Inspiron 11 3000
Service Manual

Computer Model: Inspiron 11–3162/3164
Regulatory Model: P24T
Regulatory Type: P24T001

Notes, cautions, and warnings

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

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

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

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Before working inside your computer

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

Before you begin

1. Save and close all open files and exit all open applications.
2. Shut down your computer.

   The shut-down instruction varies depending on the operating system installed on your computer.

   - Windows 10: Click **Start** → **Power** → **Shut down**.
   - Windows 8.1: On the **Start** screen, Click the power icon → **Shut down**.
   - Windows 7: Click **Start** → **Shut down**.

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

Safety instructions

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

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

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

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

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

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

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

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

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

Recommended tools

The procedures in this document may require the following tools:

- Philips screwdriver
- Flat-head screwdriver
- Plastic scribe

Screw list

Component	Secured to	Screw type	Quantity	Screw image
Base cover assembly	Palm rest and keyboard assembly	M2.5x6	9	
Battery	Palm rest and keyboard assembly	M2x3	3	
I/O board	Base cover	M2x3	1	
Hard-drive assembly	Palm rest and keyboard assembly	M2x3	3	
Hard-drive bracket	Hard drive	M3x3	4	
eMMC-card assembly	Palm rest and keyboard assembly	M2x3	3	
Power-adapter port	Palm rest and keyboard assembly	M2x3	1	
Wireless card	Palm rest and keyboard assembly	M2x3	1	
Display-cable bracket	System board	M2x3	1	
Display assembly	Palm rest and keyboard assembly	M2.5x6	2	
System board	Palm rest and keyboard assembly	M2x2	1	

Component	Secured to	Screw type	Quantity	Screw image
Display hinges	Display back-cover and antenna assembly	M2.5x2.5	4	
Display panel	Display back-cover and antenna assembly	M1.2x2	4	

After working inside your computer

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

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

Removing the base cover

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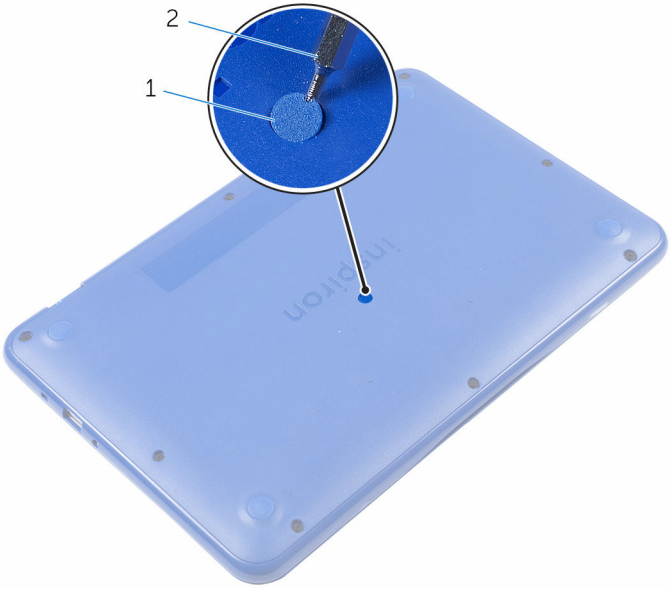
Procedure

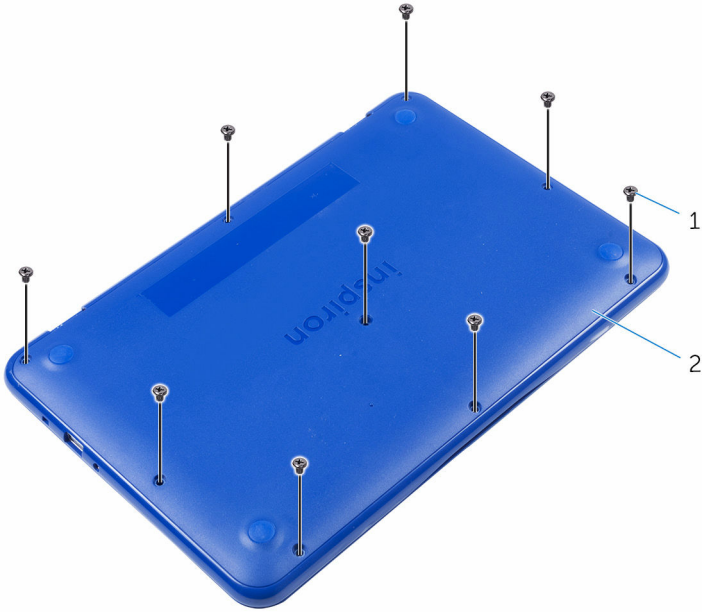
1. Close the display and turn the computer over.
2. Using a plastic scribe, remove the screw cap from the base-cover assembly.



1 screw cap

2 plastic scribe

3 Remove the screws that secure the base-cover assembly to the palm-rest and keyboard assembly.



1 screws (9)

2 base-cover assembly

4 Pry loose the left side of the base-cover assembly from the palm rest and keyboard assembly.

1	palm-rest and keyboard assembly	2	base-cover assembly

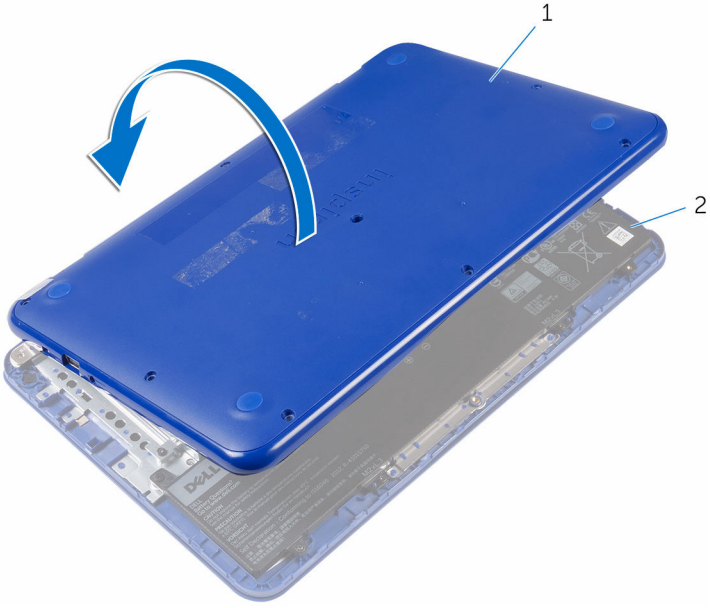
5 Slide the base-cover assembly to the right and release it from the HDMI and USB ports.

1 base-cover assembly

2 USB port

3 HDMI port

6 Carefully turn over the base-cover assembly.



1 base-cover assembly

2 palm-rest and keyboard assembly

7 Remove the I/O board.

Replacing the base cover

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Procedure

1. Replace the I/O board.

   CAUTION: To avoid damage to the computer, ensure that the USB and HDMI port cut-outs on the base-cover assembly is correctly aligned with the USB and HDMI ports on the palm rest and keyboard assembly.

2. Place the base-cover assembly on the palm rest and keyboard assembly while aligning the USB and HDMI port cut-out on the base-cover assembly with the USB and HDMI ports.
3. Slide the tabs on the base-cover assembly into the slots on the palm rest and keyboard assembly and snap the base-cover assembly into place.
4. Replace the screws that secure the base-cover assembly to the palm rest and keyboard assembly .
5. Replace the screw cap on the base-cover assembly.

Removing the battery

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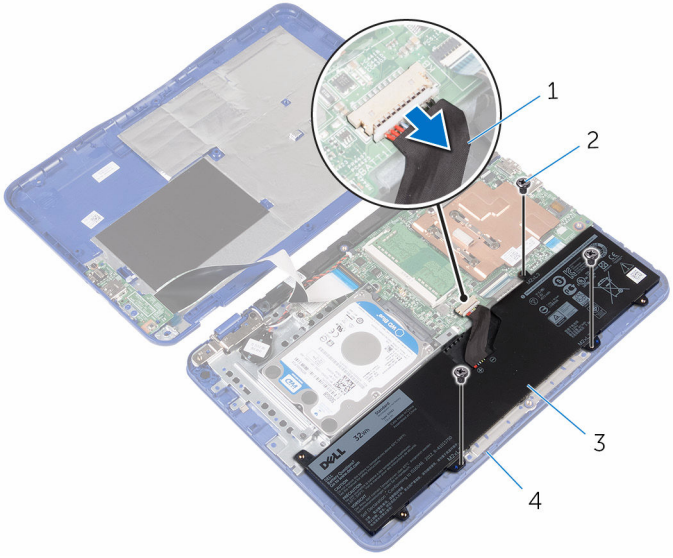
Prerequisites

Follow the procedure from step 1 to step 6 in "Removing the base cover".

