

# Dell Pro 16

PC16250

Owner's Manual

## Notes, cautions, and warnings

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

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

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

# Contents

<b>Chapter 1: Views of Dell Pro 16 PC16250.....</b>	<b>7</b>
Right.....	7
Left.....	7
Top.....	9
Front.....	10
Bottom.....	11
Locate the Service Tag or Express Service Code label of your computer.....	11
Battery-charge status light.....	12
<b>Chapter 2: Set up your Dell Pro 16 PC16250.....</b>	<b>13</b>
<b>Chapter 3: Specifications of Dell Pro 16 PC16250.....</b>	<b>15</b>
Dimensions and weight.....	15
Processor.....	15
Chipset.....	18
Operating system.....	19
Memory.....	19
External ports and slots.....	19
Internal slots.....	20
Ethernet.....	20
Wireless module.....	21
Audio.....	21
Storage.....	22
Keyboard.....	22
Keyboard shortcuts of Dell Pro 16 PC16250.....	23
Camera.....	24
Touchpad.....	25
Power adapter.....	25
Power adapter requirements (for computers that are shipped with a 3-cell, 45 Wh battery).....	26
Power adapter requirements (for computers that are shipped with a 3-cell, 55 Wh battery).....	27
Battery.....	27
Power requirements (for computers that are shipped with a 3-cell, 45 Wh battery) .....	29
Power requirements (for computers that are shipped with a 3-cell, 55 Wh battery) .....	29
Display.....	29
Fingerprint reader (optional).....	30
Sensor .....	31
GPU—Integrated.....	31
Multiple display support matrix.....	31
Hardware security.....	31
Operating and storage environment.....	32
Dell Optimizer.....	32
Dell support policy.....	32
<b>Chapter 4: Working inside your computer.....</b>	<b>33</b>

Safety instructions.....	33
Before working inside your computer.....	33
Safety precautions.....	34
Electrostatic discharge—ESD protection.....	34
ESD Field Service kit .....	35
Transporting sensitive components.....	36
After working inside your computer.....	36
BitLocker.....	36
Recommended tools.....	36
Screw list.....	37
Major components of Dell Pro 16 PC16250.....	38
<b>Chapter 5: Removing and installing Customer Replaceable Units (CRUs).....</b>	<b>41</b>
Base cover.....	41
Removing the base cover.....	41
Installing the base cover.....	44
Battery.....	46
Rechargeable Li-ion battery precautions.....	46
Removing the battery.....	47
Installing the battery.....	48
Battery cable.....	50
Removing the battery cable.....	50
Installing the battery cable.....	50
Memory module.....	51
Removing the memory module.....	51
Installing the memory module.....	52
Solid state drive (SSD).....	53
Removing the solid state drive (SSD).....	53
Installing the solid state drive (SSD).....	54
Wireless Local Area Network (WLAN) card.....	55
Removing the wireless card.....	55
Installing the wireless card.....	56
Speakers.....	58
Removing the speakers.....	58
Installing the speakers.....	59
Fan.....	60
Removing the fan.....	60
Installing the fan.....	61
<b>Chapter 6: Removing and installing Field Replaceable Units (FRUs).....</b>	<b>63</b>
Power-adapter port.....	63
Removing the power-adapter port.....	63
Installing the power-adapter port.....	64
Heat sink.....	65
Removing the heat sink.....	65
Installing the heat sink.....	66
vPro cable.....	67
Removing the vPro cable (For computers shipped with Intel Core Ultra 200U Series) .....	67
Installing the vPro cable (For computers shipped with Intel Core Ultra 200U Series).....	68

I/O board.....	69
Removing the I/O board (For computers shipped with Intel Core Series).....	69
Installing the I/O board (For computers shipped with Intel Core Series).....	70
Removing the I/O board (For computers shipped with Intel Core Ultra 200U Series).....	71
Installing the I/O board (For computers shipped with Intel Core Ultra 200U Series).....	72
I/O-board FPC cable.....	73
Removing the I/O-board FPC cable .....	73
Installing the I/O-board FPC cable.....	74
Power button with fingerprint reader.....	75
Removing the power button with a fingerprint reader.....	75
Installing the power button with a fingerprint reader.....	76
System board.....	77
Removing the system board (For computers shipped with Intel Core Series).....	77
Installing the system board (For computers shipped with Intel Core Series).....	80
Removing the system board (For computers shipped with Intel Core Ultra 200U Series).....	84
Installing the system board (For computers shipped with Intel Core Ultra 200U Series).....	86
USB Type-C module.....	90
Removing the USB Type-C module.....	90
Installing the USB Type-C module.....	91
Keyboard.....	92
Removing the keyboard.....	92
Installing the keyboard.....	95
Keyboard support plate.....	98
Removing the keyboard support plate.....	98
Installing the keyboard support plate.....	100
Palm-rest assembly.....	101
Removing the palm-rest assembly.....	101
Installing the palm-rest assembly .....	103
Display assembly.....	105
Removing the display assembly.....	105
Installing the display assembly.....	108
Display bezel.....	109
Removing the display bezel.....	109
Installing the display bezel.....	114
Display-panel assembly.....	116
Removing the display-panel assembly.....	116
Installing the display-panel assembly.....	120
Camera.....	123
Removing the camera.....	123
Installing the camera.....	124
eDP cable.....	125
Removing the eDP cable.....	125
Installing the eDP cable.....	126
Display back-cover assembly.....	127
Removing the display back-cover assembly.....	127
Installing the display back-cover assembly.....	128
<b>Chapter 7: Software.....</b>	<b>130</b>
Operating system.....	130
Drivers and downloads.....	130

