 **NOTICE:** Passwords provide a high level of security for data in your Tablet-PC or hard drive. However, they are not foolproof. If you require more security, obtain and use additional forms of protection, such as smart cards, data encryption programs, or PC Cards with encryption features.

When using passwords, observe the following guidelines:

- Choose passwords that you can remember, but not ones that are easy to guess. For example, do not use the names of family members or pets for passwords.
- It is recommended that you do not write down passwords. If you do write it down, however, ensure that the password is stored in a secure place.
- Do not share passwords with other people.
- Ensure that people are not watching you when you type your password.


If you forget any of your passwords, contact Dell (see "Contacting Dell" on page 25). For your protection, Dell technical support staff will ask you for proof of your identity to ensure that only an authorized person can use the Tablet-PC.

Using a Primary (or System) Password

The primary password allows you to protect the Tablet-PC from unauthorized access.

When you first start your Tablet-PC, you must assign a primary password at the prompt.

If you do not enter a password within 2 minutes, the Tablet-PC returns to its previous operating state.

 **NOTICE:** If you disable the administrator password, the primary password is also disabled.

To add or change passwords, access **User Accounts** from the **Control Panel**.

If you have assigned an administrator password, you can use it instead of the primary password. The Tablet-PC does not specifically prompt you for the administrator password.


Using an Administrator Password


The administrator password is designed to give system administrators or service technicians access to computers for repair or reconfiguration. The administrators or technicians can assign identical administrator passwords to groups of computers, allowing you to assign a unique primary password.

To set or change administrator passwords, access **User Accounts** from the Control Panel.

When you set an administrator password, the **Configure Setup** option becomes available in system setup. The **Configure Setup** option allows you to restrict access to system setup in the same way that a primary password restricts access to the Tablet-PC.

The administrator password can be used instead of the primary password. Whenever you are prompted to enter the primary password, you can enter the administrator password.

 **NOTICE:** If you disable the administrator password, the primary password is also disabled.

 **NOTE:** The administrator password provides access to the Tablet-PC, but it does not provide access to the hard drive when a hard drive password is assigned.

If you forget the primary password and do not have an administrator password assigned, or if you have both a primary and an administrator password assigned but forget them both, contact your system administrator or contact Dell (see "Contacting Dell" on page 25).

Using a Hard Drive Password

The hard drive password helps protect the data on your hard drive from unauthorized access. You can also assign a password for an external hard drive (if one is being used) that can be the same as or different from the password for the primary hard drive.

To assign or change a hard drive password, enter system setup (see "Using the System Setup Program" on page 127).

After assigning a hard drive password, you must enter it each time you turn on the Tablet-PC and each time you restore the Tablet-PC to normal operation from sleep mode.

If the hard drive password is enabled, you must enter it each time you turn on the Tablet-PC: A message appears asking for the hard drive password.


To continue, enter your password (with no more than eight characters) and press <Enter>.

If you do not enter a password within 2 minutes, the Tablet-PC returns to its previous operating state.


If you enter the wrong password, a message tells you that the password is invalid. Press <Enter> to try again.

If you do not enter the correct password in three attempts, the Tablet-PC tries to start from another bootable device if the **Boot First Device** option in system setup is set to allow start-up from another device. If the **Boot First Device** option is not set to allow the Tablet-PC to start from another device, the Tablet-PC returns to the operating state it was in when you turned it on.


If the hard drive password, the external hard drive password, and the primary password are the same, the Tablet-PC prompts you only for the primary password. If the hard drive password is different from the primary password, the Tablet-PC prompts you for both. Two different passwords provide greater security.

 **NOTE:** The administrator password provides access to the Tablet-PC, but it does not provide access to the hard drive when a hard drive password is assigned.

Trusted Platform Module (TPM)


 **NOTE:** The TPM feature supports encryption only if the operating system supports TPM. For more information, see the TPM software documentation and the help files that came with the software.

TPM is a hardware-based security feature that can be used to create and manage computer-generated encryption keys. When combined with security software, the TPM enhances existing network and computer security by enabling features such as file protection capabilities and protected e-mail. The TPM feature is enabled through a system setup option.

 **NOTICE:** To secure your TPM data and encryption keys, follow the backup procedures documented in the *Broadcom Secure Foundation Getting Started Guide*. In the event of these backups being incomplete, lost, or damaged, Dell will be unable to assist in the recovery of encrypted data.

Enabling the TPM Feature

- 1 Enable the TPM software:


- a Restart the Tablet-PC and press <F2> during the Power On Self Test to enter the system setup program.
 - b Select **Security**→**TPM Security** and press <Enter>.
 - c Under **TPM Security**, select **On**.
 - d Press <Esc> to exit the setup program.
 - e If prompted, click **Save/Exit**.
 - 2 Activate the TPM setup program:
 - a Restart the Tablet-PC and press <F2> during the Power On Self Test to enter the system setup program.
 - b Select **Security**→**TPM Activation** and press <Enter>.
 - c Under **TPM Activation**, select **Activate** and press <Enter>.
-  **NOTE:** You only need to activate the program once.
- d Once the process is complete, the Tablet-PC either restarts automatically or prompts you to restart your Tablet-PC.

Security Management Software

The security management software is designed to use four different features to help you secure your Tablet-PC:

- Log-in management
- Pre-boot authentication (using a biometric reader, smart card, or password)
- Encryption
- Private information management

Activating the Security Management Software


 **NOTE:** You must first enable the TPM in order for the security management software to have full functionality.

- 1 Enable the TPM feature (see "Enabling the TPM Feature" on page 103).
- 2 Load the security management software:
 - a Turn on (or restart) your Tablet-PC.

- b** When the DELL™ logo appears, press <F2> immediately. If you wait too long and the Windows logo appears, continue to wait until you see the Windows desktop. Then shut down your Tablet-PC and try again.
- c** In the drop-down menu, select **Wave EMBASSY Trust Suite** and press <Enter> to create the icons for the software components on the Tablet-PC desktop.
- d** Press <Esc> to exit the setup program.
- e** If prompted, click **Save/Exit**.

Using the Security Management Software

For information about how to use the software and the different security features, see the *Getting Started Guide* for the software.

Click **Start**  → **All Programs** → **Wave EMBASSY Trust Suite** → **Getting Started Guide**.

Computer Tracking Software

Computer tracking software may enable you to locate your Tablet-PC if it is lost or stolen. The software is optional and may be purchased when you order your Dell™ Tablet-PC, or you can contact your Dell sales representative for information about this security feature.



NOTE: Computer tracking software may not be available in certain countries.



NOTE: If you have computer tracking software and your Tablet-PC is lost or stolen, you must contact the company that provides the tracking service to report the missing Tablet-PC.

If Your Tablet-PC Is Lost or Stolen

- Call a law enforcement agency to report the lost or stolen Tablet-PC. Include the Service Tag in your description of the Tablet-PC. Ask that a case number be assigned and write down the number, along with the name, address, and phone number of the law enforcement agency. If possible, obtain the name of the investigating officer.




NOTE: If you know where the Tablet-PC was lost or stolen, call a law enforcement agency in that area. If you do not know, call a law enforcement agency where you live.

- If the Tablet-PC belongs to a company, notify the security office of the company.
- Contact Dell customer service to report the missing Tablet-PC. Provide the Tablet-PC Service Tag, the case number, and the name, address, and phone number of the law enforcement agency to which you reported the missing Tablet-PC. If possible, give the name of the investigating officer.


The Dell customer service representative will log your report under the Tablet-PC Service Tag and record the Tablet-PC as missing or stolen. If someone calls Dell for technical assistance and gives your Service Tag, the Tablet-PC is identified automatically as missing or stolen. The representative will attempt to get the phone number and address of the caller. Dell will then contact the law enforcement agency to which you reported the missing Tablet-PC.


6

Cleaning Your Tablet-PC

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

Tablet-PC, Keyboard, and Display

 **CAUTION:** Before you clean your Tablet-PC, disconnect the Tablet-PC from the electrical outlet and, if necessary, the optional media base or battery slice. Remove any installed batteries. Clean your Tablet-PC with a soft cloth dampened with water. Do not use liquid or aerosol cleaners, which may contain flammable substances.


- Use a can of compressed air to remove dust from between the keys on the keyboard.
-  **NOTICE:** To avoid damaging the Tablet-PC or display, do not spray cleaning solution directly onto the display. Only use products specifically designed for cleaning displays, and follow the instructions that are included with the product.
- Moisten a soft, lint-free cloth with either water or a display cleaner, and wipe the display until it is clean.
- Moisten a soft, lint-free cloth with water and wipe the Tablet-PC and keyboard. Do not allow water from the cloth to seep between the touch pad and the surrounding palm rest.


Touch Pad

- 1 Shut down and turn off your Tablet-PC.
- 2 Disconnect any attached devices from the Tablet-PC and from their electrical outlets.
- 3 If applicable, undock your Tablet-PC from the optional media base or battery slice.
- 4 Remove any installed batteries (see "Removing the Main Battery" on page 142).

- 5 Moisten a soft, lint-free cloth with water, and wipe it gently across the surface of the touch pad. Do not allow water from the cloth to seep between the touch pad and the surrounding palm rest.


Optical Drives and Optical Drive Media

 **NOTICE:** Always use compressed air to clean the lens in an optical drive, and follow the instructions that come with the compressed-air product. Never touch the lens in the drive.