Procedure

1 Disconnect the battery cable from the system board.

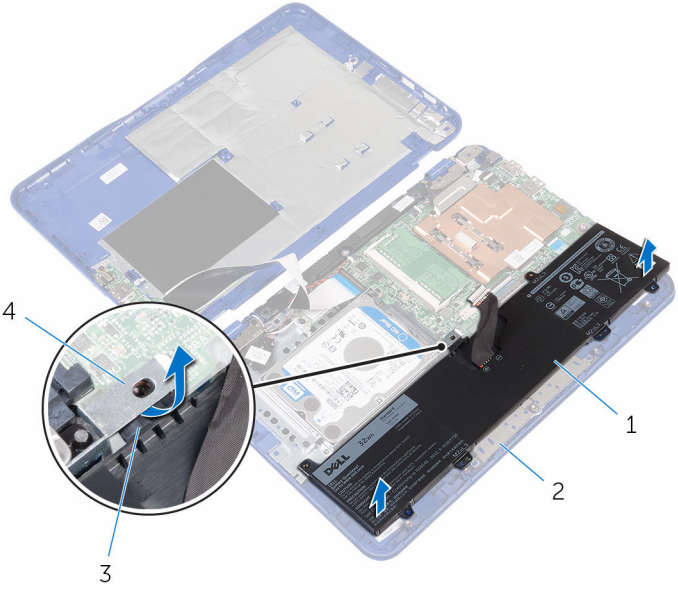
2 Remove the screws that secure the battery to the palm rest and keyboard assembly.



1	battery cable	2	screws (3)
3	battery	4	palm rest and keyboard assembly

3 Tilt the battery (applicable for configuration with hard drive only) to release the tab on the battery from the hard-drive bracket.

4 Lift the battery off the palm rest and keyboard assembly.



1	battery	2	palm rest and keyboard assembly
3	tab	4	hard-drive bracket

5 Follow the step 1 procedure in "Removing the I/O board".

6 Turn the computer over, open the display, and press the power button for five seconds to ground the system board.

1 display

2 power button

Replacing the battery

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Procedure

1. Follow the step 4 procedure in "Replacing the I/O board".
2. Slide the tab on the battery (applicable for configuration with hard drive only) under the hard-drive bracket and place the battery on the palm-rest and keyboard assembly.
3. Align the screw holes on the battery with the screw holes on the palm-rest and keyboard assembly.
4. Replace the screws that secure the battery to the palm-rest and keyboard assembly.
5. Connect the battery cable to the system board.

Post-requisites

Follow the procedure from step 2 to step 5 in "Replacing the base cover".

Removing the I/O board

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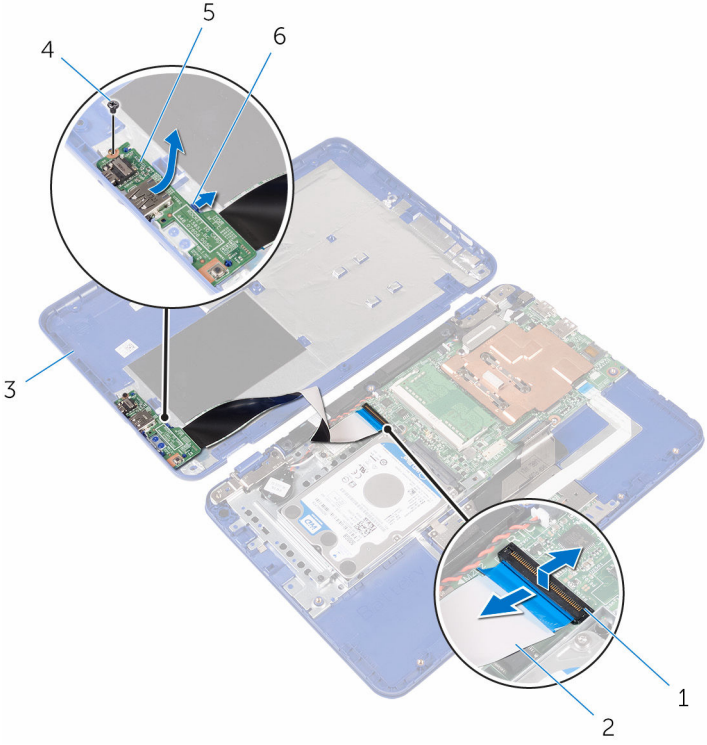
Prerequisites

1. Follow the procedure from step 1 to step 6 in "Removing the base cover".
2. Remove the battery.

Procedure

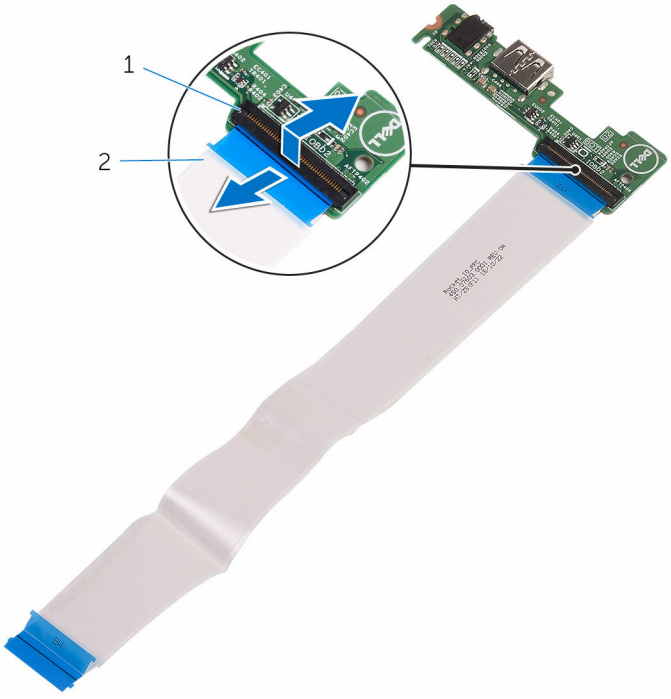
1. Open the latch and disconnect the I/O-board cable from system board.
2. Remove the screw that secures the I/O board to the base cover.
3. Push the securing tab to release the I/O board from the base cover.

4 Slide and lift the I/O board off the base cover.



1	latch	2	I/O-board cable
3	base cover	4	screw
5	I/O board	6	securing tab

5 Open the latch and disconnect the I/O-board cable from the I/O board.



1 latch

2 I/O-board cable

Replacing the I/O board

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Procedure

1. Slide the I/O-board cable into the connector on the I/O board and close the latch to secure the cable.
2. Slide the ports on the I/O board into the slots on the base cover and snap the I/O board into place.
3. Align the screw hole on the I/O board with the screw hole on the base cover and replace the screw.
4. Slide the I/O-board cable into the connector on the system board and close the latch to secure the cable.

Post-requisites

1. Replace the battery.
2. Follow the procedure from step 2 to step 5 in "Replacing the base cover".

Removing the memory module

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

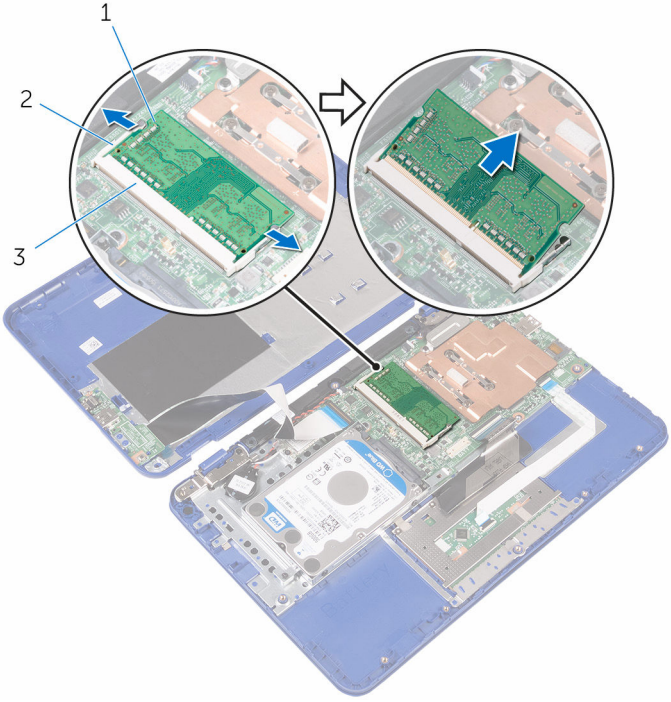
Prerequisites

1. Follow the procedure from step 1 to step 6 in "Removing the base cover".
2. Remove the battery.

Procedure

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

2 Remove the memory module from the memory-module slot.



1 memory module

2 securing clips (2)

