Dell Chromebook 11

C1126M 2-in-1

Field Service Manual

Regulatory Model: P30T
Regulatory Type: P30T005
September 2026
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DELL Technologies

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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1

Views of Dell Chromebook 11 C1126M 2-in-1

Right view



Figure 1. Right view

1. **Global headset jack**

   Supports connection of headphones or combo headsets with integrated microphone for audio input and output.

2. **Wedge-shaped lock slot**

   Provides a slot for a cable lock to secure the computer against unauthorized removal or movement.

Left view



Figure 2. Left view

1. **USB 3.2 Gen 1 (5 Gbps) Type-C with DisplayPort Alt Mode port**

   Supports high-speed data transfer up to 10 Gbps, video output through DisplayPort Alt Mode. Enables fast charging and seamless connectivity to external devices and displays through a single versatile interface.

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

2. **USB 3.2 Gen 1 (5 Gbps) Type-C with DisplayPort Alt Mode port**

   Supports high-speed data transfer up to 10 Gbps, video output through DisplayPort Alt Mode. Enables fast charging and seamless connectivity to external devices and displays through a single versatile interface.

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

3. **USB 3.2 Gen 1 (5 Gbps) Type-A port**

   Supports data transfer speed up to 5 Gbps for connecting external storage and peripheral devices.

4. **Battery-status light**

Indicates the current battery charge level and charging status through LED signals, helping users monitor power availability and charging progress.

- **Green**: The battery is fully charged.
- **Amber/Orange**: The battery is charging.
- **Red**: The battery level is low.
- **Blinking Red**: The battery level is critically low or there is an issue with the battery.
- **No Light**: The battery is adequately charged, or the computer is turned off.
- **Solid White**: The battery is charging.
- **Solid Amber**: The battery charge is critically low. A low battery state is approximately 30 minutes or less of battery life remaining (Amber 590 nm +/- 3 nm).

NOTE: These lights are specific to your computer model. For more information, see your computer's guide to understand and use them correctly.

Top view



Figure 3. Top view

1. **Microphone (optional)**

   Provides digital sound input for audio recording, voice calls, and so on.

2. **Camera-status light (optional)**

   Turns on when the camera is in use.

3. **World-facing camera (optional)**

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

4. **Power button**

   Press to turn on the computer if it is turned off.

NOTE: The power-button behavior can be customized in the operating system.