<b>Chapter 8: BIOS Setup.....</b>	<b>131</b>
Entering BIOS Setup program.....	131
Navigation keys.....	131
F12 One Time Boot menu.....	131
View Advanced Setup options.....	132
View Service options.....	132
BIOS Setup options.....	132
Updating the BIOS.....	145
Updating the BIOS in Windows.....	145
Updating the BIOS in Linux and Ubuntu.....	146
Updating the BIOS using the USB drive in Windows.....	146
Updating the BIOS from the One-Time boot menu.....	146
System and setup password.....	147
Assigning a System Setup password.....	148
Deleting or changing an existing system password or setup password.....	148
Clearing system and setup passwords.....	148
<b>Chapter 9: Troubleshooting.....</b>	<b>149</b>
Handling swollen rechargeable Li-ion batteries.....	149
Dell SupportAssist Pre-boot System Performance Check diagnostics.....	149
Running the SupportAssist Pre-Boot System Performance Check.....	150
Built-in self-test (BIST).....	150
Motherboard Built-In Self-Test (M-BIST).....	150
Logic Built-in Self-test (L-BIST).....	151
LCD Built-in Self-Test (LCD-BIST).....	151
System-diagnostic lights.....	151
Recovering the operating system.....	152
Real-Time Clock (RTC Reset).....	153
Backup media and recovery options.....	153
Network power cycle.....	153
Drain flea power (perform hard reset).....	153
<b>Chapter 10: Getting help and contacting Dell.....</b>	<b>155</b>

# Views of Dell Pro 16 PC16250

## Right



**Figure 1. Right View**

### 1. USB 3.2 Gen 1 port

Connect devices such as external storage devices and printers. It provides data transfer speeds up to 5 Gbps.

### 2. USB 3.2 Gen 1 port with PowerShare

Connect devices such as external storage devices and printers.

Supports data transfer speeds up to 5 Gbps. PowerShare enables you to charge your USB devices even when your computer is turned off.

**i** **NOTE:** If your computer is turned off or in a hibernate state, you must connect the power adapter to charge your devices using the PowerShare port. You must enable this feature in the BIOS setup program.

**i** **NOTE:** Certain USB devices may not charge when the computer is turned off or in a sleep state. In such cases, turn on the computer to charge the device.

### 3. RJ45 ethernet port (1 Gbps)

Connect an RJ45 ethernet cable from a router or a broadband modem for network or Internet access, with a transfer rate of 10/100/1000 Mbps (maximum 1 Gbps).

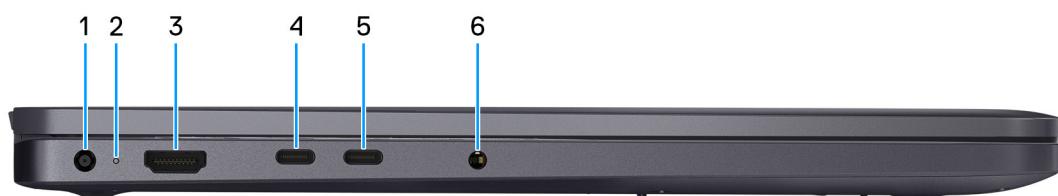
### 4. Ethernet status LED

Indicates the connectivity status and network activity.

### 5. Security-cable slot

Attach a security cable to prevent unauthorized movement of your computer.

## Left



**Figure 2. Left view**

### 1. Power-adapter port

Connect a power adapter to provide power to your computer.

## 2. **Battery-status light**

Indicates the battery-charge status.

Solid white—Battery is charging.

Solid amber—Battery charge is low.

Off—Battery is fully charged.

## 3. **HDMI 2.1 Transition-minimized differential signaling (TMDS) port**

Connect to a TV, external display, or another HDMI-in enabled device. Supports video and audio output.

## 4. **Thunderbolt 4.0 port with DisplayPort and Power Delivery**

Supports USB4, DisplayPort 1.4, Thunderbolt 4 and also enables you to connect to an external display using a display adapter. Provides data transfer rates of up to 40 Gbps for USB4 and Thunderbolt 4.

**(i) | NOTE:** You can connect a Dell Docking Station to the Thunderbolt 4 ports. For more information, search in the Knowledge Base Resource at [Dell Support Site](#).

**(i) | NOTE:** A USB Type-C to DisplayPort adapter (sold separately) is required to connect a DisplayPort device.

**(i) | NOTE:** USB4 is backward compatible with USB 3.2, USB 2.0, and Thunderbolt 3.

**(i) | NOTE:** Thunderbolt 4 supports two 4K displays or one 8K display.

## 5. **USB 3.2 Gen 2 Type-C port with DisplayPort 1.4a and Power Delivery**

Connect devices such as external storage devices, printers, and external displays. Supports data transfer rate of up to 10 Gbps.

Supports Power Delivery that enables two-way power supply between devices. Supports up to 15 W power output that enables faster charging.

Supports DisplayPort 1.4a and also enables you to connect an external display using a display adapter.