 **NOTE:** Unless you purchased either an optional external D/Bay or an optional media base with your Tablet-PC, you may not be able to use optical drives or optical drive media with your Tablet-PC.

If you notice problems, such as skipping, with the playback quality of your optical media, try cleaning the disc.

- 1 Hold the disc by its outer edge. You can also touch the inside edge of the center hole.

 **NOTICE:** To avoid damaging the surface, do not wipe in a circular motion around the disc.

- 2 With a soft, lint-free cloth, gently wipe the bottom of the disc (the unlabeled side) in a straight line from the center to the outer edge of the disc.

For stubborn dirt, try using water or a diluted solution of water and mild soap. You can also purchase commercial products that clean discs and provide some protection from dust, fingerprints, and scratches. Cleaning products for CDs are also safe to use on DVDs.

Troubleshooting

Some of the tools you may be using as you troubleshoot problems on your Tablet-PC include:

- Dell Diagnostics
- Dell Support Utility
- Windows Hardware Troubleshooter

Dell Diagnostics



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



NOTICE: The Dell Diagnostics works only on Dell™ computers.

When to Use the Dell Diagnostics

If you experience a problem with your Tablet-PC, perform the checks in Lockups and Software Problems (see "Lockups and Software Problems" on page 118), and run the Dell Diagnostics before you contact Dell for technical assistance.

It is recommended that you print these procedures before you begin.

See "Using the System Setup Program" on page 127 to review your Tablet-PC's configuration information, and ensure that the device that you want to test displays in the system setup program and is active.


Start the Dell Diagnostics from your hard drive or from the *Drivers and Utilities* media.




NOTE: The *Drivers and Utilities* media is optional and may not ship with your Tablet-PC.


Starting the Dell Diagnostics From Your Hard Drive

The Dell Diagnostics is located on a hidden diagnostic utility partition on your hard drive.


 **NOTE:** If your Tablet-PC does not display a screen image, contact Dell (see "Contacting Dell" on page 25).

 **NOTE:** If the Tablet-PC is connected to a docking device (docked), undock it. See "Undocking Your Tablet-PC From the Media Base" on page 192 and "Undocking Your Tablet-PC From the Battery Slice" on page 200 for instructions if applicable.


- 1 Ensure that the Tablet-PC is connected to an electrical outlet that is known to be working properly.
- 2 Turn on (or restart) your Tablet-PC.
- 3 Start the Dell Diagnostics in one of the following two ways:

 **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 Tablet-PC and try again.

- When the DELL™ logo appears, press <F12> immediately. Select Diagnostics from the boot menu and press <Enter>.

 **NOTE:** Before attempting the following option, the Tablet-PC must be powered down completely.

- Press and hold the <Fn> key while powering the Tablet-PC on.

 **NOTE:** If you see a message stating that no diagnostics utility partition has been found, run the Dell Diagnostics from the *Drivers and Utilities* media.

The Tablet-PC runs the Pre-boot System Assessment (PSA), a series of initial tests of your system board, keyboard, display, memory, hard drive, etc.

- During the assessment, answer any questions that appear.
- If failures are detected during the Pre-boot System Assessment, write down the error code(s) and contact Dell (see "Contacting Dell" on page 25).


If the Pre-boot System Assessment completes successfully, the following message appears: "Booting Dell Diagnostic Utility Partition.Press any key to continue."


- 4 Press any key to start the Dell Diagnostics from the diagnostics utility partition on your hard drive.
- 5 When the Dell Diagnostics Main Menu appears, select the test you want to run. See "Dell Diagnostics Main Menu" on page 111.

Starting the Dell Diagnostics From the Drivers and Utilities Media

- 1 Insert the *Drivers and Utilities* media.
- 2 Shut down and restart the Tablet-PC.

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 Tablet-PC and try again.

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

- 3 When the boot device list appears, highlight CD/DVD/CD-RW and press <Enter>.
- 4 Select the **Boot from CD-ROM** option from the menu that appears and press <Enter>.
- 5 Type 1 to start the CD menu and press <Enter> to proceed.
- 6 Select **Run the 32 Bit Dell Diagnostics** from the numbered list. If multiple versions are listed, select the version appropriate for your Tablet-PC.
- 7 When the Dell Diagnostics **Main Menu** appears, select the test you want to run.


Dell Diagnostics Main Menu

- 1 After the Dell Diagnostics loads and the **Main Menu** 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 Tablet-PC.


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

- 2 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 devices in the Tablet-PC.

| Option | Function |
|---------------|--|
| Express Test | Performs a quick test of devices in the system. This typically can take 10 to 20 minutes. |
| Extended Test | Performs a thorough check of devices in the system. This typically can take an hour or more. |
| Custom Test | Use to test a specific device or customize the tests to be run. |
| Symptom Tree | This option allows you to select tests based on a symptom of the problem you are having. This option lists the most common symptoms. |

- 3 If a problem is 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 and contact Dell (see "Contacting Dell" on page 25).

 **NOTE:** The Service Tag for your Tablet-PC is located at the top of each test screen. If you contact Dell, technical support will ask for your Service Tag.

- 4 If you run a test from the **Custom Test** or **Symptom Tree** option, click the applicable tab described in the following table for more information.



| 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 may indicate requirements for running the test. |

| Tab | Function <i>(continued)</i> |
|---------------|---|
| Configuration | <p>Displays your hardware configuration for the selected device.</p> <p>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 Tablet-PC or all devices attached to your Tablet-PC.</p> |
| Parameters | Allows you to customize the test by changing the test settings. |

- 5 When the tests are complete, close the test screen to return to the **Main Menu** screen. To exit the Dell Diagnostics and restart the Tablet-PC, close the **Main Menu** screen.
- 6 Remove the Dell *Drivers and Utilities* media (if applicable).


Dell Support Utility

The Dell Support Utility, installed on your Tablet-PC, provides self-support information, software updates, and health scans of your computing environment.

Access the Dell Support Utility from the  icon in the Windows Notification area or from the Windows Vista™ Start button  menu.


Accessing the Dell Support Utility

If the Dell Support icon does not appear in your Windows Notification area:


- 1 Click Start  → All Programs → Dell Support → Dell Support Settings.
- 2 Ensure that the **Show icon on the Windows Notification area** option is checked.

 **NOTE:** If the Dell Support Utility is not available from the Windows Vista™ Start button  menu, go to support.dell.com and download the software.

The Dell Support Utility is customized for your computing environment.

The  icon in the Windows Notification area functions differently when you click, double-click, or right-click the icon.

Clicking the Dell Support Icon


Click or right-click the  icon to perform the following tasks:

- Check your computing environment
- View the Dell Support Utility settings
- Access the help file for the Dell Support Utility
- View frequently asked questions
- Learn more about the Dell Support Utility
- Turn the Dell Support Utility off

Windows Hardware Troubleshooter

If a device is either not detected during the operating system setup or is detected but incorrectly configured, you can use the Hardware Troubleshooter to resolve the incompatibility.

To start the Hardware Troubleshooter:


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

Solving Problems

Follow these tips when you troubleshoot your Tablet-PC:

- If you added or removed a part before the problem started, review the installation procedures and ensure that the part is correctly installed.
- If a peripheral device does not work, ensure that the device is properly connected.
- If an error message appears on the screen, write down the exact message. This message may help support personnel diagnose and fix the problem.

- If an error message occurs in a program, see the program's documentation.

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

Hard Drive Problems

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

ENSURE THAT MICROSOFT® WINDOWS® RECOGNIZES THE DRIVE — Click Start  and click 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.

RUN CHECK DISK —

- 1 Click Start  → Computer.
- 2 Right-click Local Disk C:.
- 3 Click Properties → Tools → Check Now.

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


- 4 Follow the instructions on the screen.


TEST THE DRIVE — Insert another drive to eliminate the possibility that the original drive is defective.


RUN THE WINDOWS HARDWARE TROUBLESHOOTER — See "Windows Hardware Troubleshooter" on page 114.

RUN THE DELL DIAGNOSTICS — See "Dell Diagnostics" on page 109.

Optical Drive Problems

 **NOTE:** Unless you purchased either an optional external D/Bay or an optional media base with your Tablet-PC, you may not be able to use optical drives or optical drive media with your Tablet-PC.

 **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.

CLEAN THE OPTICAL DRIVE OR OPTICAL DRIVE MEDIA — See "Optical Drives and Optical Drive Media" on page 108.

CHECK THE CABLE CONNECTIONS


ADJUST THE WINDOWS VOLUME CONTROL —

- Click the speaker icon in the lower-right corner of your screen.
- Ensure that the volume is turned up by clicking the slider and dragging it up.
- Ensure that the sound is not muted by clicking any boxes that are checked.

RUN THE WINDOWS HARDWARE TROUBLESHOOTER — See "Windows Hardware Troubleshooter" on page 114.

RUN THE DELL DIAGNOSTICS — See "Dell Diagnostics" on page 109.


Problems writing to an optical drive


 **NOTE:** Unless you purchased either an optional external D/Bay or an optional media base with your Tablet-PC, you may not be able to use optical drives or optical drive media with your Tablet-PC.

CLOSE OTHER PROGRAMS — The optical drive must receive a steady stream of data during the writing process. If the stream is interrupted, an error occurs. Try closing all programs before you write to the optical.

