOLUME USING KEYBOARD SHORTCUTS — Press <Fn><End> to disable (mute) or re-enable the integrated speakers.

REINSTALL THE SOUND (AUDIO) DRIVER — See "Reinstalling Drivers and Utilities" on page 127.

No sound from external speakers

ENSURE THAT THE SUBWOOFER AND THE SPEAKERS ARE TURNED ON — See the setup diagram supplied with the speakers. If your speakers have volume controls, adjust the volume, bass, or treble to eliminate distortion.

ADJUST THE WINDOWS VOLUME CONTROL — Click or double-click the speaker icon in the lower-right corner of your screen. Ensure that the volume is turned up and that the sound is not muted.

DISCONNECT HEADPHONES FROM THE HEADPHONE CONNECTOR — Sound from the speakers is automatically disabled when headphones are connected to the headphone connector.

TEST THE ELECTRICAL OUTLET — Ensure that the electrical outlet is working by testing it with another device, such as a lamp.

ELIMINATE POSSIBLE INTERFERENCE — Turn off nearby fans, fluorescent lights, or halogen lamps to check for interference.

REINSTALL THE AUDIO DRIVER — See "Reinstalling Drivers and Utilities" on page 127.

RUN THE DELL DIAGNOSTICS — See "Dell Diagnostics" on page 99.



NOTE: The volume control in some MP3 players overrides the Windows volume setting. If you have been listening to MP3 songs, ensure that you did not turn the player volume down or off.

No sound from headphones

CHECK THE HEADPHONE CABLE CONNECTION — Ensure that the headphone cable is securely inserted into the headphone connector (see "audio connectors" on page 29).

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ADJUST THE WINDOWS VOLUME CONTROL — Click or double-click the speaker icon in the lower-right corner of your screen. Ensure that the volume is turned up and that the sound is not muted.

Touch Pad or Mouse Problems

CHECK THE TOUCH PAD SETTINGS —

- 1 Click Start  → Control Panel → Hardware and Sound → Mouse.
- 2 Adjust the settings, as needed.

CHECK THE MOUSE CABLE — Shut down the computer, disconnect the mouse cable and check it for damage, then firmly reconnect the cable.

If you are using a mouse extension cable, disconnect it and connect the mouse directly to the computer.

TO VERIFY THAT THE PROBLEM IS WITH THE MOUSE, CHECK THE TOUCH PAD —

- 1 Shut down the computer.
- 2 Disconnect the mouse.
- 3 Turn on the computer.
- 4 At the Windows desktop, use the touch pad to move the cursor around, select an icon, and open it.

If the touch pad operates correctly, the mouse may be defective.

CHECK THE SYSTEM SETUP PROGRAM SETTINGS — Verify that the system setup program lists the correct device for the pointing device option (the computer automatically recognizes a USB mouse without making any setting adjustments).

TEST THE MOUSE CONTROLLER — To test the mouse controller (which affects pointer movement) and the operation of the touch pad or mouse buttons, run the Mouse test in the **Pointing Devices** test group in the "Dell Diagnostics" on page 99.


REINSTALL THE TOUCH PAD DRIVER — See "Reinstalling Drivers and Utilities" on page 127.

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Video and Display Problems

Fill out the "Diagnostics Checklist" on page 176 as you complete these checks.

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

If the display is blank

 **NOTE:** If you are using a program that requires a higher resolution than your computer supports, it is recommended that you attach an external monitor to your computer.

CHECK THE BATTERY — If you are using a battery to power your computer, the battery charge may be depleted. Connect the computer to an electrical outlet using the AC adapter, and then turn on the computer.

TEST THE ELECTRICAL OUTLET — Ensure that the electrical outlet is working by testing it with another device, such as a lamp.

CHECK THE AC ADAPTER — Check the AC adapter cable connections. If the AC adapter has a light, ensure that the light is on.

CONNECT THE COMPUTER DIRECTLY TO AN ELECTRICAL OUTLET — Bypass power protection devices, power strips, and extension cables to verify that the computer turns on.

ADJUST THE POWER PROPERTIES — Search for the keyword *sleep* in Windows Help and Support.

SWITCH THE VIDEO IMAGE — If your computer is attached to an external monitor, press <Fn><F8> to switch the video image to the display.