**(i) | NOTE:** A USB Type-C to DisplayPort adapter (sold separately) is required to connect a DisplayPort device.

## 6. **Global headset port**

Connect headphones or a headset (headphone and microphone combo).

# Top



**Figure 3. Top view**

## 1. Power button with optional fingerprint reader

Press to turn on the computer if it is turned off, in sleep state, or in hibernate state.

When the computer is turned on, press the power button to put the computer into a sleep state; press and hold the power button for 10 seconds to force shutdown the computer.

If the power button has a fingerprint reader, place your finger on the power button steadily to log in.

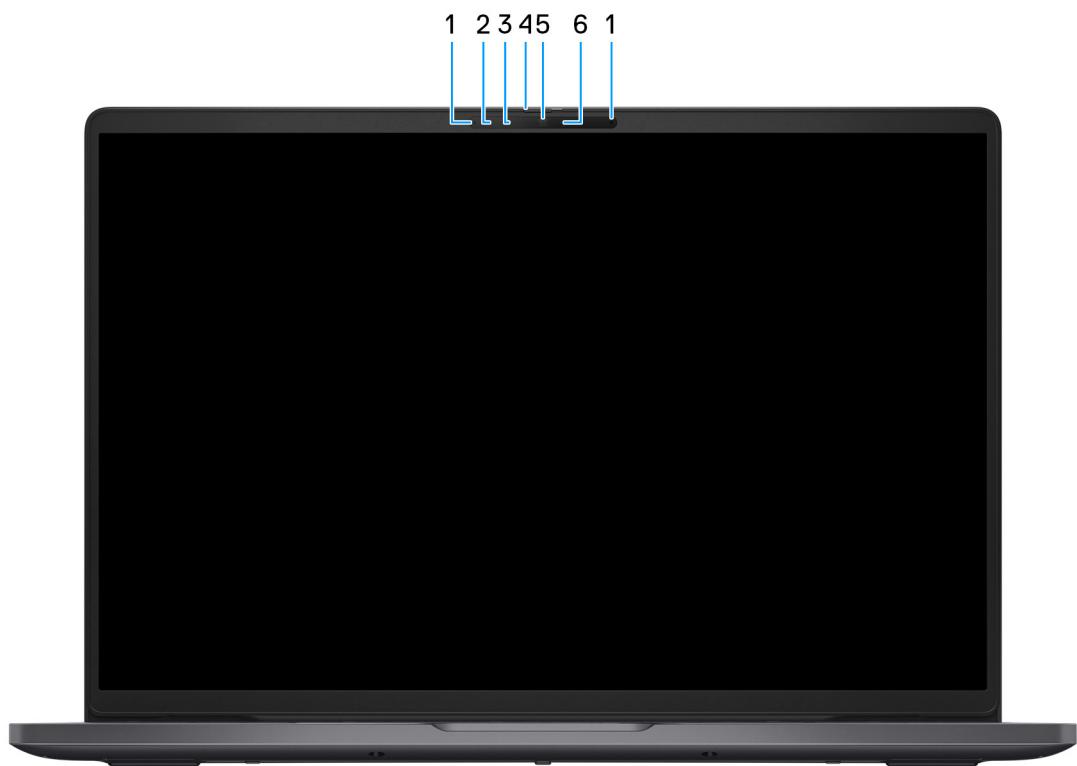
**(i) NOTE:** The power-status light on the power button is available only on computers without the fingerprint reader. Computers that are shipped with the fingerprint reader that is integrated on the power button will not have the power-status light on the power button.

**(i) NOTE:** You can customize the power-button behavior in Windows.

## 2. Touchpad

Move your finger on the touchpad to move the mouse pointer. Tap to left-click and two fingers tap to right-click.

# Front



**Figure 4. Front view**

**1. Microphones (2)**

Provides digital sound input for audio recording and voice calls.

**2. Infrared camera (optional)**

Enhances security when paired with Windows Hello face authentication.

**3. Infrared emitter (optional)**

Emits infrared light, which enables the infrared camera to sense and track motion.

**4. Privacy shutter**

Slide the privacy shutter to cover the camera lens and protect your privacy when the camera is not in use.