TURN OFF SLEEP MODE IN WINDOWS BEFORE WRITING TO A DISC — See "Configuring Power Management Settings" on page 72 or search for the keyword *sleep* in Windows Help and Support for information on power management modes.

E-Mail and Internet Problems

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

 **NOTE:** Do not plug a telephone cable into the network adapter connector (see "Back View" on page 36).

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

- 1 In Outlook Express, click **Tools**→**Options**→**Security**.
- 2 Click **Do not allow attachments** to remove the checkmark, as needed.

ENSURE THAT YOU ARE CONNECTED TO THE INTERNET — Ensure that you have subscribed to an Internet 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 connect to the Internet. For help, contact your Internet service provider.

Error Messages




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

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

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

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

- 1 Click Start  → Control Panel → Programs → Programs and Features.
- 2 Select the program you want to remove.
- 3 Click Uninstall.
- 4 See the program documentation for installation instructions.

drive letter : \ IS NOT ACCESSIBLE. THE DEVICE IS NOT READY — The drive cannot read the disk. Insert a disk into the drive and try again.

INSERT BOOTABLE MEDIA — Insert a bootable CD or DVD into the optional external D/Bay or the optional media base.

NOT ENOUGH MEMORY OR RESOURCES. CLOSE SOME PROGRAMS AND TRY AGAIN — Close all windows and open the program that you want to use. In some cases, you may have to restart your Tablet-PC to restore Tablet-PC resources. If so, run the program that you want to use first.

OPERATING SYSTEM NOT FOUND — Contact Dell (see "Contacting Dell" on page 25).

IEEE 1394 Device Problems



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



NOTE: Your Tablet-PC supports only IEEE 1394a standard.

ENSURE THAT THE CABLE FOR THE IEEE 1394 DEVICE IS PROPERLY INSERTED INTO THE DEVICE AND INTO THE CONNECTOR ON THE TABLET-PC

ENSURE THAT THE IEEE 1394 DEVICE IS ENABLED IN SYSTEM SETUP — See "System Setup Screens" on page 128.

ENSURE THAT THE IEEE 1394 DEVICE IS RECOGNIZED BY WINDOWS —

- 1 Click Start  → Control Panel → Hardware and Sound.
- 2 Click Device Manager.

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

IF YOU HAVE PROBLEMS WITH A DELL IEEE 1394 DEVICE — Contact Dell (see "Contacting Dell" on page 25).

IF YOU HAVE PROBLEMS WITH AN IEEE 1394 DEVICE NOT PROVIDED BY DELL — Contact the IEEE 1394 device manufacturer.

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 Tablet-PC does not start up

ENSURE THAT THE POWER CABLE IS FIRMLY CONNECTED TO THE TABLET-PC AND TO THE ELECTRICAL OUTLET

The Tablet-PC stops responding



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

TURN THE TABLET-PC OFF — If you are unable to get a response by pressing a key on your keyboard or touching your display with the pen or your finger, press and hold the power button for at least 8 to 10 seconds (until the Tablet-PC turns off), and then restart your Tablet-PC.

A program stops responding

END THE PROGRAM —

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

A program crashes repeatedly




NOTE: Most software includes installation instructions in its documentation, or on a CD or DVD.

CHECK THE SOFTWARE DOCUMENTATION — If necessary, uninstall and then reinstall the program.

A program is designed for an earlier Windows operating system

RUN THE PROGRAM COMPATIBILITY WIZARD — The Program Compatibility Wizard configures a program so that it runs in an environment similar to non-Windows Vista operating system environments.

- 1 Click Start  → Control Panel → Programs → Use an older program with this version of Windows.
- 2 In the welcome screen, click Next.
- 3 Follow the instructions on the screen.

A solid blue screen appears

TURN THE TABLET-PC OFF — If you are unable to get a response by pressing a key on your keyboard or touching your display with the pen or your finger, press and hold the power button for at least 8 to 10 seconds (until the Tablet-PC turns off), and then restart your Tablet-PC.

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 Tablet-PC.
- Ensure that your Tablet-PC 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.

BACK UP YOUR FILES IMMEDIATELY

USE A VIRUS-SCANNING PROGRAM TO CHECK THE HARD DRIVE, CDS, OR DVDs

SAVE AND CLOSE ANY OPEN FILES OR PROGRAMS AND SHUT DOWN YOUR TABLET-PC THROUGH THE START MENU

Memory Problems



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 "Installing a Memory Module" on page 151).
- Reseat the memory modules (see "Memory" on page 150) to ensure that your Tablet-PC is successfully communicating with the memory.
- Run the Dell Diagnostics (see "Dell Diagnostics" on page 109).

IF YOU EXPERIENCE OTHER MEMORY PROBLEMS —

- Reseat the memory modules (see "Memory" on page 150) to ensure that your Tablet-PC is successfully communicating with the memory.
- Ensure that you are following the memory installation guidelines (see "Installing a Memory Module" on page 151).
- Ensure that the memory you are using is supported by your Tablet-PC. For more information about the type of memory supported by your Tablet-PC, see "Memory" on page 150.
- Run the Dell Diagnostics (see "Dell Diagnostics" on page 109).

Network Problems

 **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 the network connector on the back of the Tablet-PC and the network jack.


CHECK THE NETWORK LIGHTS ON THE BACK OF THE TABLET-PC — If the link integrity light is off, no network communication is occurring. Replace the network cable.

RESTART THE TABLET-PC 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.

RUN THE HARDWARE TROUBLESHOOTER — See "Windows Hardware Troubleshooter" on page 114.

Power Problems

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

IF THE POWER LIGHT IS BLINKING BLUE — The computer is in sleep mode. Press a key on the keyboard, move the mouse, or press the power button to resume normal

operation.

IF THE POWER LIGHT IS OFF — The computer is either turned off or is not receiving power.


- Reseat the power cable in the power connector on the back of the computer and the electrical outlet.
- Bypass power strips, power extension cables, and other power protection devices to verify that the computer turns on properly.
- Ensure that any power strips being used are plugged into an electrical outlet and are turned on.
- Ensure that the electrical outlet is working by testing it with another device, such as a lamp.


IF THE POWER LIGHT IS STEADY AMBER — A device may be malfunctioning or incorrectly installed. Remove and then reinstall all memory modules (see "Memory" on page 150).

ELIMINATE INTERFERENCE — Some possible causes of interference are:

- Power, keyboard, and mouse extension cables
- Too many devices connected to the same power strip
- Multiple power strips connected to the same electrical outlet

Printer 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 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 Tablet-PC.


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 → Printer.
- 2 If the printer is listed, right-click the printer icon.
- 3 Click **Properties** and click **Ports**.
- 4 Adjust the settings, as needed.

REINSTALL THE PRINTER DRIVER — See the printer documentation for information on reinstalling the printer driver.

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 (if the scanner has a locking tab or button).

RESTART THE TABLET-PC AND TRY THE SCANNER AGAIN

CHECK THE CABLE CONNECTIONS —


- See the scanner documentation for information on cable connections.
- Ensure that the scanner cables are securely connected to the scanner and the Tablet-PC.

VERIFY THAT THE SCANNER IS RECOGNIZED BY MICROSOFT WINDOWS —

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

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

Sound and Speaker Problems

 **NOTE:** The volume control in MP3 and other media players may override the Windows volume setting. Always check to ensure that the volume on the media player(s) has not been turned down or off.

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

No sound from integrated speakers

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.

REINSTALL THE SOUND DRIVER — See "Using the Drivers and Utilities Media" on page 132.

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 speaker is automatically disabled when headphones are connected to the Tablet-PC 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.

RUN THE SPEAKER DIAGNOSTICS

REINSTALL THE AUDIO DRIVER — See "Reinstalling Drivers and Utilities" on page 132.

RUN THE HARDWARE TROUBLESHOOTER — See "Windows Hardware Troubleshooter" on page 114.

No sound from headphones

CHECK THE HEADPHONE CABLE CONNECTION — Ensure that the headphone cable is securely inserted into the headphone connector (see "Right Side View" on page 34).

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 → Printers and Other Hardware → Mouse.

2 Try adjusting the settings.

CHECK THE MOUSE CABLE — Shut down the Tablet-PC. Disconnect the mouse cable, check it for damage, and firmly reconnect the cable.

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

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

1 Shut down the Tablet-PC.

2 Disconnect the mouse.

3 Turn on the Tablet-PC.

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 Tablet-PC automatically recognizes a USB mouse without making any setting adjustments.) For more information on using the system setup program, see "Using the System Setup Program" on page 127.

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 (see "Dell Diagnostics" on page 109).

REINSTALL THE TOUCH PAD DRIVER — See "Reinstalling Drivers and Utilities" on page 132.

Pen Problems



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

The pen stops working

CHECK TIP INSTALLATION —

- Replace the pen tip. See "Replacing the Pen Tip" on page 61.
- If this does not solve the problem, contact Dell. See "Contacting Dell" on page 25.

Display Problems




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

The screen is difficult to read

ROTATE THE DISPLAY TO ELIMINATE SUNLIGHT GLARE AND POSSIBLE INTERFERENCE

ADJUST THE WINDOWS DISPLAY SETTINGS —

- 1 Click Start  → Control Panel → Hardware and Sound → Personalization → Display Settings.
- 2 Adjust Resolution and Colors settings, as needed.


