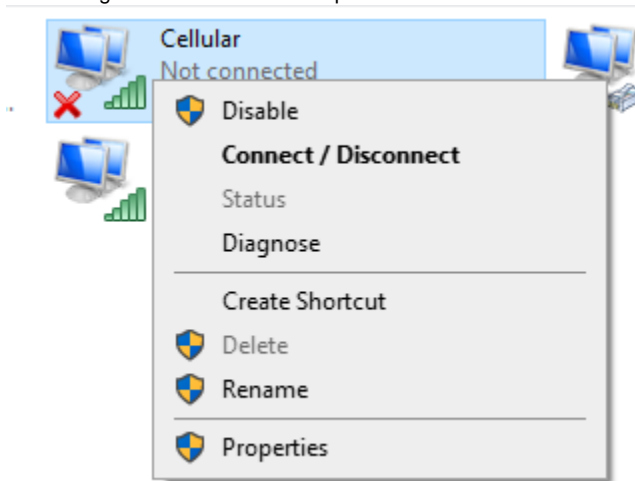
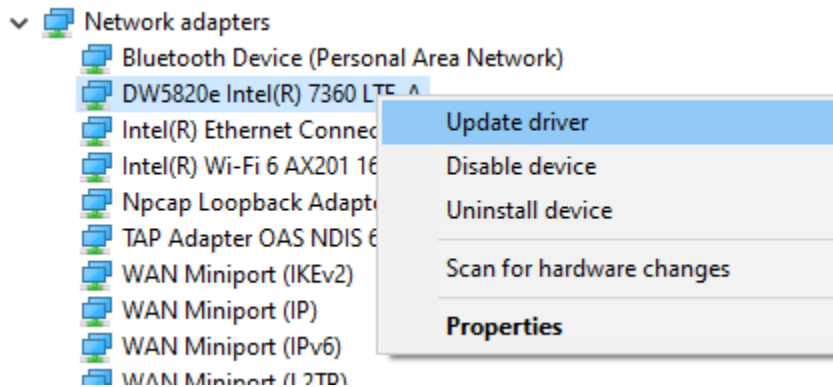


Troubleshooting: Cellular Won't Turn on/is Missing

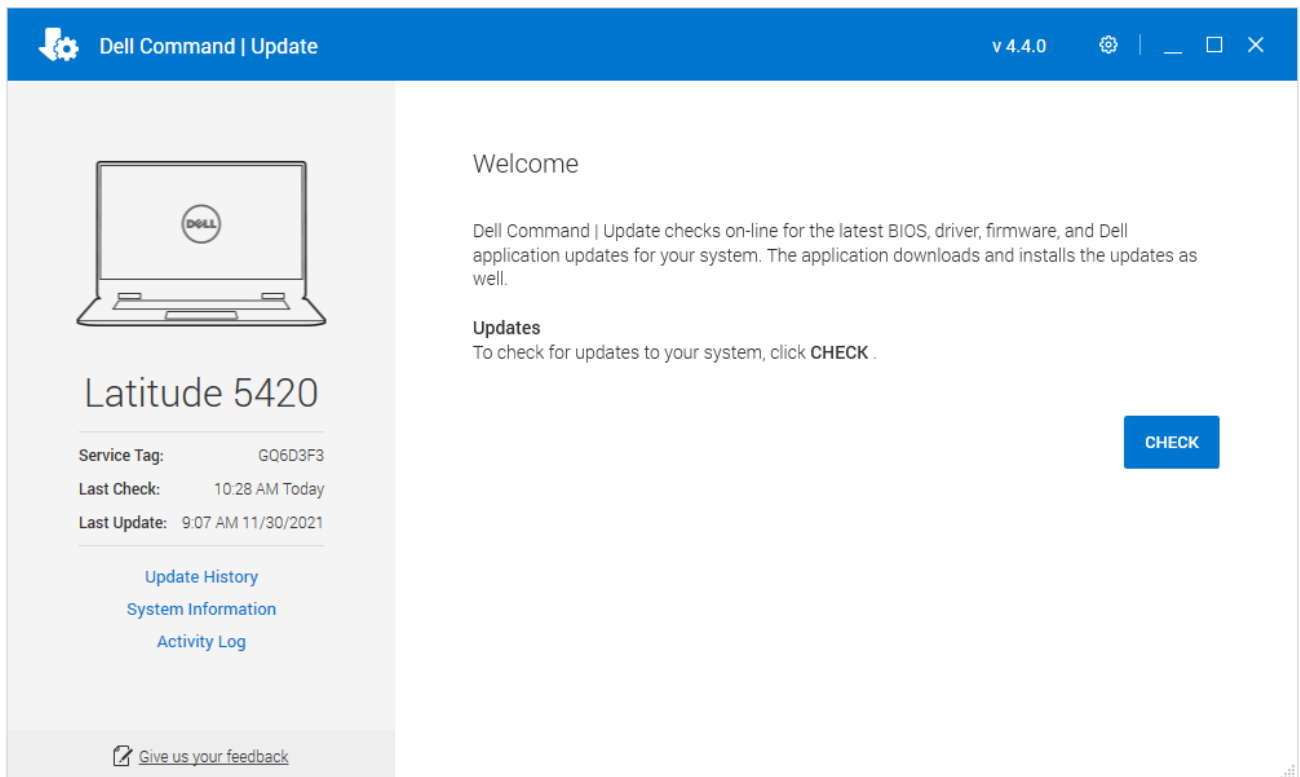
1. The cellular adapter is turned off. To turn the cellular adapter on: Press the windows key > Type "View Network Connections" > Press Enter > Right click on "Cellular Adapter" and click "Enable"