3 memory-module slot

Replacing the memory module

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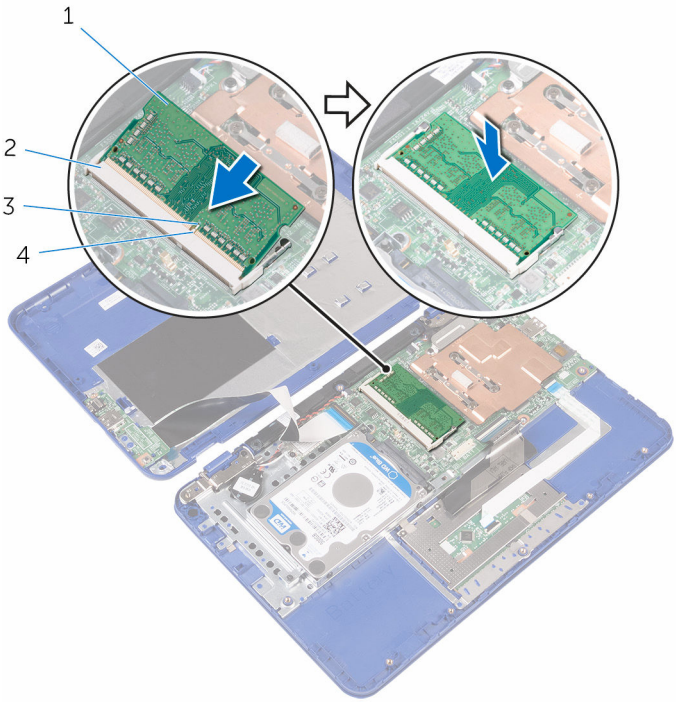
Procedure

1 Align the notch on the memory module with the tab on the memory-module slot.

2 Slide the memory module firmly into the memory-module slot at an angle and press it down until it clicks into place.

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



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

Post-requisites

1 Replace the battery.

2 Follow the procedure from step 2 to step 5 in "Replacing the base cover".

Removing the hard drive

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

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

Prerequisites

NOTE: The computer is shipped with either hard-drive assembly or eMMC-card assembly depending on the configuration ordered.

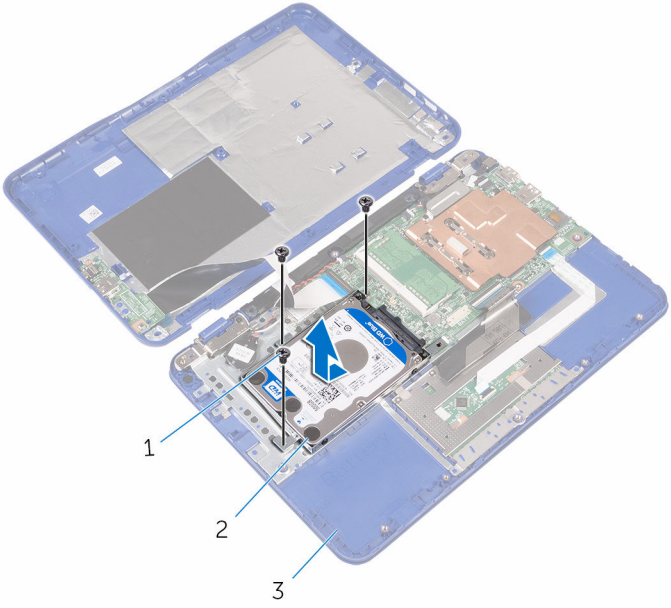
1 Follow the procedure from step 1 to step 6 in "Removing the base cover".

2 Remove the battery.

Procedure

1 Remove the screws that secure the hard-drive assembly to the palm rest and keyboard assembly.

2 Slide and lift the hard-drive assembly off the palm rest and keyboard assembly.



1	screws (3)	2	hard-drive assembly
3	palm rest and keyboard assembly		

3 Remove the screws that secure the hard-drive bracket to the hard drive.

4 Lift the hard drive from the hard-drive bracket.

1 hard-drive bracket

2 screws (4)

3 hard drive

Replacing the hard drive

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

Procedure

1. Align the screw holes on the hard drive with the screw holes on the hard-drive bracket.
2. Replace the screws that secure the hard-drive bracket to the hard drive.
3. Slide and connect the hard-drive assembly to the connector on the system board.
4. Align the screw holes on the hard-drive assembly with the screw holes on the palm rest and keyboard assembly.
5. Replace the screws that secure the hard-drive assembly to the palm rest and keyboard assembly.

Post-requisites

1. Replace the battery.
2. Follow the procedure from step 2 to step 5 in "Replacing the base cover".

Removing the eMMC-card assembly

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Prerequisites

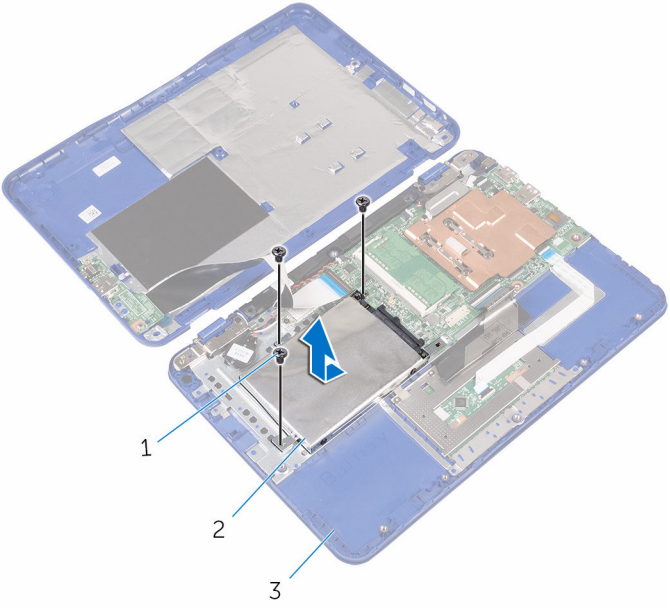
NOTE: The computer is shipped with either hard-drive assembly or eMMC-card assembly depending on the configuration ordered.

1. Follow the procedure from step 1 to step 6 in "Removing the base cover".
2. Remove the battery.

Procedure

1. Remove the screws that secure the eMMC-card assembly to the palm rest and keyboard assembly.

2 Slide and lift the eMMC-card assembly off the palm rest and keyboard assembly.



1	screws (3)	2	eMMC-card assembly
3	palm rest and keyboard assembly		

Replacing the eMMC-card assembly

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Procedure

1. Align the screw holes on the eMMC-card assembly with the screw holes on the palm rest and keyboard assembly.
2. Replace the screws that secure the eMMC-card assembly to the palm rest and keyboard assembly.

Post-requisites

1. Replace the battery.
2. Follow the procedure from step 2 to step 5 in "Replacing the base cover".

Removing the power-adapter port

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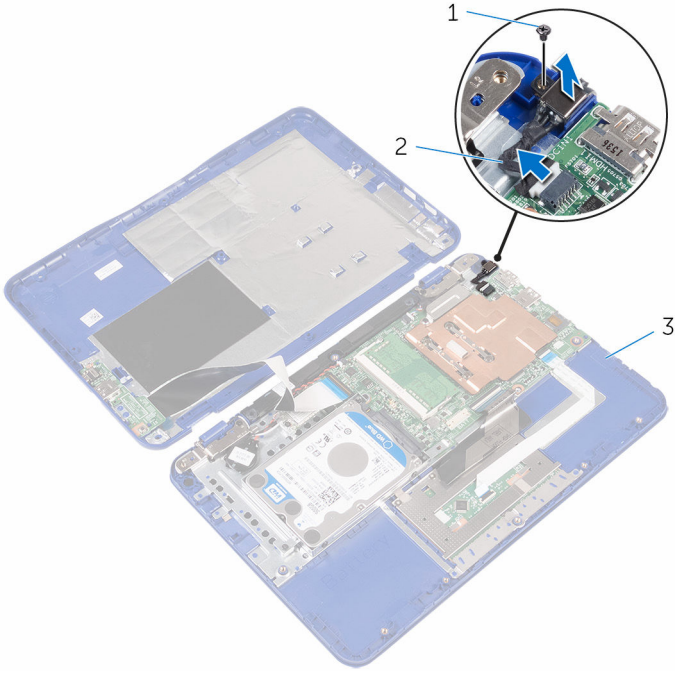
Prerequisites

1. Follow the procedure from step 1 to step 6 in "Removing the base cover".
2. Remove the battery.

Procedure

1. Disconnect the power-adapter port cable from the system board.
2. Remove the screw that secures the power-adapter port to the palm rest and keyboard assembly.