If only part of the display is readable

CONNECT AN EXTERNAL MONITOR —

- 1 Shut down your Tablet-PC and connect an external monitor to the Tablet-PC.
- 2 Turn on the Tablet-PC and the monitor and adjust the monitor brightness and contrast controls.

If the external monitor works, the Tablet-PC display or video controller may be defective. Contact Dell (see "Contacting Dell" on page 25).

Power Lights

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

The power button LED ring, located on the Tablet-PC, display illuminates and blinks or remains solid to indicate different states:



- If the power light is blinking blue, the computer is in sleep mode. Press a key on the keyboard, move the mouse, or press the power button to resume normal operation.
- If the power light is off, the computer is either turned off or is not receiving power.
 - Reseat the power cable into both the power connector on the back of the computer and the electrical outlet.
 - If the computer is plugged into a power strip, ensure that the power strip is plugged into an electrical outlet and that the power strip is turned on.
 - Bypass power protection devices, power strips, and power extension cables to verify that the computer turns on properly.
 - Ensure that the electrical outlet is working by testing it with another device, such as a lamp.

- If the power light is blinking blue, the computer is receiving electrical power, but an internal power problem might exist.
- If the power light is steady amber, a device may be malfunctioning or incorrectly installed.
 - Remove and then reinstall the memory modules (see "Memory" on page 150).
- Eliminate interference. Some possible causes of interference are:
 - Power, keyboard, and mouse extension cables
 - Too many devices on a power strip
 - Multiple power strips connected to the same electrical outlet

8

Using the System Setup Program

Overview

 **NOTE:** Your operating system may automatically configure most of the options available in the system setup program, thus overriding options that you set through the system setup program. (An exception is the **External Hot Key** option, which you can disable or enable only through the system setup program.) For more information on configuring features for your operating system, click **Start**  → **Help and Support**.


You can use the system setup program as follows:

- To set or change user-selectable features—for example, your Tablet-PC password
- To verify information about the Tablet-PC's current configuration, for example, the amount of system memory

After you set up the Tablet-PC, run the system setup program to familiarize yourself with your system configuration information and optional settings. You may want to write down the information for future reference.

The system setup screens display the current setup information and settings for your Tablet-PC, such as:

- System configuration
- Boot order
- Boot (start-up) configuration and docking-device configuration settings
- Basic device-configuration settings
- System security and hard-drive password settings

 **NOTE:** Unless you are an expert computer user or are directed to do so by Dell technical support, do not change the system setup settings. Certain changes might make your Tablet-PC work incorrectly.

System Setup Screens

Viewing the System Setup Screens

- 1 Turn on (or restart) your Tablet-PC.
- 2 When the DELL™ logo appears, press <F2> immediately. If you wait too long and the Microsoft® Windows® logo appears, continue to wait until you see the Windows desktop. Then shut down your Tablet-PC and try again.



NOTE: For information about a specific item on a system setup screen, highlight the item and see the **Help** area on the screen.

On each screen, the system setup options are listed at the left. To the right of each option is the setting or value for that option. You can change settings that appear as white type on the screen. Options or values that you cannot change (because they are determined by the Tablet-PC) appear less bright.

The upper-right corner of the screen displays help information for the currently highlighted option; the lower-right corner displays information about the Tablet-PC. System-setup key functions are listed across the bottom of the screen.

Commonly Used Options

Certain options require that you reboot the Tablet-PC for new settings to take effect.

Changing the Boot Sequence

The *boot sequence*, or *boot order*, tells the Tablet-PC where to look to find the software needed to start the operating system. You can control the boot sequence and enable or disable devices using the **Boot Order** page of the system setup program.



NOTE: To change the boot sequence on a one-time-only basis, see "Performing a One-Time Boot" on page 129.

The **Boot Order** page displays a general list of the bootable devices that may be installed in your Tablet-PC, including but not limited to the following:

- Modular Bay HDD
- Internal HDD

- Optical Drive

During the boot routine, the Tablet-PC starts at the top of the list and scans each enabled device for the operating system start-up files. When the Tablet-PC finds the files, it stops searching and starts the operating system.


To control the boot devices, select (highlight) a device by pressing the down-arrow or up-arrow key, and then enable or disable the device or change its order in the list.

- To enable or disable a device, highlight the item and press the space bar. Enabled items appear as white and display a small triangle to the left; disabled items appear blue or dimmed without a triangle.
- To reorder a device in the list, highlight the device and then press <u> or <d> (not case-sensitive) to move the highlighted device up or down.

Boot sequence changes take effect as soon as you save the changes and exit the system setup program.

Performing a One-Time Boot

You can set a one-time-only boot sequence without entering the system setup program. (You can also use this procedure to boot the Dell Diagnostics on the diagnostics utility partition on your hard drive.)

- 1** Shut down the Tablet-PC through the **Start**  menu.
- 2** If the Tablet-PC is connected to a docking device (docked), undock it. See the documentation that came with your docking device for instructions.
- 3** Connect the Tablet-PC to an electrical outlet.
- 4** Turn on the Tablet-PC. When the DELL logo appears, press <F12> immediately.

If you wait too long and the Windows logo appears, continue to wait until you see the Windows desktop. Then shut down your Tablet-PC and try again.

- 5** When the boot device list appears, highlight the device from which you want to boot and press <Enter>.

The Tablet-PC boots to the selected device.

The next time you reboot the Tablet-PC, the previous boot order is restored.

9

Reinstalling Software


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 Tablet-PC to you with required drivers already installed—no further installation or configuration is needed.


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


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 right-click **Computer**.
- 2 Click **Properties** → **Device Manager**.

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

Scroll down the list to see if any device has an exclamation point (a yellow circle with a [!]) on the device icon.


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 132).


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 Tablet-PC might not work correctly.

Using Windows Device Driver Rollback

If a problem occurs on your Tablet-PC 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 right-click **Computer**.
- 2 Click **Properties**→ **Device Manager**.

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

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

If Device Driver Rollback does not resolve the problem, then use System Restore (see "Restoring Your Operating System" on page 134) to return your Tablet-PC 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 134) does not resolve the problem, then reinstall the driver from the *Drivers and Utilities* media.

- 1 Save and close any open files, and exit any open programs.
- 2 Insert the *Drivers and Utilities* media.

In most cases, the CD/DVD starts running automatically. If it does not, start Windows Explorer, click your CD/DVD drive directory to display the CD/DVD contents, and then double-click the **autorcd.exe** file. The first time that you run the CD/DVD, it might prompt you to install setup files. Click **OK**, and follow the instructions on the screen to continue.
- 3 From the **Language** drop-down menu in the toolbar, select your preferred language for the driver or utility (if available).
- 4 At the welcome screen, click **Next** and wait for the CD/DVD to complete the hardware scan.
- 5 To detect other drivers and utilities, under **Search Criteria**, select the appropriate categories from the **System Model**, **Operating System**, and **Topic** drop-down menus.


A link or links appear(s) for the specific drivers and utilities used by your Tablet-PC.
- 6 Click the link of a specific driver or utility to display information about the driver or utility that you want to install.
- 7 Click the **Install** button (if present) to begin installing the driver or utility. At the welcome screen, follow the screen prompts to complete the installation.

If no **Install** button is present, automatic installation is not an option. For installation instructions, either see the appropriate instructions in the following subsections, or click **Extract**, follow the extracting instructions, and then read the readme file.

If instructed to navigate to the driver files, click the CD/DVD directory on the driver information window to display the files associated with that driver.

Manually Reinstalling Drivers

After extracting the driver files to your hard drive as described in the previous section, do the following:

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

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

- 3 Double-click the type of device for which you are installing the driver (for example, **Audio** or **Video**).
- 4 Double-click the name of the device for which you are installing the driver.
- 5 Click **Driver**→ **Update Driver**→ **Browse my computer for driver software**.
- 6 Click **Browse** and browse to the location to which you previously copied the driver files.
- 7 When the name of the appropriate driver appears, click the name of the driver→ **OK**→ **Next**.
- 8 Click **Finish** and restart your Tablet-PC.

Restoring Your Operating System


You can restore your operating system in the following ways:


- System Restore returns your Tablet-PC 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.
- Dell Factory Image Restore returns your hard drive to the operating state it was in when you purchased the Tablet-PC. All data on the hard drive and any programs installed after you received the Tablet-PC are permanently deleted. Use Dell Factory Image Restore only if System Restore did not resolve your operating system problem.
- If you received an *Operating System* disc with your Tablet-PC, you can use it to restore your operating system. However, using the *Operating System* disc also deletes all data on the hard drive. Use the disc *only* if System Restore did not resolve your operating system problem.

Using Microsoft Windows System Restore


The Windows operating systems provide a System Restore option which allows you to return your Tablet-PC to an earlier operating state (without affecting data files) if changes to the hardware, software, or other system


settings have left the Tablet-PC in an undesirable operating state. Any changes that System Restore makes to your Tablet-PC 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™ Tablet-PC to the Windows Classic view.

Starting System Restore


- 1 Click Start .
- 2 In the Start Search box, type System Restore and press <Enter>.


 **NOTE:** The User Account Control window may appear. If you are an administrator on the Tablet-PC, 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 .
- 2 In the Start Search box, type System Restore and press <Enter>.
- 3 Click Undo my last restoration and 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 Tablet-PC. If possible, back up the data before using this option. Use Dell Factory Image Restore only if System Restore did not resolve your operating system problem.