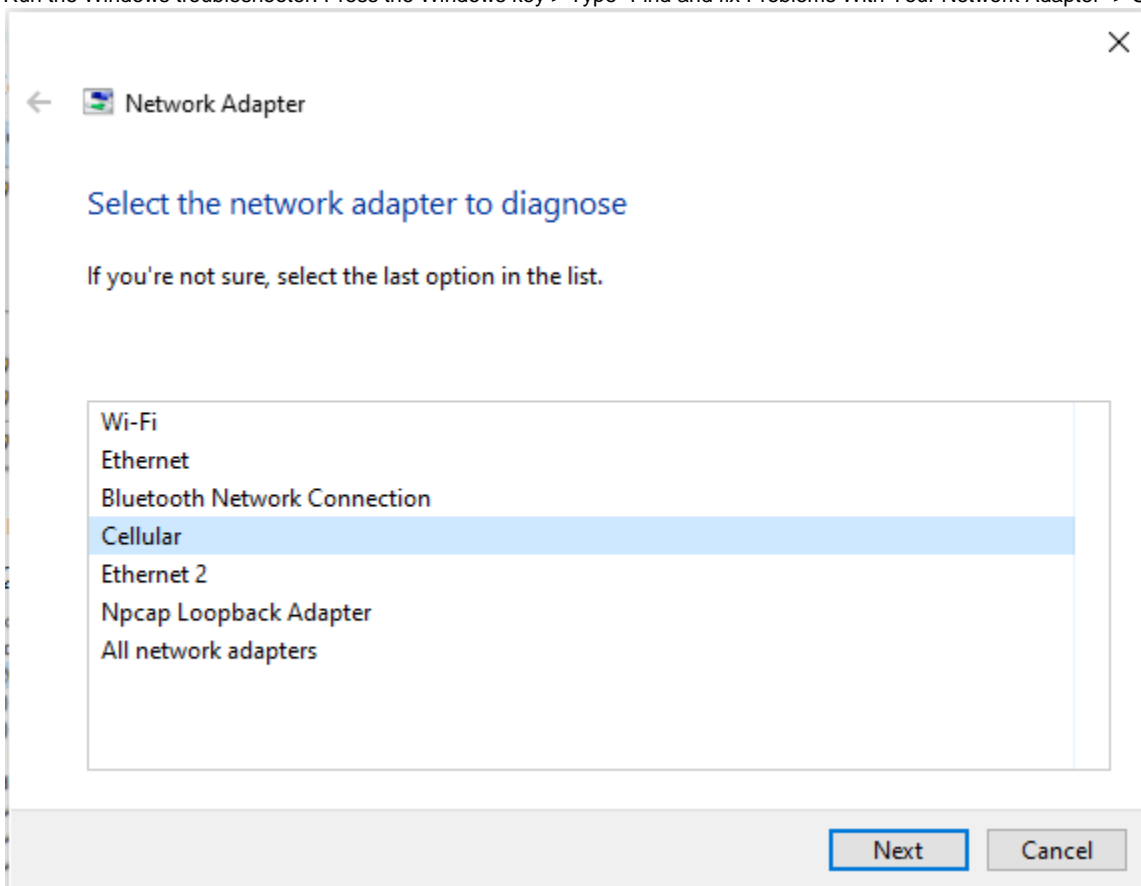
2. The network driver needs an update: Press the Windows key + X > Click "Device Manager" > Right click on "DW5820e Intel(R) 7360 LTE-A" and click "Update"



3. The laptop is not fully updated: Check for system updates as well as Dell Command updates



4. Run the Windows troubleshooter: Press the Windows key > Type "Find and fix Problems With Your Network Adapter" > Click "Cellular"



5. The sim card/tray might be damaged. Contact Dell Customer Support as a last resort: <https://www.dell.com/support/home/en-us>