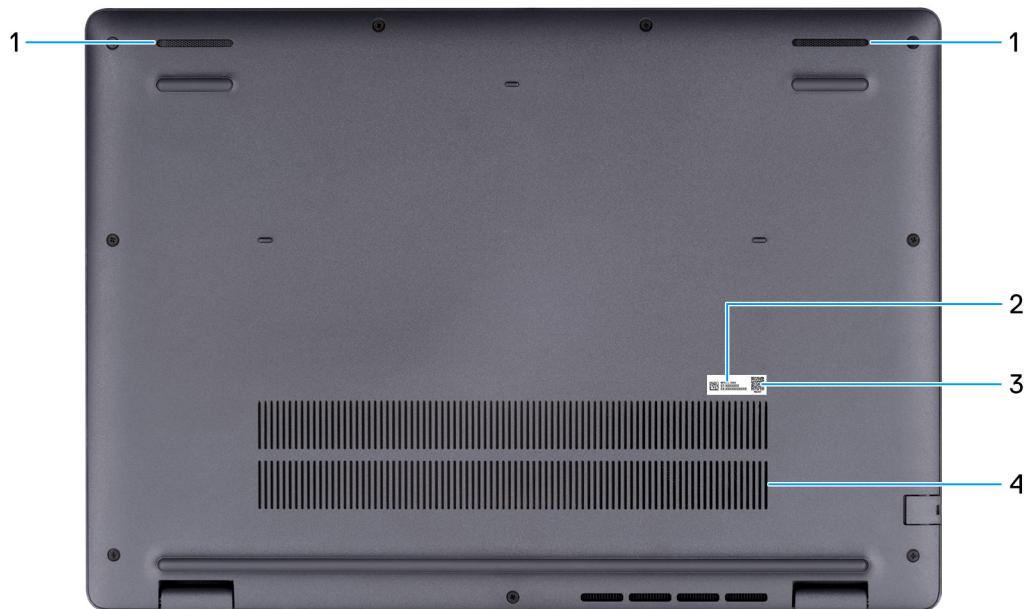
**5. Camera**

Enables you to video chat, capture photos, and record videos.

**6. Camera-status light**

Turns on when the camera is in use.

## Bottom



**Figure 5. Bottom view**

### 1. Speakers

Provide audio output.

### 2. Service Tag/Express Service Code label

The Service Tag is a unique alphanumeric identifier that enables Dell service technicians to identify the hardware components in your computer and access warranty information. The Express Service Code is a numeric version of the Service Tag.

### 3. MyDell QR code

MyDell is your hub for content that is personalized to your Dell Pro 16 PC16250, including videos, articles, manuals, and easy access to support.

### 4. Air vents

Air vents provide ventilation for your computer. Clogged air vents can cause overheating and can affect the performance of your computer and potentially cause hardware issues. Keep the air vents clear of obstructions and clean them regularly to prevent the build-up of dust and dirt. For more information about cleaning air vents, search for articles in the Knowledge Base Resource at [Dell Support Site](#).

## Locate the Service Tag or Express Service Code label of your computer

The service tag is a unique alphanumeric identifier that allows Dell service technicians to identify the hardware components in your computer and access warranty information. The Express Service Code is a numeric version of the Service Tag.

For more information about how to find the Service Tag of your computer, search in the Knowledge Base Resource at the [Dell Support Site](#).



**Figure 6. Service Tag/Express Service Code location**

## Battery-charge status light

The following table lists the battery-charge and status light behavior of your Dell Pro 16 PC16250.

**Table 1. Battery charge and status light behavior**

Power source	LED behavior	System power state	Battery charge level
AC adapter	Off	S0 or S5	Fully charged
AC adapter	Solid white	S0 or S5	< Fully charged
Battery	Off	S0 or S5	11-100%
Battery	Solid amber (590+/-3 nm)	S0 or S5	< 10%

- S0 (ON): The computer is turned on.
- S4 (Hibernate): The computer consumes the least power in the Hibernated state than in the ON or OFF state. The computer is almost in the OFF state. The context data is written to a storage device, allowing you to resume from where you left when the computer is turned on.
- S5 (OFF): The computer is in a shutdown state.

**Table 2. Ethernet (RJ45) status LED**

LED Behavior	Connection status
Solid Amber	The RJ45 ethernet cable is connected properly from the router or switch to the computer. The connection is active.
Blinking Amber	Data transfer is in progress.

# Set up your Dell Pro 16 PC16250

## About this task

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

## Steps

1. Connect the power adapter and press the power button.



**Figure 7. Connect the power adapter and press the power button.**

**i** **NOTE:** The battery may go into power-saving mode during shipment to conserve charge on the battery. Ensure that the power adapter is connected to your computer when it is turned on for the first time.

2. Finish the operating system setup.

### For Ubuntu:

Follow the on-screen instructions to complete the setup. For more information about installing and configuring Ubuntu, search in the Knowledge Base Resource at [Dell Support Site](#).

### For Windows:

Follow the on-screen instructions to complete the setup. When setting up, it is recommended that you:

- Connect to a network for Windows updates.
- i** **NOTE:** If connecting to a secured wireless network, enter the password for the wireless network access when prompted.
- If connected to the Internet, sign in with or create a Microsoft account.
3. Locate and use Dell apps from the Windows Start menu—Recommended.

**Table 3. Locate Dell apps**

Resources	Description
 Dell Optimizer	Dell Optimizer is an application designed to enhance computer performance and productivity by optimizing settings for power, battery, display, collaboration touchpad, and presence detection. It also provides access to applications purchased with your new computer. For more information, see Dell Optimizer User's Guide at <a href="#">Dell Support Site</a> .
	<b>Dell Product Registration</b> Register your computer with Dell.
	<b>Dell Help &amp; Support</b> Access help and support for your computer.
	<b>SupportAssist</b> SupportAssist is a proactive and predictive technology that offers automated technical support for Dell computers. It proactively monitors both hardware and software, addressing performance issues, preventing security threats, and automating engagement with Dell Technical Support. For more information, see SupportAssist documentation at <a href="#">Dell Support Site</a> . <b>NOTE:</b> In SupportAssist, click the warranty expiry date to renew or upgrade your warranty.

# Specifications of Dell Pro 16 PC16250

## Dimensions and weight

The following table lists the height, width, depth, and weight of your Dell Pro 16 PC16250.