5. **Touchpad**

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

Front view

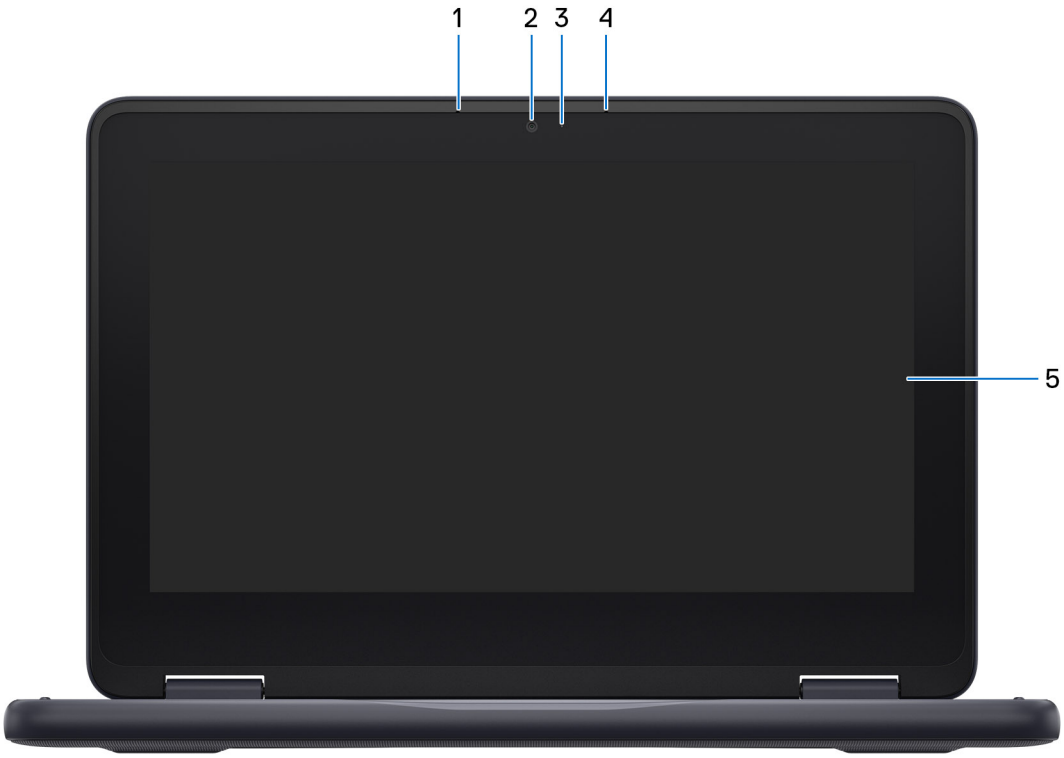


Figure 4. Front view

1. **Left microphone**

   Provides digital sound input for audio recording and voice calls.

2. **Camera**

   Enables video calls, photo capture, and recording.

3. **Camera-status light**

   Illuminates automatically to indicate active camera usage, alerting users when the camera is recording or streaming.

4. **Right microphone**

   Provides digital sound input for audio recording and voice calls.

5. **Display**

   Provides visual output.

Bottom view



Figure 5. Bottom view

1. **Speakers**

   Provide audio output.

2. **Service Tag 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. **Speakers**

   Provide audio output.

Modes

The following modes are applicable for your 2-in-1 computer.

Notebook

Notebook mode is the default setup of your 2-in-1 computer, with the screen upright and the keyboard accessible for typing. Notebook mode is ideal for productivity tasks and offers ergonomic comfort.



Figure 6. Notebook mode

Tablet

Convert your 2-in-1 computer into tablet mode by folding the keyboard back. Tablet mode is ideal for touch-based tasks and offers portability and intuitive interaction.



Figure 7. Tablet mode

Stand

Convert your 2-in-1 computer into stand mode by flipping the keyboard back and use the screen as a display stand. Stand mode is ideal for presentations, video calls, or browsing content and offers a stable and hands-free viewing experience.



Figure 8. Stand mode

Tent

Convert your 2-in-1 computer into tent mode by folding the computer into an inverted "V" shape, with the screen facing out. Tent mode is ideal for presentations, video calls, or browsing content and offers a stable and hands-free viewing experience.



Figure 9. Tent mode

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 Dell Support Site.

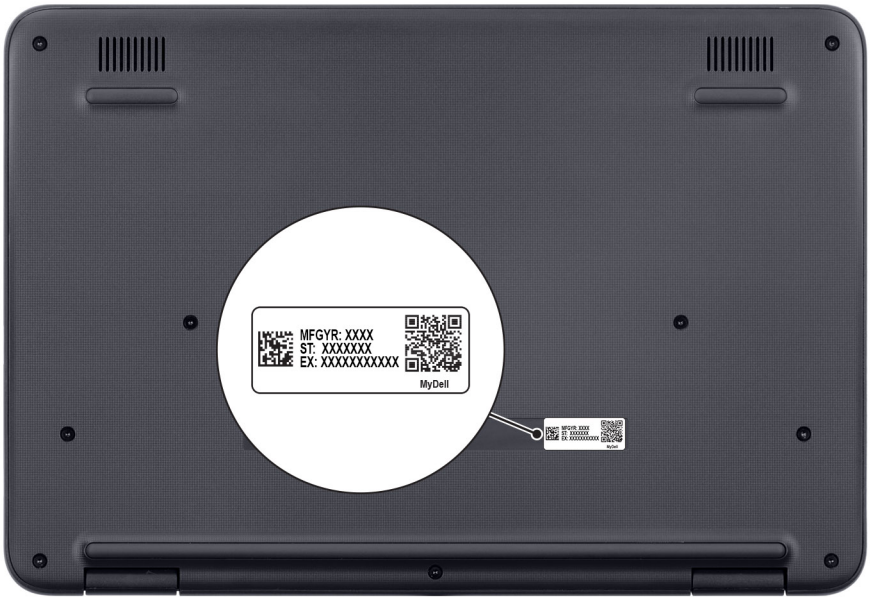


Figure 10. Service Tag/Express Service Code location

Battery-status light

The following table lists the battery-status light of your Dell Chromebook 11 C1126M 2-in-1.

Table 1. Battery-status light behavior

Power source	LED behavior	System power state	Battery charge level
AC adapter	Off	S0 or S5	100%
AC adapter	Solid white	S0 or S5	< 100%
Battery	Off	S0 or S5	11-100%
Battery	Solid amber	S0 or S5	< 10%

- S0 (ON): The computer is turned on.
- S3 (Sleep): Screen is off, and the computer is in sleep mode.
- S4 (Hibernate): The computer consumes the least power in the Hibernate 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 after the computer is turned on.
- S5 (OFF): The computer is in a shutdown state.