3 Lift the power-adapter port with its cable, off the palm rest and keyboard assembly.



1 screw

2 power-adapter port cable

3 palm rest and keyboard assembly

Replacing the power-adapter port

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Procedure

1. Place the power-adapter port into the slot on the palm rest and keyboard assembly.
2. Align the screw hole on the power-adapter port with the screw hole on the palm rest and keyboard assembly.
3. Replace the screw that secures the power-adapter port to the palm rest and keyboard assembly.
4. Connect the power-adapter port cable to the system board.

Post-requisites

1. Replace the battery.
2. Follow the procedure from step 2 to step 5 in "Replacing the base cover".

Removing the wireless card

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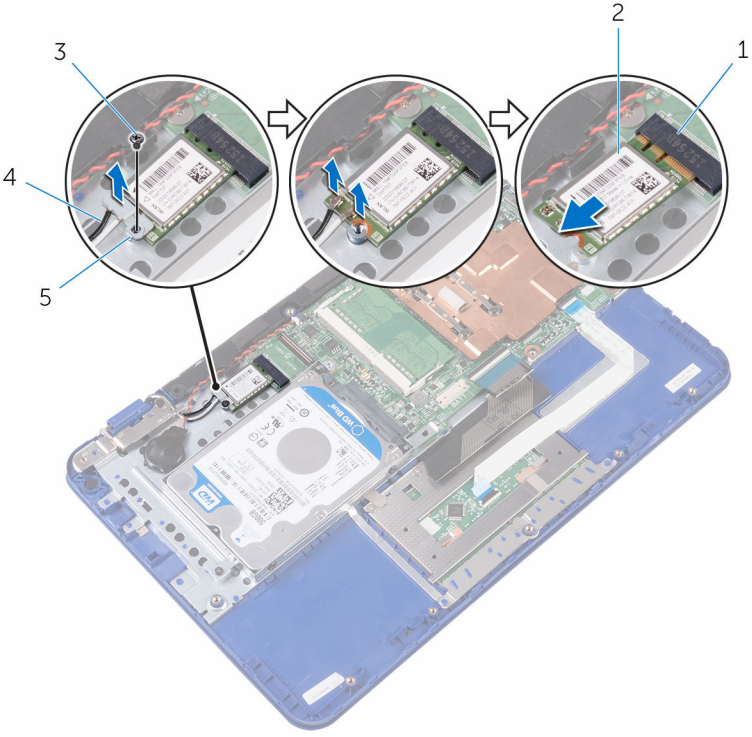
Prerequisites

1. Follow the procedure from step 1 to step 6 in "Removing the base cover".
2. Remove the battery.
3. Follow the step 1 procedure in "Removing the I/O board".

Procedure

1. Remove the screw that secures the wireless card to the palm rest and keyboard assembly.
2. Lift the wireless-card bracket from the wireless card.
3. Disconnect the antenna cables from the wireless card.

4 Slide the wireless card from the wireless-card slot on the system board.



1	wireless-card slot	2	wireless card
3	screw	4	antenna cables (2)
5	wireless-card bracket		

Replacing the wireless card

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Procedure

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

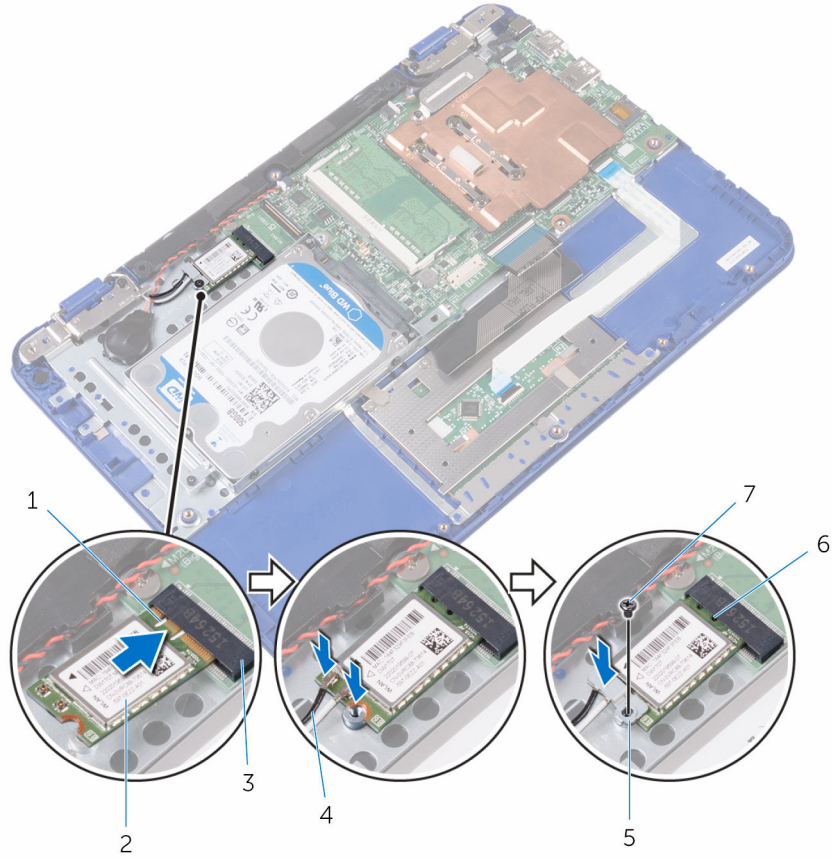
1. Align the notch on the wireless card with the tab on the wireless-card slot on the system board.
2. Slide the wireless card into the wireless-card slot on the system board.
3. Connect the antenna cables to the wireless card.

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

Connectors on the wireless card	Antenna-cable colour
Main (white triangle)	white
Auxiliary (black triangle)	black

4. Align the screw hole on the wireless card and the wireless-card bracket with the screw hole on the palm rest and keyboard assembly.

5 Replace the screw that secures the wireless card to the palm rest and keyboard assembly.



1	notch	2	wireless card
3	wireless-card slot	4	antenna cables (2)
5	wireless-card bracket	6	tab
7	screw		

Post-requisites

1. Replace the battery.
2. Follow the procedure from step 2 to step 5 in "Replacing the base cover".
3. Follow the step 4 procedure in "Replacing the I/O board".

Removing the coin-cell battery

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

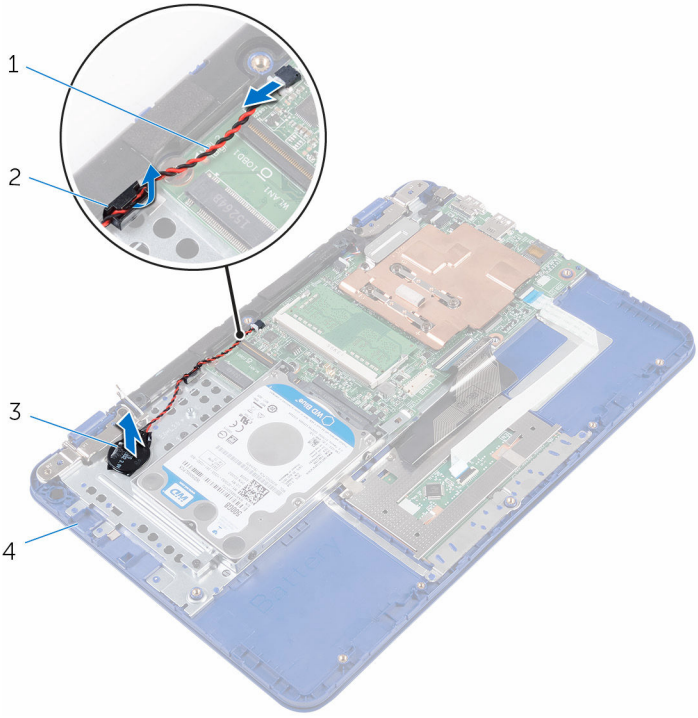
Prerequisites

1. Follow the procedure from step 1 to step 6 in "Removing the base cover".
2. Remove the battery.
3. Follow the step 1 procedure in "Removing the I/O board".
4. Remove the wireless card.

Procedure

1. Disconnect the coin-cell battery cable from the system board.
2. Remove the coin-cell battery cable from the routing guide on the speaker.