If the display is difficult to read

ADJUST THE BRIGHTNESS — Press <Fn> and the up- or down-arrow key.

MOVE THE EXTERNAL SUBWOOFER AWAY FROM THE COMPUTER OR MONITOR — If your external speaker system includes a subwoofer, ensure that the subwoofer is at least 60 cm (2 ft) away from the computer or external monitor.


ELIMINATE POSSIBLE INTERFERENCE — Turn off nearby fans, fluorescent lights, halogen lamps, or other appliances.

ROTATE THE COMPUTER TO FACE A DIFFERENT DIRECTION — Eliminate sunlight glare, which can cause poor picture quality.

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ADJUST THE WINDOWS DISPLAY SETTINGS —

- 1 Click Start  → Control Panel → Appearance and Personalization → Personalization → Display Settings.
- 2 Click the area you want to change or click the Display icon.
Try different settings for Resolution and Colors.

RUN THE VIDEO DIAGNOSTICS TESTS — If no error message appears and you still have a display problem, but the display is not completely blank, run the Video device group in the "Dell Diagnostics" on page 99, then contact Dell (see "Contacting Dell" on page 177).

SEE "ERROR MESSAGES" — If an error message appears, see "Error Messages" on page 108.

If only part of the display is readable

CONNECT AN EXTERNAL MONITOR —

- 1 Shut down your computer and connect an external monitor to the computer.
- 2 Turn on the computer and the monitor, and then adjust the monitor brightness and contrast controls.
If the external monitor works, the computer display or video controller may be defective. Contact Dell (see "Contacting Dell" on page 177).


Drivers

What Is a Driver?

A driver is a program that controls a device such as a printer, mouse, or keyboard. All devices require a driver program.

A driver acts like a translator between the device and any other programs that use the device. Each device has its own set of specialized commands that only its driver recognizes.

Dell ships your computer to you with required drivers already installed—no further installation or configuration is needed.

 **NOTICE:** Your *Drivers and Utilities* media may contain drivers for operating systems that are not on your computer. Ensure that you are installing software appropriate for your operating system.

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Many drivers, such as the keyboard driver, come with your Microsoft® Windows® operating system. You may need to install drivers if you:

- Upgrade your operating system.
- Reinstall your operating system.
- Connect or install a new device.

Identifying Drivers


If you experience a problem with any device, identify whether the driver is the source of your problem and, if necessary, update the driver.

- 1 Click **Start** , and then right-click **Computer**.
- 2 Click **Properties**, and then click **Device Manager**.

 **NOTE:** The **User Account Control** window may appear. If you are an administrator on the computer, click **Continue**; otherwise, contact your administrator to continue.


Scroll down the list of devices and check for an exclamation point (a circle with a [!]) next to the device name. If an exclamation point is next to the device name, you may need to reinstall the driver or install a new driver (see "Reinstalling Drivers and Utilities" on page 127).


Reinstalling Drivers and Utilities

 **NOTICE:** The Dell Support website at support.dell.com and your *Drivers and Utilities* media provide approved drivers for Dell computers. If you install drivers obtained from other sources, your computer might not work correctly.

Using Windows Device Driver Rollback

If a problem occurs on your computer after you install or update a driver, use Windows Device Driver Rollback to replace the driver with the previously installed version.

- 1 Click **Start** , and then right-click **Computer**.
- 2 Click **Properties**, and then click **Device Manager**.

 **NOTE:** The **User Account Control** window may appear. If you are an administrator on the computer, click **Continue**; otherwise, contact your administrator to enter the Device Manager.

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- 3 Right-click the device for which the new driver was installed and click **Properties**.
- 4 Click the **Drivers** tab, and then click **Roll Back Driver**.

If Device Driver Rollback does not resolve the problem, use System Restore (see "Restoring Your Operating System" on page 130) to return your computer to the operating state that existed before you installed the new driver.


Using the Drivers and Utilities Media

If using Device Driver Rollback or System Restore (see "Restoring Your Operating System" on page 130) does not resolve the problem, reinstall the driver from your *Drivers and Utilities* media.


- 1 With the Windows desktop displayed, insert your *Drivers and Utilities* media.

If this is your first time to use your *Drivers and Utilities* media, continue to step 2. If not, proceed to step 5.