**Table 4. Dimensions and weight**

Description	Values
Height:	
Front height	18.89 mm (0.74 in.)
Rear height	20.85 mm (0.82 in.)
Width	358.00 mm (14.09 in.)
Depth	251.82 mm (9.91 in.)
Weight <b>NOTE:</b> The weight of your computer depends on the configuration that is ordered.	Minimum - 1.92 kg (4.23 lb)

## Processor

The following tables list the details of the processors that are supported in your Dell Pro 16 PC16250.

**Table 5. Processor**

Description	Option one	Option two	Option three	Option four
Processor type	Intel Processor U300E	13 <sup>th</sup> Generation Intel Core i3-1315U	Intel Core i3 100U	Intel Core i5 120U
Processor wattage	15 W	15 W	15 W	15 W
Processor total core count	5	6	6	10
Performance-cores	1	2	2	2
Efficient-cores	4	4	4	8
Processor total thread count	6	8	8	12
<b>NOTE:</b> Intel Hyper-Threading Technology is available only on Performance-cores.				
Processor speed	Up to 4.3 GHz	Up to 4.5 GHz	Up to 4.7 GHz	Up to 5.0 GHz
Frequency—Performance cores				
Processor base frequency	1.1 GHz	1.2 GHz	1.2 GHz	1.4 GHz
Maximum turbo frequency	4.3 GHz	4.5 GHz	4.7 GHz	5.0 GHz
Frequency—Efficient cores				
Processor base frequency	1.1 GHz	0.9 GHz	0.9 GHz	0.9 GHz
Maximum turbo frequency	3.2 GHz	3.3 GHz	3.30 GHz	3.8 GHz
Processor cache	8 MB	10 MB	10 MB	12 MB
Integrated graphics	Intel UHD Graphics	Intel UHD Graphics	Intel Graphics	Intel Graphics

**Table 6. Processor**

Description	Option five	Option six	Option seven	Option eight
Processor type	Intel Core i5 220U	Intel Core i7 150U	Intel Core i7 250U	Intel Core Ultra i5 225U
Processor wattage	15 W	15 W	15 W	15 W
Processor total core count	10	10	10	12
Performance-cores	2	2	2	2
Efficient-cores	8	8	8	8
Processor total thread count	12	12	12	14
 <b>NOTE:</b> Intel Hyper-Threading Technology is only available on Performance-cores.				
Processor speed	Up to 5.0 GHz	Up to 5.4 GHz	Up to 5.4 GHz	Up to 4.8 GHz
Frequency—Performance cores				
Processor base frequency	1.4 GHz	1.8 GHz	1.8 GHz	1.5 GHz
Maximum turbo frequency	5.0 GHz	5.4 GHz	5.4 GHz	4.8 GHz
Frequency—Efficient cores				
Processor base frequency	0.9 GHz	1.2 GHz	1.2 GHz	1.3 GHz
Maximum turbo frequency	3.8 GHz	4.0 GHz	4.0 GHz	3.8 GHz
Processor cache	12 MB	12 MB	12 MB	12 MB
Integrated graphics	Intel Graphics	Intel Graphics	Intel Graphics	Intel Graphics





**Table 10. External ports and slots (continued)**

Description	Values
USB ports	<ul style="list-style-type: none"><li>One USB 3.2 Gen 1 (5 Gbps) port</li><li>One USB 3.2 Gen 1 (5 Gbps) port with PowerShare</li><li>One USB 3.2 Gen 2 (10 Gbps) Type-C with DisplayPort Alt Mode/Power Delivery</li><li>One Thunderbolt 4 (40 Gbps) port with DisplayPort Alt Mode/USB Type-C/USB4/Power Delivery</li></ul> <p> <b>NOTE:</b> You can connect a Dell Docking Station to this port. For more information, search in the Knowledge Base Resource at <a href="#">Dell Support Site</a>.</p>
Audio port	One global headset port
Video port(s)	One HDMI 2.1 Transition-minimized differential signaling (TMDS) port
Media-card reader	Not applicable
Power-adapter port	One 4.5 mm x 2.9 mm DC-in
Security-cable slot	One security-cable slot (wedge-shaped)

## Internal slots

The following table lists the internal slots of your Dell Pro 16 PC16250.

**Table 11. Internal slots**

Description	Values
M.2	<ul style="list-style-type: none"><li>One M.2 2230 slot for solid state drive</li><li>One M.2 2230 slot for WLAN card, Wi-Fi/Bluetooth</li></ul> <p> <b>NOTE:</b> To learn more about the features of different types of M.2 cards, search in the Knowledge Base Resource at <a href="#">Dell Support Site</a>.</p>

## Ethernet

The following table lists the wired ethernet Local Area Network (LAN) specifications of your Dell Pro 16 PC16250.