3 Carefully peel off and lift the coin-cell battery from the palm rest and keyboard assembly.



1	coin-cell battery cable	2	routing guide
3	coin-cell battery	4	palm rest and keyboard assembly

Replacing the coin-cell battery

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Procedure

1. Adhere the coin-cell battery to the palm rest and keyboard assembly.
2. Route the coin-cell battery cable through the routing guide on the speaker.
3. Connect the coin-cell battery cable to the system board.

Post-requisites

1. Replace the wireless card.
2. Follow the step 4 procedure in "Replacing the I/O board".
3. Replace the battery.
4. Follow the procedure from step 2 to step 5 in "Replacing the base cover".

Removing the speaker

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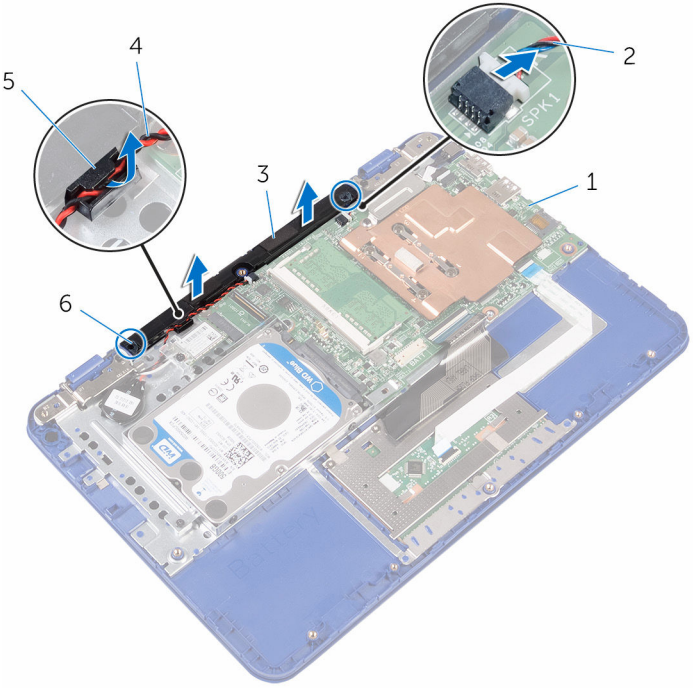
Prerequisites

1. Follow the procedure from step 1 to step 6 in "Removing the base cover".
2. Remove the battery.
3. Follow the step 1 procedure in "Removing the I/O board".

Procedure

1. Disconnect the speaker cable from the system board.
2. Remove the coin-cell battery cable from the routing guide on the speaker.

3 Release the rubber stubs on the speaker and lift the speaker from the palm rest and keyboard assembly.



1	system board	2	speaker cable
3	speaker	4	coin-cell battery cable
5	routing guide	6	rubber stubs (2)

Replacing the speaker

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Procedure

1. Insert the rubber stubs on the speaker into the slots on the palm rest and keyboard assembly and snap the speaker into place.
2. Route the coin-cell battery cable through the routing guide on the speaker.
3. Connect the speaker cable to the system board.

Post-requisites

1. Follow the step 4 procedure in "Replacing the I/O board".
2. Replace the battery.
3. Follow the procedure from step 2 to step 5 in "Replacing the base cover".

Removing the display assembly

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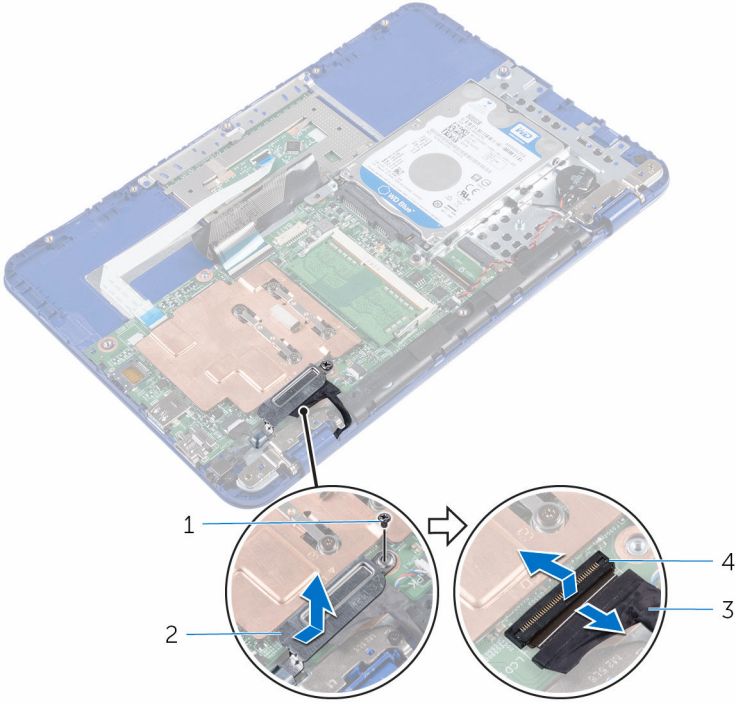
Prerequisites

1. Follow the procedure from step 1 to step 6 in "Removing the base cover".
2. Remove the battery.
3. Follow the step 1 procedure in "Removing the I/O board".
4. Remove the wireless card.

Procedure

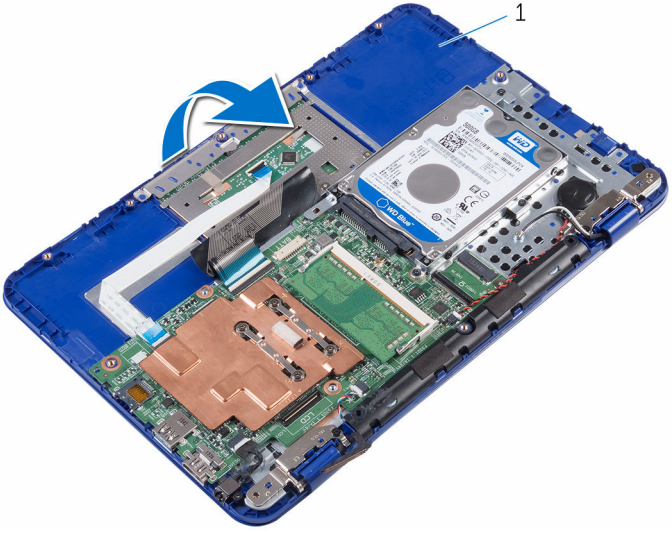
1. Remove the screw that secures the display-cable bracket to the system board.
2. Slide and lift the display-cable bracket off the system board.

3 Open the latch and disconnect the display cable from the system board.



1	screw	2	display-cable bracket
3	display cable	4	latch

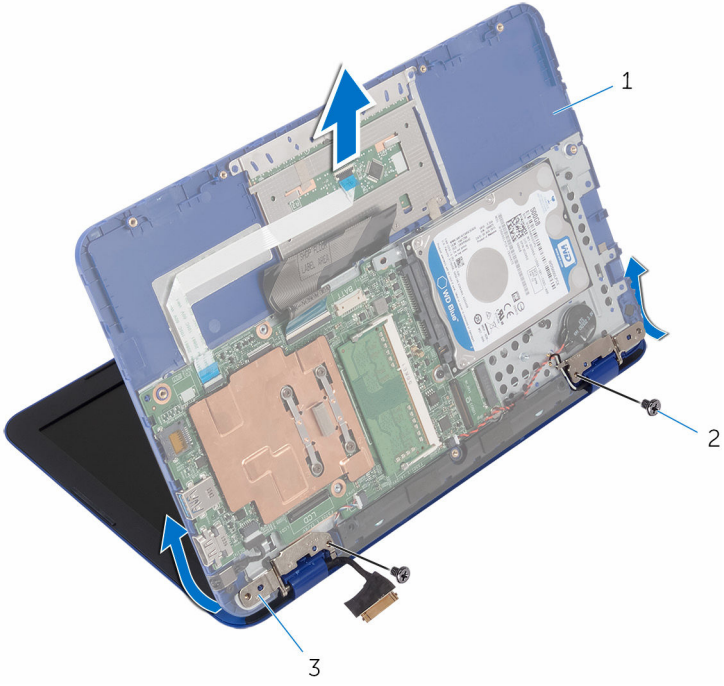
4 Open the palm rest and keyboard assembly at an angle.



1 palm rest and keyboard assembly

5 Remove the screws that secure the display assembly to the palm rest and keyboard assembly.

6 Slide and lift the palm rest and keyboard assembly off the display assembly.



1	palm rest and keyboard assembly	2	screws (2)
3	display hinges (2)		

After performing all the steps, we are left with display assembly.

1 display assembly

Replacing the display assembly

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Procedure

CAUTION: Place the computer on a soft and clean surface to avoid scratching the display back-cover and antenna assembly.