 **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. These options restore your hard drive to the operating state it was in when you purchased the Tablet-PC. Any programs or files added since you received your Tablet-PC—including data files—are permanently deleted from the hard drive. Data files include documents, spreadsheets, e-mail messages, digital photos, music files, and so on. If possible, back up all data before using Dell Factory Image Restore.

1 Turn on the Tablet-PC. 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 Dell 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.

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 132. 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 134.

 **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 Tablet-PC.

To reinstall Windows, you need the following items:

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


 **NOTE:** The Dell *Drivers and Utilities* media contains drivers that were installed during the assembly of the Tablet-PC. Use the Dell *Drivers and Utilities* media to load any required drivers. Depending on the region from which you ordered your Tablet-PC, or whether you requested the media, the Dell *Drivers and Utilities* media and *Operating System* media may not ship with your Tablet-PC.


Reinstalling Windows Vista

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.

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

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 Tablet-PC and try again.

 **NOTE:** The next steps change the boot sequence for one time only. On the next start-up, the Tablet-PC 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 press <Enter>.
- 6** Press any key to **Boot from CD-ROM**.
- 7** Follow the instructions on the screen to complete the installation.

10

Adding and Replacing Parts

Before You Begin

This chapter provides procedures for removing and installing the components in your Tablet-PC. Unless otherwise noted, each procedure assumes the following:

- You have performed the steps in "Turning Off Your Tablet-PC" on page 139 and "Before Working Inside Your Tablet-PC" on page 140.
- You have read the safety information in the Dell™ *Product Information Guide*.

Recommended Tools

The procedures in this document may require the following tools:

- Small flat-blade screwdriver
- #0 Phillips screwdriver
- #1 Phillips screwdriver
- Small plastic scribe
- Flash BIOS update program CD

Turning Off Your Tablet-PC




NOTICE: To avoid losing data, save and close all open files and exit all open programs before you turn off your Tablet-PC.



NOTE: By default, the power button is configured to initiate the sleep state rather than the shut down state. Follow the procedure below to shut down your Tablet-PC.

- 1 Shut down the operating system:
 - a Save and close all open files and exit all open programs.

- b Click **Start** , then click the arrow in the lower-right corner of the **Start** menu as shown below, and then click **Shut Down**.








The Tablet-PC turns off after the operating system shutdown process is complete.

- 2 Ensure that the Tablet-PC and all attached devices are turned off. If your Tablet-PC and attached devices did not automatically turn off when you shut down your operating system, press and hold the power button for about 4 seconds to turn them off.

Before Working Inside Your Tablet-PC

Use the following safety guidelines to help protect your Tablet-PC from potential damage and to help to 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*.

-  **NOTICE:** 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 Tablet-PC. 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 pull-tab, not on the cable itself. Some cables have connectors with locking tabs; if you are disconnecting this type of cable, press in on the locking tabs before you disconnect the cable. As you pull connectors apart, keep them evenly aligned to avoid bending any connector pins. Also, before you connect a cable, ensure that both connectors are correctly oriented and aligned.
-  **NOTICE:** To avoid damaging the Tablet-PC, perform the following steps before you begin working inside the Tablet-PC.
 - 1 Ensure that the work surface is flat and clean to prevent the Tablet-PC cover from being scratched.
 - 2 Turn off your Tablet-PC (see "Turning Off Your Tablet-PC" on page 139).



- 3 If the Tablet-PC is connected to a docking device (docked), undock it. See "Undocking Your Tablet-PC From the Media Base" on page 192, or "Undocking Your Tablet-PC From the Battery Slice" on page 200.
- ➡ **NOTICE:** To disconnect a network cable, first unplug the cable from your Tablet-PC and then unplug the cable from the network device.
- 4 Disconnect all network cables from the Tablet-PC.
- 5 Disconnect your Tablet-PC and all attached devices from their electrical outlets.
- 6 Close the display and turn the Tablet-PC upside-down on a flat work surface.
- ➡ **NOTICE:** To avoid damaging the system board, you must remove the main battery before you service the Tablet-PC.
- 7 Remove the main battery (see "Removing the Main Battery" on page 142).
- 8 Turn the Tablet-PC top-side up.
- 9 Open the display.
- 10 Press the power button to ground the system board.
- ⚠ **CAUTION:** To guard against electrical shock, always unplug your Tablet-PC from the electrical outlet before opening the display.
- ➡ **NOTICE:** Before touching anything inside your Tablet-PC, ground yourself by touching an unpainted metal surface, such as the metal at the back of the Tablet-PC. While you work, periodically touch an unpainted metal surface to dissipate static electricity, which could harm internal components.
- 11 Remove any installed ExpressCards or Smart Cards from the appropriate slots (see "Removing an ExpressCard" on page 84).
- 12 Remove the hard drive (see "Removing the Hard Drive" on page 144).

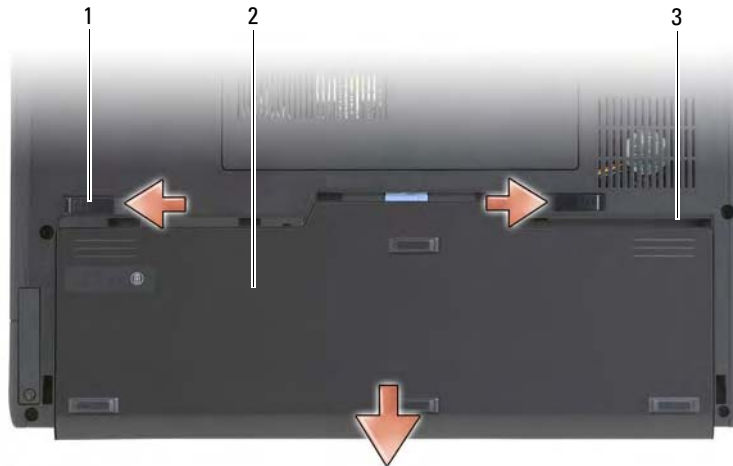
Main Battery

- ⚠ **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.
- ➡ **NOTICE:** Only a certified service technician should perform repairs on your Tablet-PC. Damage due to servicing that is not authorized by Dell is not covered by your warranty.

 **NOTE:** Your Tablet-PC's Service Tag and Microsoft® Windows® License labels are located under the main battery in the battery bay of your Tablet-PC

Removing the Main Battery

- 1 Follow the procedures in "Before You Begin" on page 139.
- 2 Turn off your Tablet-PC (see "Turning Off Your Tablet-PC" on page 139).
- 3 If the Tablet-PC is connected to a docking device such as the optional Media Base or Battery Slice (docked), undock it. See "Undocking Your Tablet-PC From the Media Base" on page 192, or "Undocking Your Tablet-PC From the Battery Slice" on page 200.
-  **NOTICE:** To disconnect a network cable, first unplug the cable from your Tablet-PC and then unplug the cable from the network device.
- 4 Disconnect all network cables from the Tablet-PC.
-  **NOTICE:** To avoid damaging the system board, you must remove the main battery before you service the Tablet-PC.
- 5 Close the display and turn the Tablet-PC upside-down on a flat work surface.
- 6 Slide the two battery-bay latch releases on the bottom of the Tablet-PC outward to each side.
- 7 Slide the main battery from the battery bay.





- 1 battery release latches (2)
- 2 battery
- 3 battery bay

Installing the Main Battery

- 1 Align the main battery with the sides of the battery bay.
- 2 Slide the main battery into the battery bay until you feel a click, ensuring that the battery is firmly and properly seated.
- 3 Turn the Tablet-PC top-side up on a flat work surface and open the display.
- 4 Connect any network cables.
- 5 Turn on your Tablet-PC by pressing the power button.

Hard Drive

-  **CAUTION:** If you remove the hard drive from the Tablet-PC when the drive is hot, *do not touch* the metal housing of the hard drive.
-  **CAUTION:** Before working inside your Tablet-PC, follow the safety instructions located in the *Product Information Guide*.

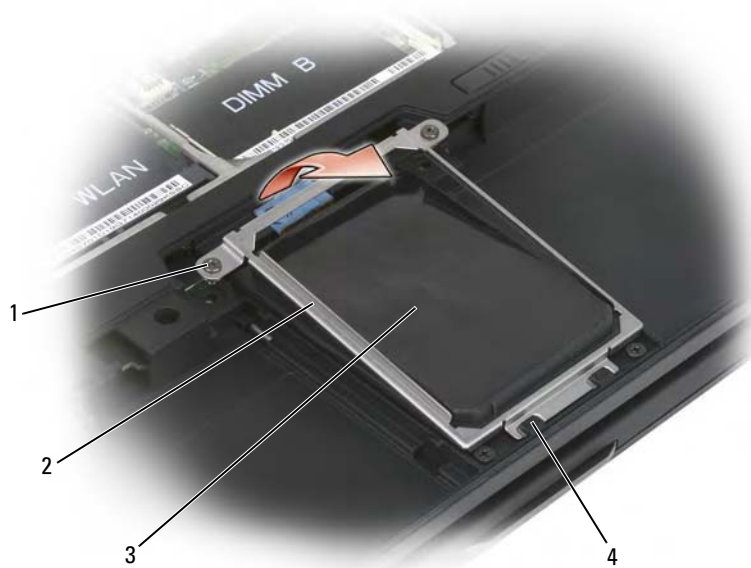
➡ **NOTICE:** To prevent data loss, turn off your Tablet-PC (see "Turning Off Your Tablet-PC" on page 139) before removing the hard drive. Do not remove the hard drive while the Tablet-PC is on, in sleep mode, or in hibernate mode.