- 2 When the *Drivers and Utilities* installation program starts, follow the prompts on the screen.

 **NOTE:** In most cases, the *Drivers and Utilities* program starts running automatically. If it does not, start Windows Explorer, click your media drive directory to display the media contents, and then double-click the **autorcd.exe** file.

- 3 When the **InstallShield Wizard Complete** window appears, remove the *Drivers and Utilities* disc and click **Finish** to restart the computer.
- 4 When you see the Windows desktop, reinsert the *Drivers and Utilities* disc.
- 5 At the **Welcome Dell System Owner** screen, click **Next**.

 **NOTE:** The *Drivers and Utilities* program displays drivers only for hardware that came installed in your computer. If you installed additional hardware, the drivers for the new hardware might not be displayed. If those drivers are not displayed, exit the *Drivers and Utilities* program. For drivers information, see the documentation that came with the device.

A message stating that the *Drivers and Utilities* program is detecting hardware in your computer appears.

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The drivers that are used by your computer are automatically displayed in the **My Drivers—The ResourceCD has identified these components in your system** window.


- 6 Click the driver that you want to reinstall and follow the instructions on the screen.

If a particular driver is not listed, then that driver is not required by your operating system.

Manually Reinstalling Drivers




NOTE: If your computer has a Consumer IR port and you are reinstalling a Consumer IR driver, you must first enable the Consumer IR port in the system setup program (see "Using the System Setup Program" on page 187) before continuing with the driver installation (see "Reinstalling Drivers and Utilities" on page 127). For information about components installed on your computer, see "Determining Your Computer's Configuration" on page 21.

- 1 After extracting the driver files to your hard drive, as described in the previous section, click **Start** , and then right-click **Computer**.
- 2 Click **Properties**, and then click **Device Manager**.
- 3 Double-click the type of device for which you are installing the driver (for example, **Modems** or **Infrared devices**).
- 4 Double-click the name of the device for which you are installing the driver.
- 5 Click **Driver** tab, and then click **Update Driver**.
- 6 Click **Install from a list or specific location (Advanced)**, and then click **Next**.
- 7 Click **Browse** and browse to the location to which you previously copied the driver files.
- 8 When the name of the appropriate driver appears, click **Next**.
- 9 Click **Finish**, and then restart your computer.

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Troubleshooting Software and Hardware Problems

If a device is either not detected during the operating system setup or is detected but incorrectly configured, use Windows Vista Help and Support to resolve the incompatibility:

- 1 Click Start  → Help and Support.
- 2 Type hardware troubleshooter in the search field, then press <Enter>.
- 3 In the search results, select the option that best describes the problem and follow the remaining troubleshooting steps.

Restoring Your Operating System

You can restore your operating system in the following ways:


- Microsoft Windows System Restore returns your computer to an earlier operating state without affecting data files. Use System Restore as the first solution for restoring your operating system and preserving data files. For instructions, see "Using Microsoft Windows System Restore" on page 131.
- Dell Factory Image Restore restores your hard drive to the operating state it was in when you purchased the computer. Dell Factory Image Restore permanently deletes all data on the hard drive and removes any applications installed after you received the computer. Use Dell Factory Image Restore only if System Restore did not resolve your operating system problem. For instructions, see "Using Dell Factory Image Restore" on page 131.
- If you received an *Operating System* media with your computer, you can use it to restore your operating system. However, using the *Operating System* media also deletes all data on the hard drive. Use the media *only* if System Restore did not resolve your operating system problem. For instructions, see "Using the Operating System Media" on page 133.


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Using Microsoft Windows System Restore

The Windows operating system provides a System Restore option to allow you to return your computer to an earlier operating state (without affecting data files) if changes to the hardware, software, or other system settings have left the computer in an undesirable operating state. Any changes that System Restore makes to your computer are completely reversible.

 **NOTICE:** Make regular backups of your data files. System Restore does not monitor your data files or recover them.

 **NOTE:** The procedures in this document were written for the Windows default view, so they may not apply if you set your Dell computer to the Windows Classic view.


- 1 Click Start  → Help and Support.
- 2 Type System Restore in the search field, then press <Enter>.