1. Place the display assembly on a flat and clean surface.
2. Align the screw holes on the display hinges with the screw holes on the palm rest and keyboard assembly.
3. Replace the screws that secure the display assembly to the palm rest and keyboard assembly.
4. Slide the display cable into the connector on the system board and close the latch to secure the cable.
5. Slide the display-cable bracket into the slot on the palm rest and keyboard assembly.
6. Align the screw hole on the display-cable bracket with the screw hole on the system board.
7. Replace the screw that secures the display-cable bracket to the system board.

Post-requisites

1. Replace the wireless card.
2. Follow the step 4 procedure in "Replacing the I/O board".
3. Replace the battery.
4. Follow the procedure from step 2 to step 5 in "Replacing the base cover".

Removing the system board

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

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

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

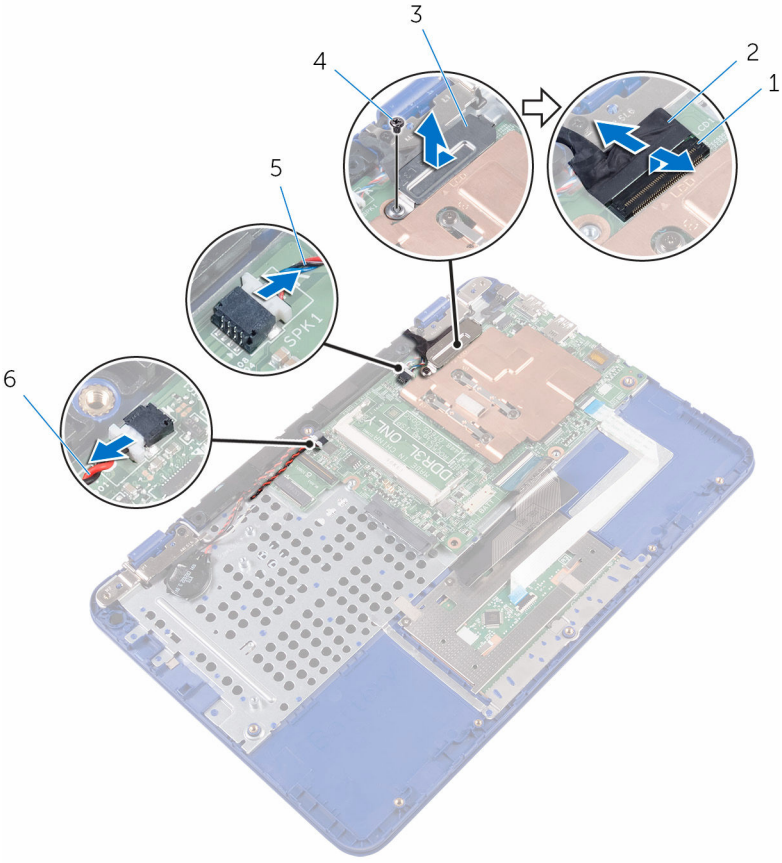
Prerequisites

1. Follow the procedure from step 1 to step 6 in "Removing the base cover".
2. Follow the step 1 procedure in "Removing the I/O board".
3. Remove the battery.
4. Remove the memory module.
5. Remove the wireless card.
6. Remove the hard drive or eMMC-card assembly.

Procedure

1. Remove the screw that secures the display-cable bracket to the system board and lift the display-cable bracket off the system board.
2. Open the latch and disconnect the display cable from the system board.
3. Disconnect the speaker cable from the system board.

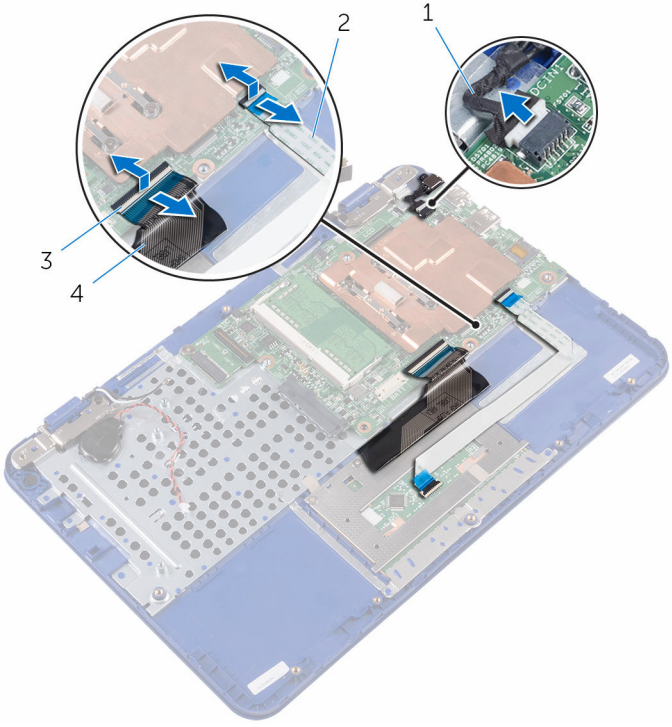
4 Disconnect the coin-cell battery cable from the system board.



1	latch	2	display cable
3	display-cable bracket	4	screw
5	speaker cable	6	coin-cell battery cable

5 Disconnect the power-adapter port cable from the system board.

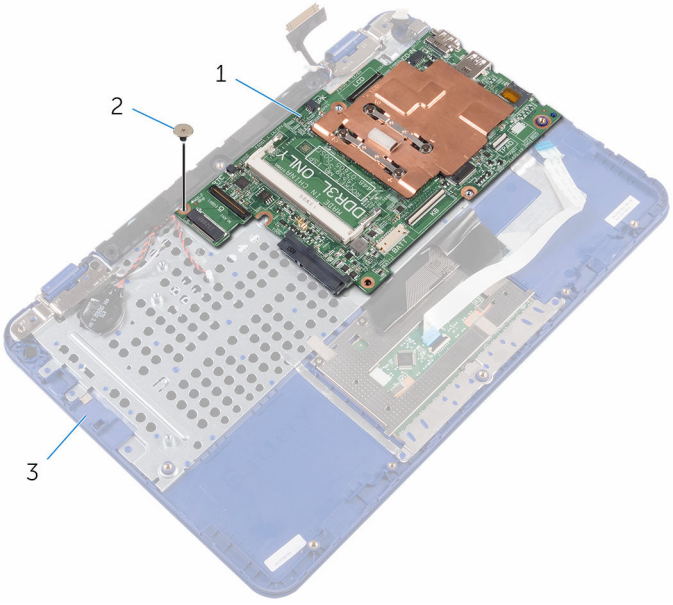
6 Open the latches and disconnect the touch-pad cable and keyboard cable from the system board.



1	power-adapter port cable	2	touch-pad cable
3	latches (2)	4	keyboard cable

7 Remove the screw that secures the system board to the palm rest and keyboard assembly.

8 Lift the system board off the palm rest and keyboard assembly.



1	system board	2	screw
3	palm rest and keyboard assembly		

Replacing the system board

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

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

Procedure

1. Align the screw holes on the system board with the screw holes on the palm rest and keyboard assembly.
2. Replace the screw that secures the system board to the palm rest and keyboard assembly.
3. Slide the touch-pad cable and keyboard cable into their connectors and close the latches to secure the cables.
4. Connect the power-adapter port cable, speaker cable, and coin-cell battery cable to their connectors on the system board.
5. Slide the display cable into the connector on the system board and close the latch to secure the cable.
6. Slide the display-cable bracket into the slot on the palm rest and keyboard assembly.
7. Align the screw hole on the display-cable bracket with the screw hole on the system board.
8. Replace the screw that secures the display-cable bracket to the system board.

Post-requisites

1. Replace the hard drive or eMMC-card assembly.
2. Replace the wireless card.
3. Replace the memory module.
4. Replace the battery.
5. Follow step 4 in “Replacing the I/O board”.
6. Follow step 2 to step 5 in “Replacing the base cover”.