➡ **NOTICE:** Hard drives are extremely fragile; even a slight bump can damage the drive.

✍ **NOTE:** Dell does not guarantee compatibility or provide support for hard drives from sources other than Dell.

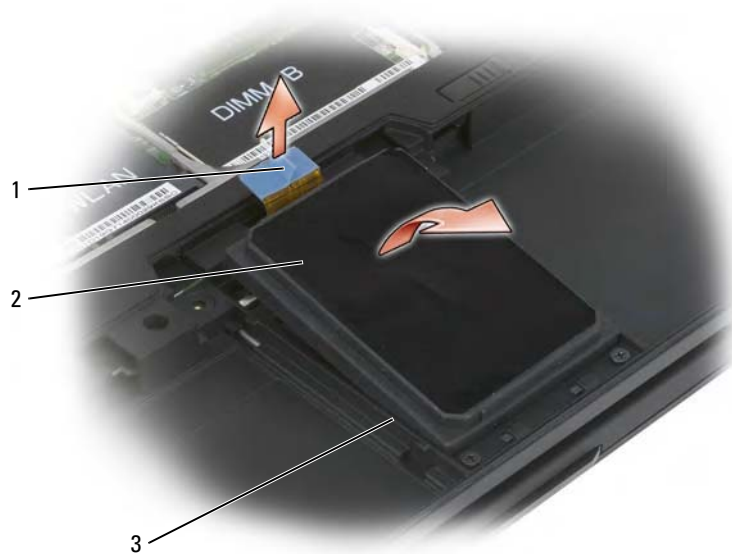
Removing the Hard Drive

- 1 Follow the procedures in "Before You Begin" on page 139.
 - 2 Turn the Tablet-PC over, and loosen the two captive screws on the metal bracket that holds the hard drive.
- ➡ **NOTICE:** When the hard drive is not in the Tablet-PC, store it in protective antistatic packaging. See "Protecting Against Electrostatic Discharge" in the *Product Information Guide*.



- | | | | |
|---|--------------------|---|-------------------|
| 1 | captive screws (2) | 2 | metal bracket |
| 3 | hard drive | 4 | securing tabs (2) |

- 3** Holding the metal bracket by the sides, slide the bracket toward the back of the Tablet-PC to dislodge the bracket from the two metal clips and set the bracket aside.
- 4** Use the pull-tab to disconnect the hard drive cable from the system board connector and remove the hard drive from the Tablet-PC.




- | | | | |
|---|----------------|---|------------|
| 1 | pull-tab | 2 | hard drive |
| 3 | alignment ribs | | |

Installing the Hard Drive

- 1** Follow the procedures in "Before You Begin" on page 139.

- ➔ **NOTICE:** When the hard drive is not in the Tablet-PC, store it in protective antistatic packaging. See "Protecting Against Electrostatic Discharge" in the *Product Information Guide*.
- 2 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.
- 3 Place the hard drive into the hard drive bay, seating it firmly between the hard drive alignment ribs in the base.
- 4 Connect the hard drive cable to the system board connector.
- 5 Insert the two metal tabs of the metal bracket under the metal clips in the hard drive bay, then lower the bracket down over the hard drive.
- 6 Tighten the two captive screws on the metal bracket.
- 7 Use the *Operating System* media to install the operating system for your Tablet-PC. (See "Using the Operating System Media" on page 137.)
- 8 Use the *Drivers and Utilities* media to install the drivers and utilities for your Tablet-PC. (See "Using the Drivers and Utilities Media" on page 132).

Subscriber Identity Module (SIM) Card

- ➔ **NOTICE:** To protect the SIM card from electrostatic discharge (ESD), do not touch the SIM card connector. Also, take care when removing the card to slide the card completely out of the metal tabs before lifting the card out of the slot. The card is brittle and may easily break.
-  **NOTE:** The SIM card is located in the battery bay. You must remove the main battery before you can access the SIM card.

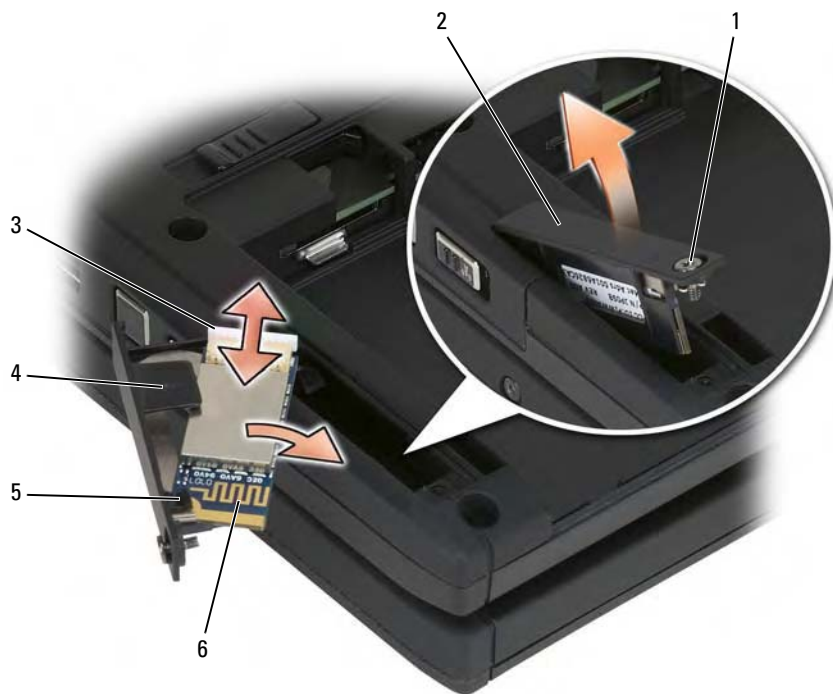
Removing the SIM Card

- 1 Follow the procedures in "Before You Begin" on page 139.
- 2 Push in the SIM card, then release the card.
- 3 Pull the SIM card from the SIM card slot and place it to one side.


If you ordered an internal card with Bluetooth wireless technology with your Tablet-PC, it is already installed.

Removing a Bluetooth Card

- 1 Follow the procedures in "Before You Begin" on page 139.
- 2 Loosen the captive screw and, lifting the end with the captive screw first and ensuring that you do not pull on the card cable with excessive force, remove the Bluetooth card and card cover from the Tablet-PC.
- 3 Disconnect the card cable from the Bluetooth card.



- | | | | |
|---|----------------------|---|----------------------|
| 1 | captive screw | 2 | card caddy |
| 3 | cable connector | 4 | plastic securing tab |
| 5 | plastic securing tab | 6 | Bluetooth card |


-  **NOTICE:** Be careful when removing the card to avoid damaging the card, card cable, or surrounding components.
- 4 Slide the card from the card clip on the card cover and set the card and cover aside.

Installing a Bluetooth Card

- 1 Seat the Bluetooth card into the card door, sliding the corner under the plastic clip.
- 2 Connect the Bluetooth card cable to the card.
- 3 Insert the end of the card cover without the captive screw and card into the base, then lower the screw end of the cover into the base.
- 4 Tighten the captive screw.

Memory and Mini-Card Cover

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

-  **NOTICE:** To prevent damage to the system board, remove the main battery before you service the Tablet-PC.

Removing the Memory and Mini-Card Cover

- 1 Follow the procedures in "Before You Begin" on page 139.
- 2 Turn the Tablet-PC upside-down, loosen the two captive screws on the memory and mini-card cover, and remove the cover.



Installing the Memory and Mini-Card Cover

- 1 Follow the procedures in "Before You Begin" on page 139.
- 2 Turn the Tablet-PC upside-down, fit the cover into place, and tighten the two captive screws on the memory and mini-card cover.

Memory

You can increase your Tablet-PC memory by installing memory modules on the system board. See "Specifications" on page 40 for information on the memory supported by your Tablet-PC. Install only memory modules that are intended for your Tablet-PC.


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


👉 NOTICE: To prevent damage to the system board, remove the main battery before you service the Tablet-PC.

Removing a Memory Module

- 1 Follow the procedures in "Before You Begin" on page 139.

- 2 Remove the memory and mini-card cover. See "Removing the Memory and Mini-Card Cover" on page 149.


 **NOTE:** Memory modules purchased from Dell are covered under your Tablet-PC warranty.

 **NOTICE:** To prevent damage to the memory module connector, do not use tools to spread the memory-module securing clips.

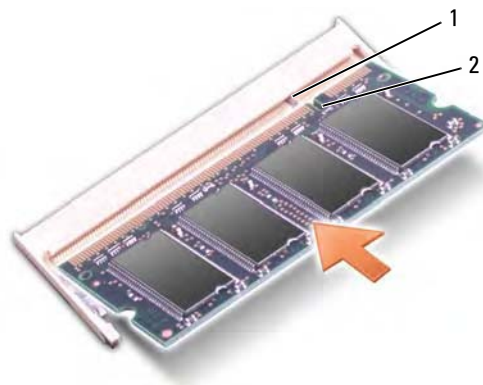
- 3 Ground yourself by touching one of the metal connectors on the back of the Tablet-PC.
- 4 Use your fingertips to carefully spread apart the securing clips on each end of the memory module connector until the module pops up.
- 5 Remove the module from the connector and set aside.