 **NOTE:** The User Account Control window may appear. If you are an administrator on the computer, click **Continue**; otherwise, contact your administrator to continue the desired action.

- 3 Click Next and follow the remaining prompts on the screen.


In the event that System Restore did not resolve the issue, you may undo the last system restore.

Undoing the Last System Restore

 **NOTICE:** Before you undo the last system restore, save and close all open files and exit any open programs. Do not alter, open, or delete any files or programs until the system restoration is complete.


- 1 Click Start  → Help and Support.
- 2 Type System Restore in the search field and press <Enter>.
- 3 Click Undo my last restoration, and then click Next.

Using Dell Factory Image Restore

 **NOTICE:** Using Dell Factory Image Restore permanently deletes all data on the hard drive and removes any programs or drivers installed after you received your computer. If possible, back up the data before using Dell Factory Image Restore. Use Dell Factory Image Restore only if System Restore (see "Using Microsoft Windows System Restore" on page 131) did not resolve your operating system problem.

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 **NOTE:** Dell Factory Image Restore may not be available in certain countries or on certain computers.


Use Dell Factory Image Restore only as the last method to restore your operating system. Dell Factory Image Restore restores your hard drive to the operating state it was in when you purchased the computer. Any programs or files added since you received your computer—including data files—are permanently deleted from the hard drive. Data files include documents, spreadsheets, e-mail messages, digital photos, music files, etc. If possible, back up all data before using Dell Factory Image Restore.

To use Dell Factory Image Restore:

- 1 Turn on the computer. When the Dell logo appears, press <F8> several times to access the Vista Advanced Boot Options Window.
- 2 Select **Repair Your Computer**.
The System Recovery Options window appears.
- 3 Select a keyboard layout and click **Next**.
- 4 To access the recovery options, log on as a local user. To access the command prompt, type `administrator` in the User name field, then click **OK**.
- 5 Click **Dell Factory Image Restore**.

 **NOTE:** Depending upon your configuration, you may need to select **Dell Factory Tools**, then **Dell Factory Image Restore**.

The Dell Factory Image Restore welcome screen appears.

- 6 Click **Next**.
The Confirm Data Deletion screen appears.
-  **NOTICE:** If you do not want to proceed with Factory Image Restore, click **Cancel**.
- 7 Click the checkbox to confirm that you want to continue reformatting the hard drive and restoring the system software to the factory condition, then click **Next**.
The restore process begins and may take five or more minutes to complete. A message appears when the operating system and factory-installed applications have been restored to factory condition.
- 8 Click **Finish** to reboot the system.


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Using the Operating System Media


Before You Begin

If you are considering reinstalling the Windows operating system to correct a problem with a newly installed driver, first try using Windows Device Driver Rollback (see "Using Windows Device Driver Rollback" on page 127). If Device Driver Rollback does not resolve the problem, then use System Restore to return your operating system to the operating state it was in before you installed the new device driver (see "Using Microsoft Windows System Restore" on page 131).

 **NOTICE:** Before performing the installation, back up all data files on your primary hard drive. For conventional hard drive configurations, the primary hard drive is the first drive detected by the computer.


To reinstall Windows, you need the following items:

- Dell™ *Operating System* media
- Dell *Drivers and Utilities* media

 **NOTE:** Your *Drivers and Utilities* media contains drivers that were installed during assembly of the computer. Use your *Drivers and Utilities* media to load any required drivers, including the drivers required if your computer has a RAID controller.

Reinstalling Windows

The reinstallation process can take 1 to 2 hours to complete. After you reinstall the operating system, you must also reinstall the device drivers, virus protection program, and other software.


 **NOTICE:** The *Operating System* media provides options for reinstalling Windows. The options can overwrite files and possibly affect programs that are installed on your hard drive. Therefore, do not reinstall Windows unless a Dell technical support representative instructs you to do so.


- 1 Save and close any open files and exit any open programs.
- 2 Insert the *Operating System* media.
- 3 Click Exit if the Install Windows message appears.

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- 4 Restart the computer.

When the DELL logo appears, press <F12> immediately.

 **NOTE:** If you wait too long and the operating system logo appears, continue to wait until you see the Microsoft Windows desktop, then shut down your computer and try again.