**Table 12. Ethernet specifications**

Description	Values
Model	Integrated Realtek RTL8111H-CG
Transfer rate	10/100/1000 Mbps







**Table 18. Secondary behavior**

Function key	Secondary behavior
Fn + F1	Operating system and application-specific F1 behavior
Fn + F2	Operating system and application-specific F2 behavior
Fn + F3	Operating system and application-specific F3 behavior
Fn + F4	Operating system and application-specific F4 behavior
Fn + F5	Operating system and application-specific F5 behavior
Fn + F6	Operating system and application-specific F6 behavior
Fn + F7	Operating system and application-specific F7 behavior
Fn + F8	Operating system and application-specific F8 behavior
Fn + F9	Operating system and application-specific F9 behavior
Fn + F10	Operating system and application-specific F10 behavior
Fn + F11	Operating system and application-specific F11 behavior
Fn + F12	Operating system and application-specific F12 behavior
Fn + Ctrl	Open the application menu
Fn + Esc	Toggle between multimedia and function key behavior
Fn + PgUp	Scroll up the document or page
Fn + PgDn	Scroll down the document or page
Fn + Home	Move to the beginning of the document
Fn + End	Move to the end of the document
Copilot	Launch Copilot in Windows <b>NOTE:</b> If Copilot in Windows is not available on your computer, the Copilot key launches Recall. If both Recall and Copilot in Windows are not available on your computer, the Copilot key launches Windows Search. For more information about Copilot in Windows and Recall, search in the Knowledge Base Resource at the <a href="#">Dell Support Site</a> .

## Camera

The following table lists the camera specifications of your Dell Pro 16 PC16250.

**Table 19. Camera specifications**

Description	Values
Number of cameras	Two <b>NOTE:</b> The second camera is optional and may not be included in all configurations.
Camera type	<ul style="list-style-type: none"><li>HD RGB ((For computers shipped with Intel Core Series))</li><li>FHD RGB</li><li>FHD RGB + IR</li></ul>
Camera location	Front camera
Camera sensor type	CMOS sensor technology

**Table 19. Camera specifications (continued)**

Description	Values
Camera resolution:	
Still image	<ul style="list-style-type: none"> <li>• 0.92 megapixels (HD)</li> <li>• 2.07 megapixels (FHD)</li> </ul>
Video	<ul style="list-style-type: none"> <li>• 1280 x 720 (HD) at 30 fps</li> <li>• 1920 x 1080 (FHD) at 30 fps</li> </ul>
Infrared camera resolution:	
Still image	0.23 megapixels
Video	640 x 360 at 15 fps
Diagonal viewing angle:	
Camera	<ul style="list-style-type: none"> <li>• 75.0 degrees (HD)</li> <li>• 80.2 degrees (FHD)</li> </ul>
Infrared camera	86.60 degrees

## Touchpad

The following table lists the touchpad specifications of your Dell Pro 16 PC16250.

**Table 20. Touchpad specifications**

Description	Values
Touchpad resolution:	>300 DPI
Touchpad dimensions:	
Horizontal	115.00 mm (4.52 in.)
Vertical	80.00 mm (3.14 in.)
Touchpad gestures	For more information about the touchpad gestures available on Windows, see the Microsoft Knowledge Base article at <a href="#">Microsoft Support Site</a> .

## Power adapter

The following table lists the power adapter specifications of your Dell Pro 16 PC16250.

**Table 21. Power-adapter specifications**

Description	Option one	Option two	Option three
Type	65W AC adapter, 4.5 mm barrel, E4	65W AC adapter, USB Type-C, PECOS	60W AC adapter, USB Type-C, 2-pin (Japan)
Connector dimensions:			
External diameter	4.5 mm	Not applicable	Not applicable
Internal diameter	2.9 mm	Not applicable	Not applicable
Power-adapter dimensions:			
Height	29.5 mm	28 mm	22 mm

**Table 21. Power-adapter specifications (continued)**

<b>Description</b>	<b>Option one</b>	<b>Option two</b>	<b>Option three</b>
Width	46.0 mm	51 mm	55 mm
Depth	108.0 mm	112 mm	66 mm
Input voltage	100 VAC - 240 VAC	100 VAC - 240 VAC	100 VAC - 240 VAC
Input frequency	50 Hz - 60 Hz	50 Hz - 60 Hz	50 Hz - 60 Hz
Input current (maximum)	1.7 A	1.7 A	1.7 A
Output current (continuous)	3.34 A	<ul style="list-style-type: none"> <li>• 20 V/3.25 A (Continuous)</li> <li>• 15 V/3 A (Continuous)</li> <li>• 9 V/3 A (Continuous)</li> <li>• 5 V/3 A (Continuous)</li> </ul>	<ul style="list-style-type: none"> <li>• 20 V/3 A (Continuous)</li> <li>• 15 V/3 A (Continuous)</li> <li>• 9 V/3 A (Continuous)</li> <li>• 5 V/3 A (Continuous)</li> </ul>
Rated output voltage	19.5 VDC	<ul style="list-style-type: none"> <li>• 20 VDC</li> <li>• 15 VDC</li> <li>• 9 VDC</li> <li>• 5 VDC</li> </ul>	<ul style="list-style-type: none"> <li>• 20 VDC</li> <li>• 15 VDC</li> <li>• 9 VDC</li> <li>• 5 VDC</li> </ul>
Temperature range:			
Operating	0°C to 40°C (32°F to 104°F)	0°C to 40°C (32°F to 104°F)	0°C to 40°C (32°F to 104°F)
Storage	-40°C to 70°C (-40°F to 158°F)	-40°C to 70°C (-40°F to 158°F)	-40°C to 70°C (-40°F to 158°F)
 <b>CAUTION:</b> Operating and storage temperature ranges may differ among components, so operating or storing the device outside these ranges may impact the performance of specific components.			