Installing a Memory Module

- 1 Ground yourself by touching one of the metal connectors on the back of the Tablet-PC.

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


- 2 Align the notch in the module edge connector with the tab in the connector slot.
- 3 Slide the 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.



- 1 tab
- 2 notch

- 4 Replace the memory and mini-card cover, and tighten the two captive screws (see "Installing the Memory and Mini-Card Cover" on page 150).
- ➔ **NOTICE:** If the cover is difficult to close, remove the module and reinstall it. Forcing the cover to close may damage your Tablet-PC.
- 5 Insert the battery into the battery bay, or connect the AC adapter to your Tablet-PC and an electrical outlet.
- 6 Turn on the Tablet-PC.

As the Tablet-PC boots, it detects the additional memory and automatically updates the system configuration information.

To confirm the amount of memory installed in the Tablet-PC, click **Start** , and right-click **Computer**→ **Properties**.

Mini-Card

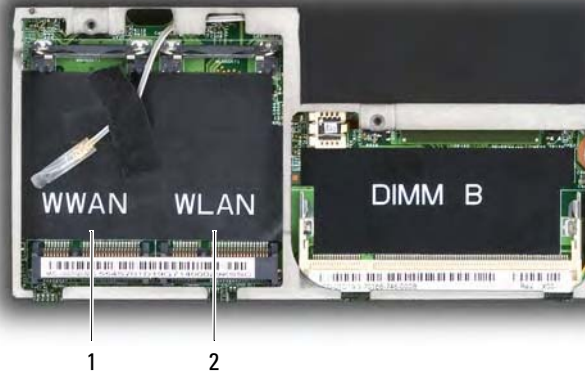
Your Tablet-PC supports a Wireless Wide Area Network (WWAN) card and a Wireless Local Area Network (WLAN) card; both mini-cards are installed the same way, although they have different connectors on the system board. If you ordered a mini-card with your Tablet-PC, the card is already installed.

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

➔ **NOTICE:** To prevent damage to the system board, remove the main battery before you service the Tablet-PC.

Removing a Mini-Card

- 1 Follow the procedures in "Before You Begin" on page 139.
- 2 Remove the memory and mini-card cover. See "Removing the Memory and Mini-Card Cover" on page 149.



1 WWAN slot

2 WLAN slot

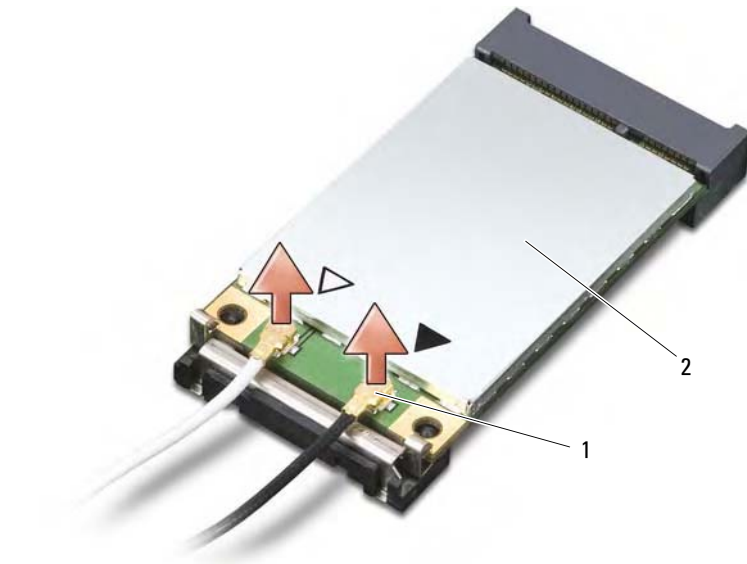
3 Ground yourself by touching one of the metal connectors on the back of the Tablet-PC.

NOTE: If you leave the area, ground yourself again when you return to the Tablet-PC.

4 Disconnect the cables from the card.

NOTE: The solid black and white cables belong to the WLAN mini-card if you have installed one, while the white-striped gray, white-striped black, and the solid gray cables belong to the WWAN mini-card you may have installed.

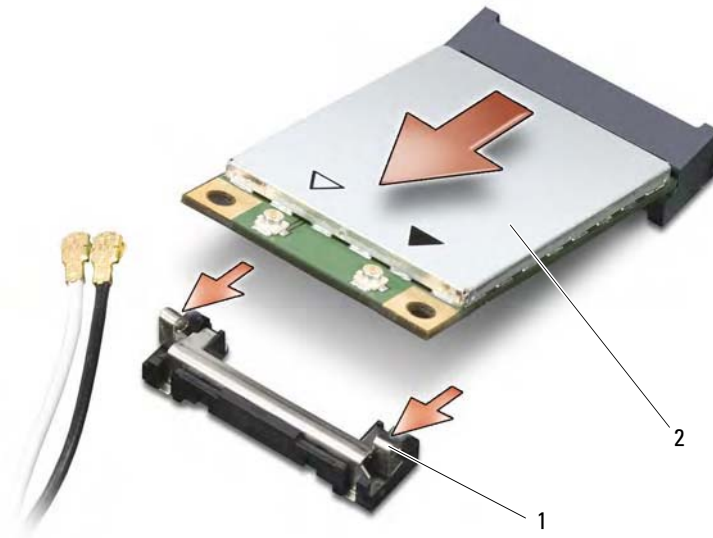
NOTE: Depending on the type of mini-card you have, not all cables may be in use.



1 antenna cable connectors (2)

2 mini-card

- 5** Release the card by pushing the metal securing tab away from the card until the card pops up slightly.



1 metal securing tabs (2) 2 mini-card

6 Slide the card at a 45-degree angle out of its connector.

Installing a Mini-Card

- ➔ **NOTICE:** To avoid damaging the mini-card, never place cables on top of or under the card.
- ➔ **NOTICE:** The connectors are keyed to ensure correct insertion. If you feel resistance, check the connectors and realign the card.
- 🔪 **NOTE:** Depending on the type of mini-card you have, not all cables may be in use.
- 🔪 **NOTE:** Do not insert a Mobile Broadband (WWAN) network adapter into the WLAN card connector, or vice-versa.
- 🔪 **NOTE:** The mini-card may have two or three connectors, depending on the type of card you ordered.

1 Move any cables out of the way to make space for the mini-card.

- 2 Align the card with the connector at a 45-degree angle, and press the card into the connector until it clicks.



NOTE: For more specific information about which cable to connect to which connector, see the documentation that came with your mini-card.

- 3 Connect the cables to the mini-card, ensuring that you route the cables correctly.
- 4 Replace the memory and mini-card cover, and tighten the two captive screws. See "Installing the Memory and Mini-Card Cover" on page 150.

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 Tablet-PC).



NOTICE: The hinge cover is fragile and can be damaged if extreme force is used. Be careful when removing the hinge cover.

Removing the Hinge Cover

- 1 Follow the procedures in "Before You Begin" on page 139.
 - 2 Turn the Tablet-PC top-side up, and then open the display all the way (180 degrees) so that the display rests on your work surface.
-  **NOTICE:** To avoid damaging the hinge cover, do not lift the cover on both sides simultaneously. Removing the hinge cover in a different way than described may cause the plastic to break.



- 1 hinge cover
- 2 plastic scribe
- 3 indent

3 Starting on the right side of the Tablet-PC, use a plastic scribe to pry up the hinge cover. Lift the cover away from the Tablet-PC going from the right toward the left, and lay the cover aside.

Installing the Hinge Cover

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

Keyboard

⚠ CAUTION: Before performing the following procedures, follow the safety instructions in your *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 the back panel) on the Tablet-PC.

Removing the Keyboard

- 1 Follow the instructions in "Before You Begin" on page 139.
- 2 Remove the hinge cover (see "Removing the Hinge Cover" on page 156).
- ➔ **NOTICE:** The keycaps on the keyboard are fragile, easily dislodged, and time-consuming to replace. Be careful when removing and handling the keyboard.
- 3 Remove the two M2 x 3-mm screws to either side of the rotating hinge at the top of the keyboard.




- | | |
|------------------------------|---------------------------------|
| 1 screws (2) | 2 keyboard tabs (4) |
| 3 palm rest | 4 keyboard-cable pull-tab |
| 5 keyboard-cable locking arm | 6 track stick-cable locking arm |
| 7 track stick cable | |

 **NOTE:** Lift the keyboard carefully in [step 4](#) to ensure that you do not pull on the keyboard cable.

- 4 Rotate the keyboard up 45-degrees to gain access to the keyboard connector.
- 5 Pull up on the keyboard-cable pull-tab to disengage the keyboard-cable locking arm and disconnect the keyboard cable from the keyboard connector on the system board.
- 6 Pull the track stick cable from the track stick connector on the system board.
- 7 Lift the keyboard from the system and place to one side.



Installing the Keyboard

 **NOTE:** When you replace the keyboard, ensure that the keyboard tabs are completely in place to avoid scratching the palm rest.