 **NOTE:** The next steps change the boot sequence for one time only. On the next start-up, the computer boots according to the devices specified in the system setup program.

- 5 When the boot device list appears, highlight CD/DVD/CD-RW Drive, and then press <Enter>.
- 6 Press any key to **Boot from CD-ROM**.
- 7 Follow the instructions on the screen to complete the installation.

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Adding and Replacing Parts

Before You Begin

This chapter provides procedures for removing and installing the components in your computer. Unless otherwise noted, each procedure assumes that the following conditions exist:


- You have performed the steps in "Turning Off Your Computer" on page 135 and "Before Working Inside Your Computer" on page 136.
- You have read the safety information in your Dell *Product Information Guide*.
- A component can be replaced—or if purchased separately—installed by performing the removal procedure in reverse order.



Recommended Tools

The procedures in this document may require the following tools:

- Small flat-blade screwdriver
- Phillips screwdriver
- Small plastic scribe
- Flash BIOS update (see the Dell Support website at support.dell.com)

Turning Off Your Computer

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

- 1 Save and close any open files and exit any open programs.
- 2 Click **Start** , click the arrow , and then click **Shut Down**.








The computer turns off after the operating system shutdown process finishes.

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- 3 Ensure that the computer and any attached devices are turned off. If your computer and attached devices did not automatically turn off when you shut down your operating system, press and hold the power button for at least 8 to 10 seconds until the computer turns off.






Before Working Inside Your Computer

Use the following safety guidelines to help protect your computer from potential damage and to help ensure your own personal safety.

-  **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.
-  **CAUTION:** Handle components and cards with care. Do not touch the components or contacts on a card. Hold a card by its edges or by its metal mounting bracket. Hold a component such as a processor by its edges, not by its pins.
-  **NOTICE:** Only a certified service technician should perform repairs on your computer. Damage due to servicing that is not authorized by Dell is not covered by your warranty.
-  **NOTICE:** When you disconnect a cable, pull on its connector or on its strain-relief loop, not on the cable itself. Some cables have a connector with locking tabs; if you are disconnecting this type of cable, press in on the locking tabs before you disconnect the cable. As you pull connectors apart, keep them evenly aligned to avoid bending any connector pins. Also, before you connect a cable, ensure that both connectors are correctly oriented and aligned.
-  **NOTICE:** To avoid electrostatic discharge, ground yourself by using a wrist grounding strap or by periodically touching an unpainted metal surface (such as a connector on the back of the computer).
-  **NOTICE:** To help prevent damage to the computer, perform the following steps before you begin working inside the computer.
 - 1 Ensure that the work surface is flat and clean to prevent the computer cover from being scratched.
 - 2 Turn off your computer (see "Turning Off Your Computer" on page 135).
-  **NOTICE:** To disconnect a network cable, first unplug the cable from your computer, and then unplug it from the network wall connector.
- 3 Disconnect any telephone or network cables from the computer.
- 4 Disconnect your computer and all attached devices from their electrical outlets.

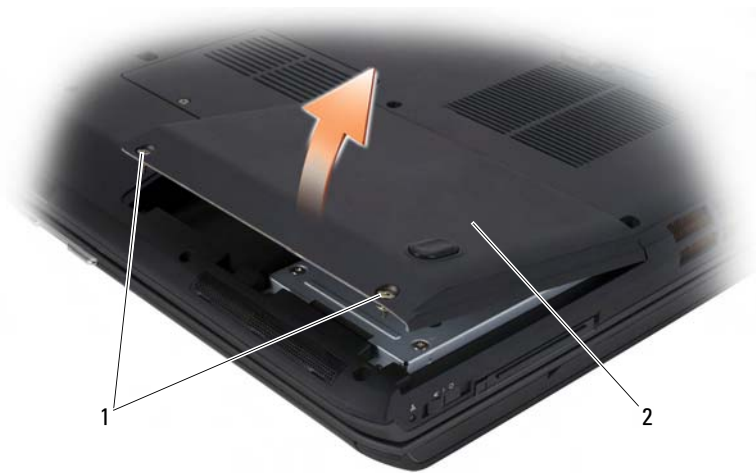
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-  **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.
-  **NOTICE:** To prevent data loss, turn off your computer (see "Turning Off Your Computer" on page 135) before removing the hard drive. Do not remove the hard drive while the computer is on or in Sleep state.
-  **NOTICE:** Hard drives are extremely fragile. Exercise care when handling the hard drive.
-  **NOTE:** Dell does not guarantee compatibility or provide support for hard drives from sources other than Dell.
-  **NOTE:** If you are installing a hard drive from a source other than Dell, you need to install an operating system, drivers, and utilities on the new hard drive (see "Restoring Your Operating System" on page 130 and "Reinstalling Drivers and Utilities" on page 127).