## Power adapter requirements (for computers that are shipped with a 3-cell, 45 Wh battery)

 **NOTE:** If you did not purchase the Dell-branded power adapter that is recommended for your computer, ensure that the power adapter you use meets the following requirements.

The following table lists the power adapter requirements for your Dell Pro 16 PC16250.

**Table 22. Power adapter requirements**

<b>Description</b>	<b>Value</b>
Power that is required from a power adapter to achieve optimal performance.	65 W
Power that charges the computer at a slower speed.	Less than 60 W
 <b>NOTE:</b> A warning message may appear informing you about the use of a lower-powered adapter and slower charging speed.	
Minimum power that is required from a power adapter to operate the computer and charge the battery.	27 W
 <b>NOTE:</b> A warning message appears informing you about the use of a lower-powered adapter and slower charging speed.	
USB Power Delivery (PD) fast charging	Supported













# Working inside your computer

## Safety instructions

Use the following safety guidelines to protect your computer from potential damage and to ensure your personal safety. Unless otherwise noted, each procedure in this document assumes that you have read the safety information that shipped with your computer.

- ⚠ WARNING:** Before working inside your computer, read the safety information that is shipped with your computer. For more safety best practices, see [Dell Regulatory Compliance Home Page](#).
- ⚠ WARNING:** Disconnect your computer from 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 your computer to an electrical outlet.
- ⚠ CAUTION:** To avoid damaging the computer, ensure that the work surface is flat, dry, and clean.
- ⚠ CAUTION:** You should only perform troubleshooting and repairs as authorized or directed by the Dell technical support team. Damage due to servicing that is not authorized by Dell is not covered by your warranty. See the safety instructions that are shipped with the product or at [Dell Regulatory Compliance Home Page](#).
- ⚠ 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:** To avoid damaging the components and cards, handle them by their edges, and avoid touching the pins and the contacts.
- ⚠ CAUTION:** When you disconnect a cable, pull it by its connector or its pull tab, not the cable itself. Some cables have connectors with locking tabs or thumbscrews that you must disengage before disconnecting the cable. When disconnecting cables, keep them evenly aligned to avoid bending the connector pins. When connecting cables, ensure that the connector on the cable is correctly oriented and aligned with the port.
- ⚠ CAUTION:** Press and eject any installed card from the media-card reader.
- ⚠ CAUTION:** Exercise caution when handling rechargeable Li-ion batteries in laptops. Swollen batteries should not be used and should be replaced and disposed properly.

## Before working inside your computer

### Steps

1. Save and close all open files and exit all open applications.
2. Shut down your computer. For Windows operating system, click **Start > Power > Shut down**.
  - i NOTE:** If you are using a different operating system, see the documentation of your operating system for instructions.
3. Turn off all the attached peripherals.
4. Disconnect your computer from the electrical outlet.
5. Disconnect all attached network devices and peripherals, such as keyboard, mouse, and monitor from your computer.
6. Remove any media card and optical drive from your computer, if applicable.
7. To clean the air vents, use a soft brush and move vertically.





bonding wire. Never use wireless wrist straps. Always be cautious that the internal wires of a wrist strap are prone to damage from normal wear and tear, and must be checked regularly with a wrist strap tester in order to avoid accidental ESD hardware damage. It is recommended to test the wrist strap and bonding wire at least once per week.

- **ESD Wrist Strap Tester** – The wires inside an ESD strap are prone to damage over time. When using an unmonitored kit, it is a best practice to regularly test the strap before each service, and at a minimum, test once per week. A wrist strap tester is the best method for doing this test. To perform the test, plug the bonding-wire of the wrist-strap into the tester while it is strapped to your wrist and push the button to test. A green LED is lit if the test is successful; a red LED is lit and an alarm sounds if the test fails.

 **NOTE:** It is recommended to always use the traditional wired ESD grounding wrist strap and protective anti-static mat when servicing Dell products. In addition, it is critical to keep sensitive parts separate from all insulator parts while servicing the computer.

## Transporting sensitive components

When transporting ESD sensitive components such as replacement parts or parts to be returned to Dell, it is critical to place these parts in anti-static bags for safe transport.

## After working inside your computer

### About this task

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

### Steps

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, disks, or any other parts that you removed before working on your computer.
  4. Connect your computer to their electrical outlets.
-  **NOTE:** To exit service mode, ensure to connect the AC adapter to the power-adapter port on your computer.
5. Press the power button to turn on the computer.

## BitLocker

 **CAUTION:** If BitLocker is not suspended before updating the BIOS, the BitLocker key is not recognized the next time that you reboot the computer. You will be prompted to enter the recovery key to progress, and the computer displays a prompt for the recovery key on each reboot. If the recovery key is not known, this can result in data loss or an operating system reinstall. For more information, see Knowledge Article: [updating the BIOS on Dell computers with BitLocker enabled](#).