Removing the palm rest and keyboard assembly

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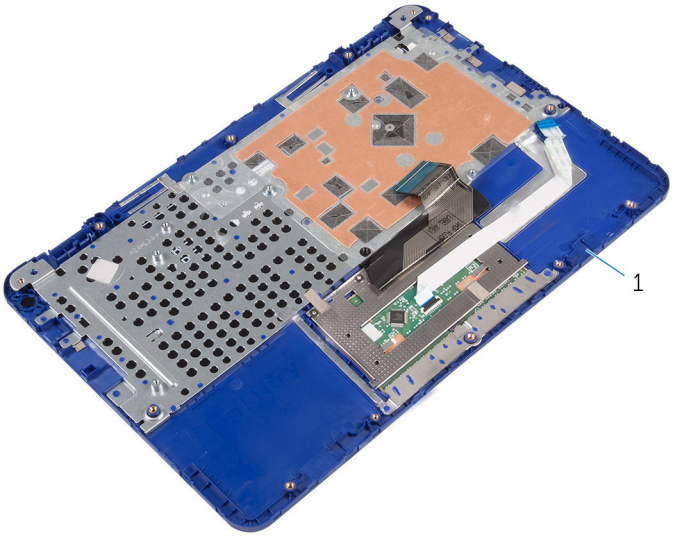
Prerequisites

1. Follow the procedure from step 1 to step 6 in "Removing the base cover".
2. Remove the battery.
3. Remove the memory module.
4. Follow the procedure from step 1 to step 2 in "Removing the hard drive".
5. Remove the power-adapter port.
6. Remove the wireless card.
7. Remove the coin-cell battery.
8. Remove the speaker.
9. Remove the display assembly.
10. Remove the system board.

Procedure

After performing the steps in prerequisites we are left with the palm rest and keyboard assembly.



1 palm rest and keyboard assembly

Replacing the palm rest and keyboard assembly

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Procedure

Place the palm rest and keyboard assembly on a flat surface with the keyboard facing down.

Post-requisites

1. Replace the system board.
2. Replace the display assembly.
3. Replace the speaker.
4. Replace the coin-cell battery.
5. Replace the wireless card.
6. Replace the power-adapter port.
7. Follow the procedure from step 3 to step 5 in "Replacing the hard drive".
8. Replace the memory module.
9. Replace the battery.
10. Follow the procedure from step 2 to step 5 in "Replacing the base cover".

Removing the display bezel

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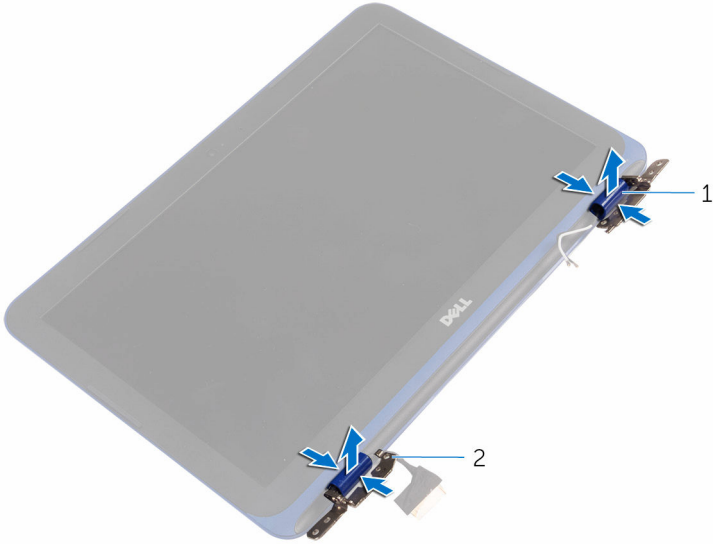
Prerequisites

1. Follow the procedure from step 1 to step 6 in "Removing the base cover".
2. Remove the battery.
3. Remove the wireless card.
4. Remove the display assembly.

Procedure

1. Press the hinge caps to release them from the display hinges.

2 Lift the hinge caps from the display hinges.



1 hinge caps (2)

2 display hinges (2)

3 Using your finger tips gently pry and lift the display bezel off the display back-cover and antenna assembly.

1 display bezel

2 display back-cover and antenna assembly

Replacing the display bezel

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Procedure

1. Align the display bezel with the display back-cover and antenna assembly, and gently snap the display bezel into place.
2. Replace hinge caps on the display hinges and snap them into place.

Post-requisites

1. Replace the display assembly.
2. Replace the wireless card.
3. Replace the battery.
4. Follow the procedure from step 2 to step 5 in "Replacing the base cover".

Removing the display hinges

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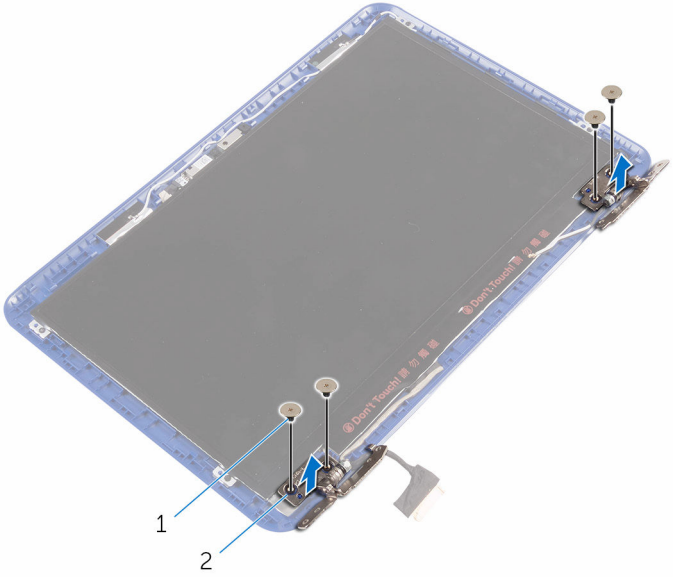
Prerequisites

1. Follow the procedure from step 1 to step 6 in "Removing the base cover".
2. Remove the battery.
3. Remove the wireless card.
4. Remove the display assembly.
5. Remove the display bezel.

Procedure

1. Remove the screws that secure the display hinges to the display back-cover and antenna assembly.

2 Lift the display hinges off the display back-cover and antenna assembly.



1	screws (4)	2	display hinges (2)

Replacing the display hinges

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Procedure

1. Align the screw holes on the display hinges with the screw holes on the display back-cover and antenna assembly.
2. Replace the screws that secure the display hinges to the display back-cover and antenna assembly.

Post-requisites

1. Replace the display bezel.
2. Replace the display assembly.
3. Replace the wireless card.
4. Replace the battery.
5. Follow the procedure from step 2 to step 5 in "Replacing the base cover".

Removing the display panel

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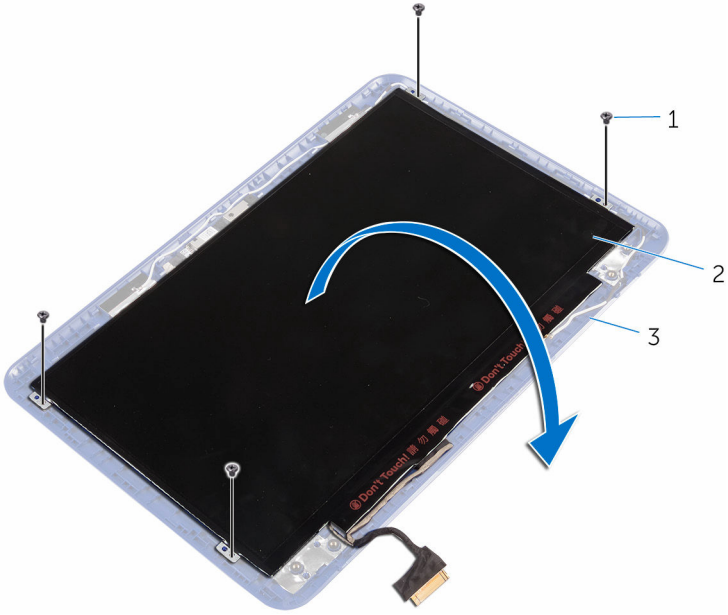
Prerequisites

1. Follow the procedure from step 1 to step 6 in "Removing the base cover".
2. Remove the battery.
3. Remove the wireless card.
4. Remove the display assembly.
5. Remove the display bezel.