Removing the Hard Drive

- 1 Follow the procedures in "Before You Begin" on page 135.
- 2 Turn the computer over.
- 3 Loosen the two captive screws and remove the hard-drive bay cover.



1 captive screws (2)

2 hard-drive bay cover

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➡ **NOTICE:** When the hard drive is not in the computer, store it in protective antistatic packaging (see "Protecting Against Electrostatic Discharge" in the *Product Information Guide*).

- 4 Using the pull-tab on the hard drive, pull the hard drive out of the hard drive bay.



- | | | | |
|---|--------------------------|---|-----------------------|
| 1 | secondary hard-drive bay | 2 | hard drive screws (3) |
| 3 | primary hard drive | 4 | pull-tab |

Replacing the Hard Drive

- 1 Remove the new drive from its packaging.

Save the original packaging for storing or shipping the hard drive.

➡ **NOTICE:** Use firm and even pressure to slide the drive into place. If you use excessive force, you may damage the connector.

➡ **NOTICE:** If you are installing only one hard drive, ensure you install the new drive in the primary hard drive bay.

📎 **NOTE:** The secondary hard drive is optional.

- 2 Place the hard drive in the bay and press down to fully seat it.

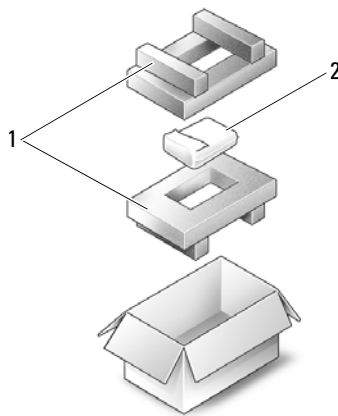
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- 3 Replace and tighten the screws on the hard drive.
- 4 Replace the hard drive cover and tighten the captive screws.
- 5 Install the operating system for your computer, as needed (see "Restoring Your Operating System" on page 130).
- 6 Install the drivers and utilities for your computer, as needed (see "Reinstalling Drivers and Utilities" on page 127).

Returning a Hard Drive to Dell

Return your old hard drive to Dell in its original, or comparable, foam packaging. Otherwise, the hard drive may be damaged in transit.



1 foam packaging

2 hard drive

Optical Drive

⚠ CAUTION: Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

Removing the Optical Drive

- 1 Follow the procedures in "Before You Begin" on page 135.
- 2 Turn the computer over.

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- 3 Remove the locking screw from the optical drive.
- 4 Using a plastic scribe, push the notch to release the optical drive from the bay.



- | | | | |
|---|-----------------------|---|-------|
| 1 | optical drive | 2 | notch |
| 3 | device security screw | | |

Hinge Cover

⚠ CAUTION: Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

➡ NOTICE: To avoid electrostatic discharge, ground yourself by using a wrist grounding strap or by periodically touching an unpainted metal surface (such as a connector on the back of the computer).

➡ NOTICE: To help prevent damage to the system board, you must remove the battery from the battery bay before you begin working inside the computer.

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Removing the Hinge Cover

- 1 Follow the procedures in "Before You Begin" on page 135.
- 2 Open the display as far as it will open.
- ➡ **NOTICE:** To avoid damage to the hinge cover, do not lift the cover on both sides simultaneously.
- 3 Insert a plastic scribe into the indent to lift the hinge cover on the right side.
- 4 Ease the hinge cover up, moving from right to left, and remove it.



1 hinge cover

2 scribe

Replacing the Hinge Cover


- 1 Insert the left edge of the hinge cover.
- 2 Press from left to right until the cover snaps into place.


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Keyboard


For more information about the keyboard, see "Using the Keyboard and Touch Pad" on page 43.