The installation of the following components triggers BitLocker:

- Hard disk drive or solid state drive
- System board

## Recommended tools

The procedures in this document may require the following tools:

- Phillips screwdriver #0
- Phillips screwdriver #1
- Flat-head slotted screwdriver (less than 4 mm)
- Plastic scribe

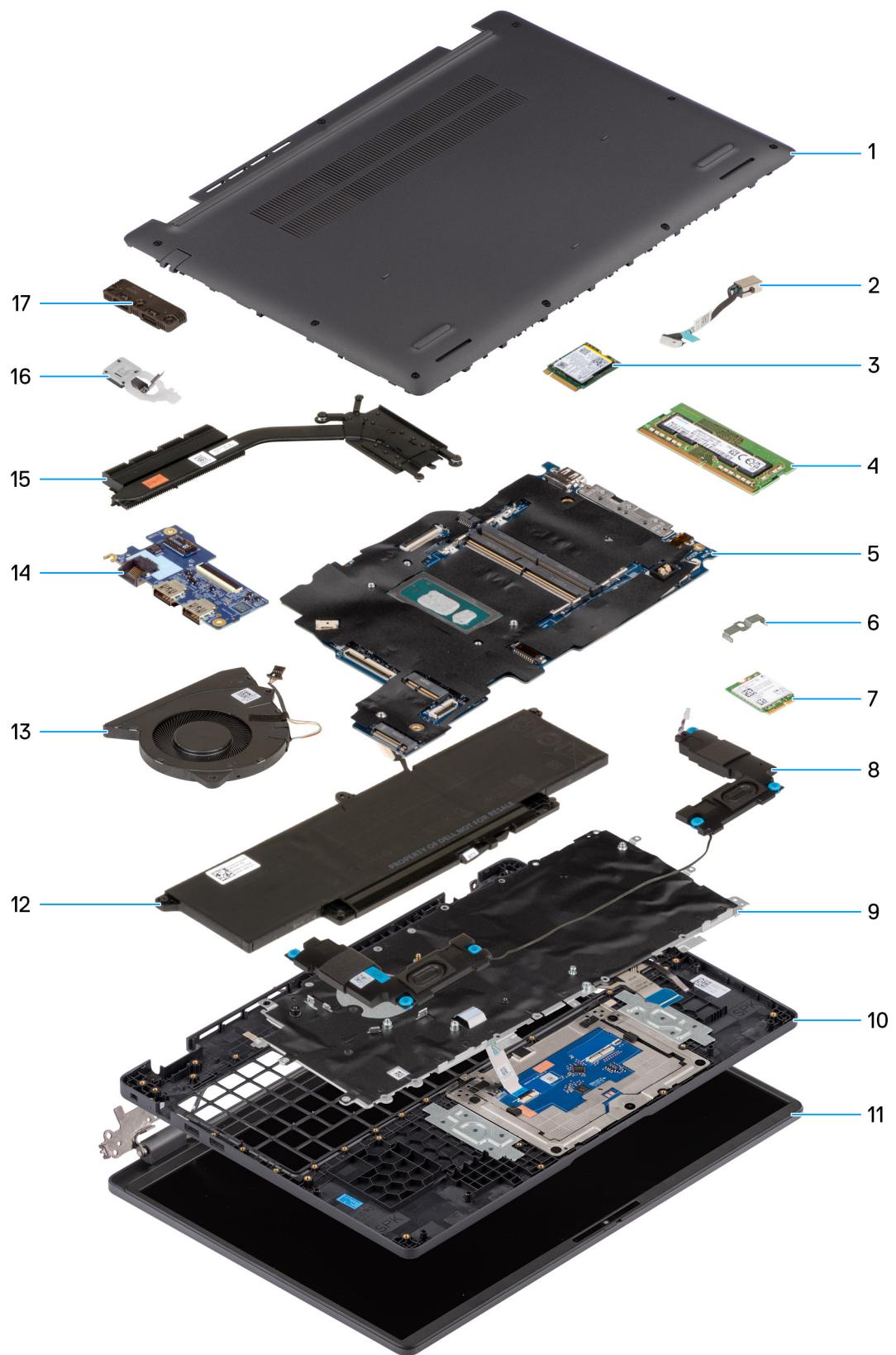


**Table 32. Screw list (continued)**

Component	Screw type	Quantity	Screw torque strength	Screw image
	M2x5	2	1.36 Kgf-cm to 1.84 Kgf-cm	
USB Type-C module	M2x5	3	1.36 Kgf-cm to 1.84 Kgf-cm	
Keyboard	M2x2.2	22	1.36 Kgf-cm to 1.84 Kgf-cm	
Keyboard support plate	M2x2.2		1.36 Kgf-cm to 1.84 Kgf-cm	
Display assembly	M2.5x5	6	2.55 kgf-cm to 3.45 kgf-cm	
Display-panel assembly	M2.5x2.5	6	2.55 kgf-cm to 3.45 kgf-cm	
	M2.5x3.5	4	2.55 kgf-cm to 3.45 kgf-cm	

## Major components of Dell Pro 16 PC16250

The following image shows the major components of Dell Pro 16 PC16250.



**Figure 10. Major Components of your system/Exploded View**

1. Base cover
2. Power-adapter port

3. Solid state drive
4. Memory module
5. System board
6. Wireless-card bracket
7. Wireless card
8. Speakers
9. Keyboard
10. Palmrest assembly
11. Display assembly
12. Battery
13. Fan
14. I/O board
15. Heat sink
16. Power button with fingerprint reader (optional)
17. USB Type-C module

 **NOTE:** Dell provides a list of components and their part numbers for the original computer configuration purchased. These parts are available according to warranty coverage purchased by the customer. Contact your Dell sales representative for purchase options.