Procedure

1. Remove the screws that secure the display panel to the display back-cover and antenna assembly.

2 Carefully turn the display panel over.

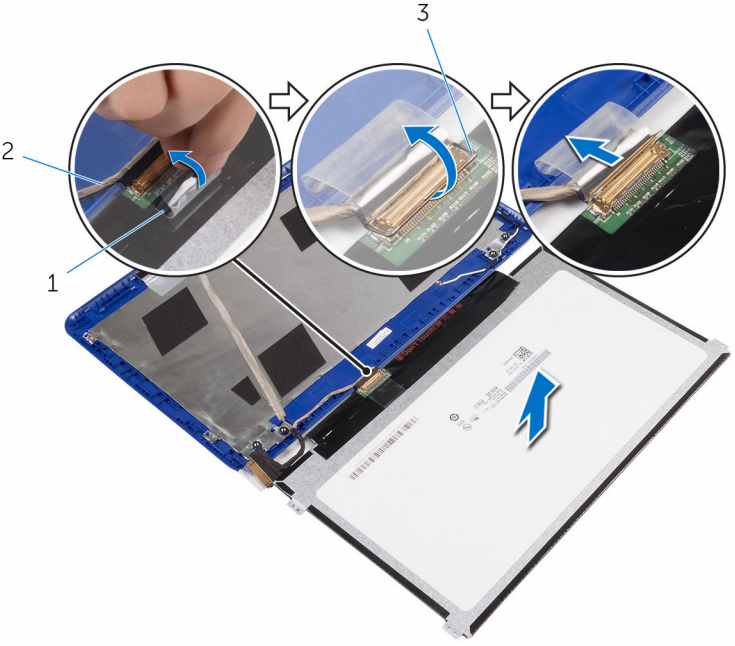


1	screws (4)	2	display panel
3	display back-cover and antenna assembly		

3 Peel off the adhesive tape from the display cable.

4 Open the latch and disconnect the display cable.

5 Lift the display panel off the display back-cover and antenna assembly.



1 adhesive tape

2 display cable

3 latch

Replacing the display panel

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Procedure

1. Slide the display cable into the connector on the display panel and close the latch to secure the cable.
2. Adhere the adhesive tape to the display cable.
3. Align the screw holes on the display panel with the screw holes on the display back-cover and antenna assembly.
4. Replace the screws that secure the display panel to the display back-cover and antenna assembly.

Post-requisites

1. Replace the display bezel.
2. Replace the display assembly.
3. Replace the wireless card.
4. Replace the battery.
5. Follow the procedure from step 2 to step 5 in "Replacing the base cover".

Removing the camera

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Prerequisites

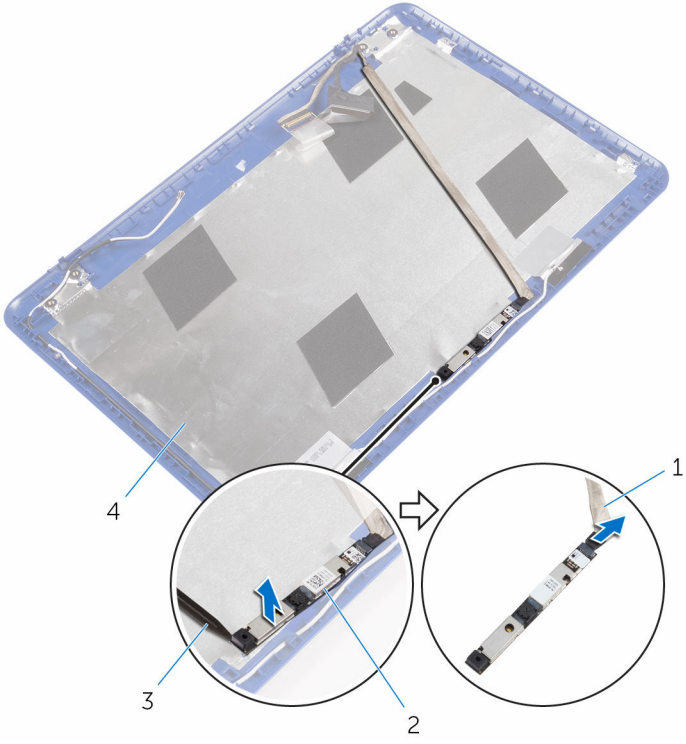
1. Follow the procedure from step 1 to step 6 in "Removing the base cover".
2. Remove the battery.
3. Remove the wireless card.
4. Remove the display hinges.
5. Remove the display bezel.
6. Remove the display panel.

Procedure

CAUTION: Place the display-panel assembly on a soft and clean surface to avoid scratching the display.

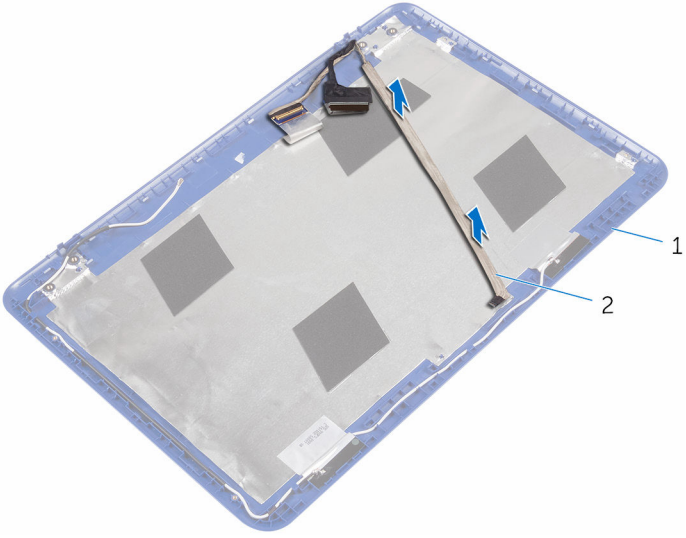
1. Using a plastic scribe, gently pry the camera from the display back-cover and antenna assembly.

2 Disconnect the camera cable from the camera.



1	camera cable	2	camera
3	plastic scribe	4	display back-cover and antenna assembly

3 Peel the display cable from the display back-cover and antenna assembly.



1	display back-cover and antenna assembly	2	display cable

Replacing the camera

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Procedure

1. Adhere the display cable to the display back-cover and antenna assembly.
2. Connect the camera cable to the camera.
3. Using the alignment post place the camera module on the display back-cover and antenna assembly.
4. Adhere the camera to the display back-cover and antenna assembly and snap the camera into place.

Post-requisites

1. Replace the display panel.
2. Replace the display bezel.
3. Replace the display hinges.
4. Replace the wireless card.
5. Replace the battery.
6. Follow the procedure from step 2 to step 5 in "Replacing the base cover".

Removing the display back-cover and antenna assembly

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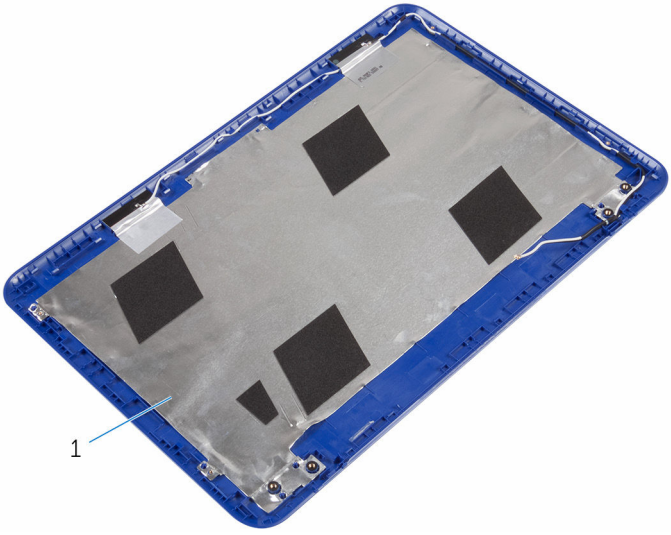
Prerequisites

1. Follow the procedure from step 1 to step 6 in "Removing the base cover".
2. Remove the battery.
3. Remove the wireless card.
4. Remove the display hinges.
5. Remove the display bezel.
6. Remove the display panel.
7. Remove the camera.

Procedure

After performing the steps in prerequisites we are left with the display back-cover and antenna assembly.



1 display back-cover and antenna assembly

Replacing the display back-cover and antenna assembly

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Procedure

Place the display back-cover and antenna assembly on a clean and flat surface.

Post-requisites

1. Replace the camera.
2. Replace the display panel.
3. Replace the display bezel.
4. Replace the display hinges.
5. Replace the wireless card.
6. Replace the battery.
7. Follow the procedure from step 2 to step 5 in "Replacing the base cover".

Flashing the BIOS

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

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

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

Getting help and contacting Dell

Self-help resources

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

Information about Dell products and services	www.dell.com
Windows 8.1 and Windows 10	Dell Help & Support app
Windows 10	Get started app
Windows 8.1	Help + Tips app
Accessing help in Windows 8, Windows 8.1, and Windows 10	In Windows search, type `Help and Support`, and press Enter.
Accessing help in Windows 7	Click **Start** → **Help and Support**.
Online help for operating system	www.dell.com/support/windows www.dell.com/support/linux
Troubleshooting information, user manuals, setup instructions, product specifications, technical help blogs, drivers, software updates, and so on.	www.dell.com/support
Learn about your operating system, setting up and using your computer, data backup, diagnostics, and so on.	See *Me and My Dell* at www.dell.com/support/manuals.

Contacting Dell

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

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

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