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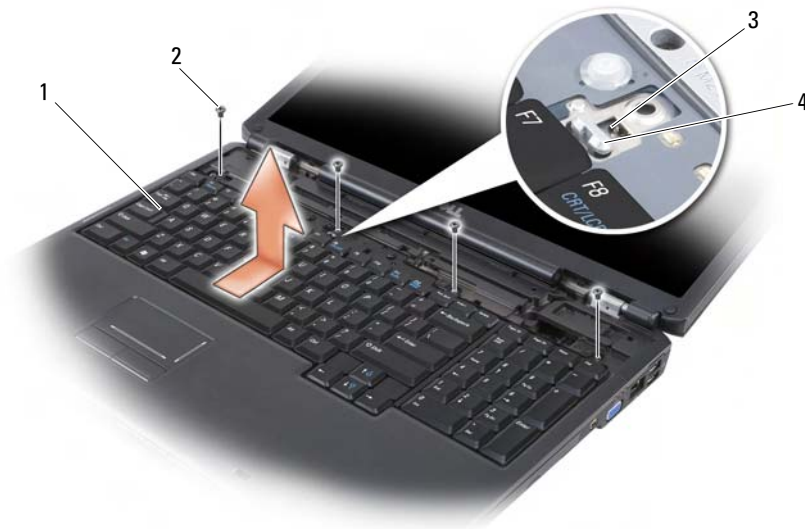
 **NOTICE:** To avoid electrostatic discharge, ground yourself by using a wrist grounding strap or by periodically touching an unpainted metal surface (such as a connector on the back of the computer).

 **NOTICE:** To help prevent damage to the system board, you must remove the battery from the battery bay before you begin working inside the computer.

Removing the Keyboard

- 1 Follow the procedures in "Before You Begin" on page 135.
- 2 Remove the hinge cover (see "Hinge Cover" on page 141).
- 3 Remove the four screws at the top of the keyboard.
-  **NOTICE:** The keycaps on the keyboard are fragile, easily dislodged, and time-consuming to replace. Be careful when removing and handling the keyboard.
- 4 Slide the keyboard toward the back of the computer to disengage the notch on the keyboard from the tab on the base of the computer.
- 5 Lift and remove the keyboard.

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- | | | | |
|---|-------------------|---|----------------------|
| 1 | keyboard | 2 | keyboard screws (4) |
| 3 | notch on keyboard | 4 | tab on computer base |

Replacing the Keyboard

- 1 Hook the tabs and the keyboard connector along the front edge of the keyboard into the palm rest, and place the notch on the top of the keyboard on the tab on the base of the computer.
- 2 Keeping the keyboard flat against the computer base, slide the tabs on the bottom of the keyboard under the palm rest, and ensure the tab on the computer base slides into the notch on the top of the keyboard.

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- | | | | |
|---|-------------------|---|----------------------|
| 1 | tabs (7) | 2 | keyboard connector |
| 3 | notch on keyboard | 4 | tab on computer base |
| 5 | palm rest | | |

3 Replace the four screws at the top of the keyboard.

Memory

! **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

You can increase your computer memory by installing memory modules on the system board. See "Specifications" on page 179 for information on the memory supported by your computer. Install only memory modules that are intended for your computer.

✍ **NOTE:** Memory modules purchased from Dell are covered under your computer warranty.

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Your computer has two user-accessible SODIMM sockets, one accessed from beneath the keyboard (DIMM A), and the other accessed from the bottom of the computer (DIMM B).

- ➔ **NOTICE:** If your computer has only one memory module, install the memory module in the connector labeled "DIMMA."
- ➔ **NOTICE:** If you need to install memory modules in two connectors, install a memory module in the connector labeled "DIMMA" before you install a module in the connector labeled "DIMMB."