- 1 Slip the track stick cable into the track stick cable connector on the system board and press the track stick-cable locking arm down to hold the cable in place.
- 2 Insert the keyboard cable into the keyboard cable connector on the system board and press the keyboard-cable locking arm down to hold the cable in place.
- 3 Holding the keyboard at a slight angle, insert the four metal tabs of the keyboard into the four metal slots of the palm rest.
- 4 Tighten the two M2 x 3-mm screws at the top of the keyboard.
- 5 Install the hinge cover (see "Installing the Hinge Cover" on page 157).

Coin-Cell Battery

 **CAUTION:** Before performing the following procedures, follow the safety instructions in your *Product Information Guide*.

-  **NOTICE:** To avoid electrostatic discharge, ground yourself by using a wrist grounding strap or by periodically touching a connector on the back panel of the Tablet-PC.
-  **NOTICE:** To avoid damaging the system board, you must remove the main battery before you begin working inside the Tablet-PC.

Removing the Coin-cell Battery

- 1 Follow the procedures in "Before You Begin" on page 139.
- 2 Remove the hinge cover (see "Removing the Hinge Cover" on page 156).
- 3 Remove the keyboard (see "Removing the Keyboard" on page 158).
- 4 Remove the coin-cell battery connector from the connector on the system board.
- 5 Using your fingers, pry the coin-cell battery from the system base.





- 1 coin-cell battery connector 2 coin-cell battery


Installing the Coin-Cell Battery

- 1 Place the battery into position, pressing firmly to affix the battery to the sticky tape on the base.
- 2 Connect the coin-cell battery connector to the connector on the system board.
- 3 Install the keyboard (see "Installing the Keyboard" on page 159).
- 4 Install the hinge cover (see "Installing the Hinge Cover" on page 157).

Display Assembly

 **CAUTION:** Before performing the following procedures, follow the safety instructions in your *Product Information Guide*.

 **NOTICE:** To avoid electrostatic discharge, ground yourself by using a wrist grounding strap or by periodically touching a connector on the back panel of the Tablet-PC.

 **NOTICE:** To avoid damaging the system board, you must remove the main battery before you begin working inside the Tablet-PC.

Removing the Display Assembly

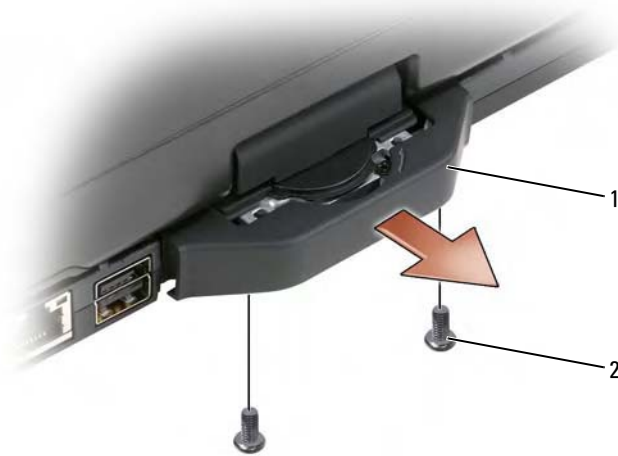
- 1 Follow the procedures in "Before You Begin" on page 139.
- 2 Remove the hinge cover (see "Removing the Hinge Cover" on page 156).
- 3 Remove the keyboard (see "Removing the Keyboard" on page 158).
- 4 Remove any installed mini-cards (see "Removing a Mini-Card" on page 152).
- 5 Use the pull tab to disconnect the display cable from the system board.



- | | | | |
|---|----------------------------|---|-------------------------|
| 1 | display | 2 | M2.5 x 5-mm screws (5) |
| 3 | display connector pull-tab | 4 | display cable connector |
| 5 | antenna cables (3) | 6 | antenna channel |

- 6** Feed the mini-card antenna cables from the bottom through the cable channel to the top of the system.
- 7** Loosen the five M2.5 x 5-mm screws.
- 8** Turn the system upside-down and remove the base grip:
 - a** Remove the two M2.5 x 5-mm screws.

- b** Pry the base grip from the back of the rotating hinge and set the base grip aside.



1 base grip

2 M2.5 x 5-mm screws (2)

- 9** Turn the system top-side up, and remove the two M2.5 x 5-mm screws from the top of the rotating hinge.



1 M2.5 x 5-mm screws (2)

10 Lift the display assembly from the base, and place the display assembly to one side.

Installing the Display Assembly

- 1 Place the display assembly on the base.
- 2 Feed the mini-card antenna cables from the top through the antenna channel to the bottom of the system.



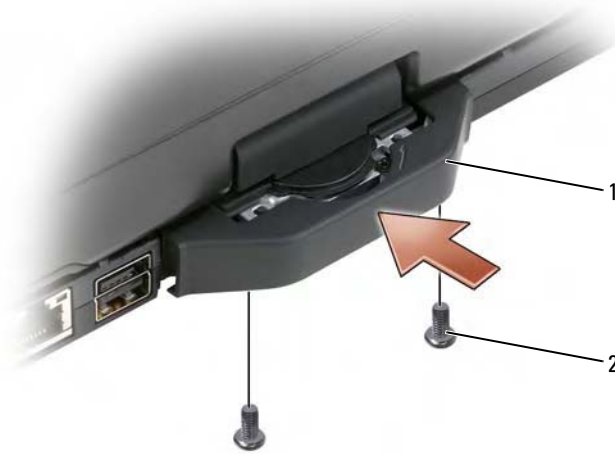
- | | | | |
|---|----------------------------|---|-------------------------|
| 1 | display | 2 | M2.5 x 5-mm screws (5) |
| 3 | display connector pull-tab | 4 | display cable connector |
| 5 | antenna cables (3) | 6 | antenna channel |

- 3** Tighten the five M2.5 x 5-mm screws.
- 4** Close the Tablet-PC and turn it around so that you can access the back of the rotating hinge.
- 5** Tighten the two M2.5 x 5-mm screws on the top of the rotating hinge.



1 M2.5 x 5-mm screws (2)

- 6** Turn the Tablet-PC upside-down and install the base grip:
- a** Clip the base grip onto the back of the rotating hinge.
 - b** Tighten the two M2.5 x 5-mm screws.



1 base grip

2 M2.5 x 5-mm screws (2)

- 7 Turn the Table-PC around and open the display.
- 8 Connect the display cable to the system board.
- 9 Install any applicable mini-cards (see "Installing a Mini-Card" on page 155).
- 10 Install the keyboard (see "Installing the Keyboard" on page 159).
- 11 Install the hinge cover (see "Installing the Hinge Cover" on page 157).

Palm Rest

⚠ CAUTION: Before performing the following procedures, follow the safety instructions in your *Product Information Guide*.

➡ NOTICE: To avoid electrostatic discharge, ground yourself by using a wrist grounding strap or by periodically touching a connector on the back panel of the Tablet-PC.

➡ NOTICE: To avoid damaging the system board, you must remove the main battery before you begin working inside the Tablet-PC.

Removing the Palm Rest

- 1 Follow the procedures in "Before You Begin" on page 139.
- 2 Remove the hard drive (see "Removing the Hard Drive" on page 144).
- 3 Remove the hinge cover (see "Removing the Hinge Cover" on page 156).
- 4 Remove the display assembly (see "Removing the Display Assembly" on page 161).
- 5 Remove the keyboard (see "Removing the Keyboard" on page 158).
- 6 Remove any installed mini-cards (see "Removing a Mini-Card" on page 152).
- 7 Disconnect the touch pad cable.
- 8 Turn the Tablet-PC upside down and remove the eleven M2.5 x 5-mm screws.



- 9 From the top side of the Tablet-PC, remove the four M2.5 x 5-mm screws labeled with a "P".



- 10** Disengage the five snaps at the front of the system by using your fingers to pry the edge of the base away from the palm rest.
- 11** Turn the Tablet-PC top-side up and, lifting the front end slightly upward and moving in a clock-wise manner, disengage the snaps at the sides and back of the system.




- | | | | |
|---|-----------------------------|---|-----------------|
| 1 | palm rest | 2 | base |
| 3 | touch pad cable-locking arm | 4 | touch pad cable |


Installing the Palm Rest

- 1 Place the palm rest on top of the base, and engage the snaps around the palm rest edges by pressing with your fingers in a counter-clockwise manner.
- 2 Turn the Tablet-PC upside down and tighten the eleven M2.5 x 5-mm bottom screws.
- 3 Turn the Tablet-PC top-side up and tighten the five M2.5 x 5-mm screws labeled with a "P".
- 4 Connect the touch pad cable to the system board connector.
- 5 Install any mini-cards (see "Installing a Mini-Card" on page 155).
- 6 Install the keyboard (see "Installing the Keyboard" on page 159).
- 7 Install the display assembly (see "Installing the Display Assembly" on page 164).
- 8 Install the hinge cover (see "Installing the Hinge Cover" on page 157).
- 9 Install the hard drive (see "Installing the Hard Drive" on page 145).

System Board

 **CAUTION:** Before performing the following procedures, follow the safety instructions in your *Product Information Guide*.

 **NOTICE:** To avoid electrostatic discharge, ground yourself by using a wrist grounding strap or by periodically touching a connector on the back panel of the Tablet-PC.

 **NOTICE:** To avoid damaging the system board, you must remove the main battery before you begin working inside the Tablet-PC.

Removing the System Board

- 1 Follow the procedures in "Before You Begin" on page 139.
- 2 Remove the hinge cover (see "Removing the Hinge Cover" on page 156).