Removing the DIMM A Memory Module

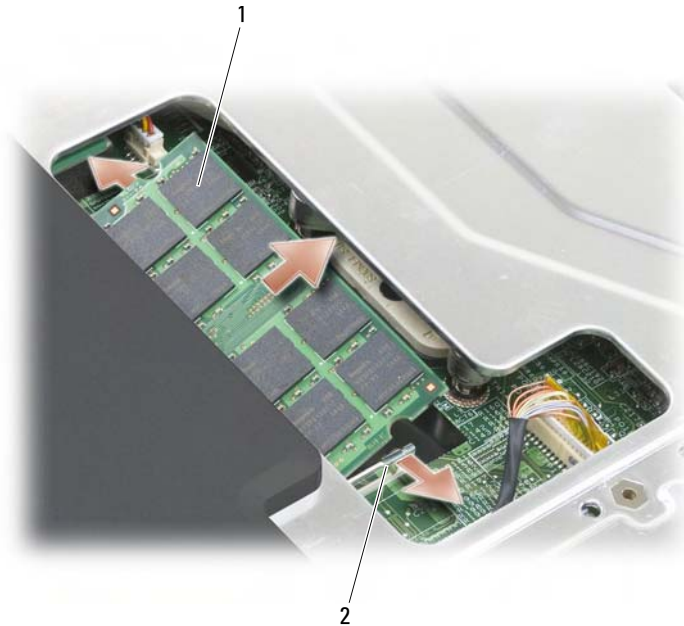
- ➔ **NOTICE:** To avoid electrostatic discharge, ground yourself by using a wrist grounding strap or by periodically touching an unpainted metal surface (such as a connector on the back of the computer).

The DIMM A memory module is located under the keyboard.

- 1 Follow the procedures in "Before You Begin" on page 135.
 - 2 Remove the hinge cover (see "Hinge Cover" on page 141).
 - 3 Remove the keyboard (see "Keyboard" on page 143).
- ➔ **NOTICE:** To prevent damage to the memory module connector, do not use tools to spread the memory-module securing clips.
- 4 Use your fingertips to carefully spread apart the securing clips on each end of the memory module connector until the module pops up.
 - 5 Remove the memory module from the connector.

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1 memory module (DIMM A)

2 memory-module securing clips (2)

Replacing the DIMM A Memory Module

➡ **NOTICE:** To avoid electrostatic discharge, ground yourself by using a wrist grounding strap or by periodically touching an unpainted metal surface (such as a connector on the back of the computer).

- 1 Align the notch in the module edge connector with the tab in the connector slot.
- 2 Slide the memory module firmly into the slot at a 45-degree angle, and rotate the module down until it clicks into place. If you do not feel the click, remove the module and reinstall it.

📎 **NOTE:** If the memory module is not installed properly, the computer may not boot. No error message indicates this failure.

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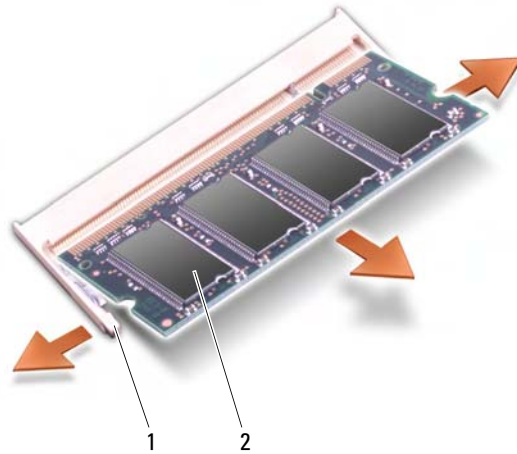


- 1 memory module/coin-cell battery 2 captive screw cover

- ➔ **NOTICE:** To prevent damage to the memory module connector, do not use tools to spread the memory-module securing clips.
- ➔ **NOTICE:** To avoid electrostatic discharge, ground yourself by using a wrist grounding strap or by periodically touching an unpainted metal surface (such as a connector on the back of the computer).
- 3 Use your fingertips to carefully spread apart the memory-module securing clips on each end of the memory module connector until the module pops up.
- 4 Remove the memory module from the connector.

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1 securing clips (2)

2 memory module

Replacing the DIMM B Memory Module

NOTICE: To avoid electrostatic discharge, ground yourself by using a wrist grounding strap or by periodically touching an unpainted metal surface (such as a connector on the back of the computer).

- 1 Align the notch in the module edge connector with the tab in the connector slot.
- 2 Slide the memory module firmly into the slot at a 45-degree angle, and rotate the module down until it clicks into place. If you do not feel the click, remove the module and reinstall it.

NOTE: If the memory module is not installed properly, the computer may not boot. No error message indicates this failure.

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