2

Set up your Dell Chromebook 11 C1126M 2-in-1

About this task

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.

   CAUTION: Connect the power cable to a power distribution unit (PDU) 16 A and then connect the PDU to the wall outlet.

   NOTE: To conserve battery power, the battery might enter power-saving mode. Ensure that the power adapter is connected before turning on the computer.



Figure 11. Connect the power adapter and press the power button

2. Follow the instructions on the screen and complete the Chromebook Operating system setup. For more information about installing and configuring a Chromebook, see Chrome OS Support.
3. Locate and install the required apps from the Google Chrome Web Store. For more information about downloading and installing applications on your Chromebook, search Dell Support Site.

3

Specifications of Dell Chromebook 11 C1126M 2-in-1

Dimensions and weight

The following table lists the height, width, depth, and weight of your Dell Chromebook 11 C1126M 2-in-1.

Table 2. Dimensions and weight

Description	Values
Front height	21.90 mm (0.86 in.)
Rear height	21.90 mm (0.86 in.)
Width	303.90 mm (11.96 in.)
Depth	207.90 mm (8.19 in.)
Weight **NOTE:** The weight of your computer depends on the configuration that you ordered.	1.56 kg (3.45 lb)

Processor

The following table lists the details of the processors that are supported on your Dell Chromebook 11 C1126M 2-in-1.

Table 3. Processor

Description	Option one
Type	MediaTek MT8189
Wattage	4 W
Total cores	6
Speed	Up to 2.60 GHz
Performance-core frequency	
Maximum turbo frequency	2.60 GHz
Efficient-core frequency	
Maximum turbo frequency	2.00 GHz

Chipset

The following table lists the details of the chipset that is supported on your Dell Chromebook 11 C1126M 2-in-1.

Table 4. Chipset

Description	Values
Chipset	System on a Chip
Processor	MediaTek MT8189
DRAM bus width	32-bit
Flash EPROM	8 MB
PCIe bus	Up to Gen2

Operating system

Your Dell Chromebook 11 C1126M 2-in-1 supports the following operating systems:

ChromeOS

Memory

The following table lists the memory specifications of your Dell Chromebook 11 C1126M 2-in-1.

Table 5. Memory specifications

Description	Values
Memory slots	Onboard **NOTE:** Memory is non-upgradable.
Memory type	LPDDR5/LPDDR5x
Memory speed	6400 MT/s
Maximum memory configuration	8 GB
Minimum memory configuration	4 GB
Memory configurations supported	• 4 GB: 1 x 4 GB, LPDDR5/LPDDR5x, 6400 MT/s, single-channel (onboard) • 8 GB: 1 x 8 GB, LPDDR5/LPDDR5x, 6400 MT/s, single-channel (onboard)

External ports and slots

The following table lists the external ports and slots on your Dell Chromebook 11 C1126M 2-in-1.

Table 6. External ports and slots

Description	Values
USB ports	• Two USB 3.2 Gen 1 (5 Gbps) Type-C with DisplayPort Alt Mode • One USB 3.2 Gen 1 (5 Gbps) Type-A port
Audio port	One global headset jack
Video port(s)	Two USB 3.2 Gen 1 (5 Gbps) Type-C with DisplayPort Alt Mode
Media-card reader	Not supported
Power-adapter port	65 W AC adapter, USB Type-C
Security-cable slot	One wedge-shaped lock slot

Wireless module

The following table lists the Wireless Local Area Network (WLAN) module that is supported on your Dell Chromebook 11 C1126M 2-in-1.

Table 7. Wireless module specifications

Description	Values
Model number	MediaTek MT7922 **NOTE:** The wireless card is integrated on the system board.
Transfer rate	Up to 2400 Mbps
Frequency bands supported	2.4 GHz/5 GHz/6 GHz
Wireless standards	• Wi-Fi 802.11a/b/g • Wi-Fi 4 (WiFi 802.11n) • Wi-Fi 5 (WiFi 802.11ac) • Wi-Fi 6E (WiFi 802.11ax)
Encryption	• 64-bit/128-bit WEP • AES-CCMP • TKIP
Bluetooth wireless card **NOTE:** The functionality of the Bluetooth wireless card may vary based on the operating system.	Bluetooth 5.4

Audio

The following table lists the audio specifications of your Dell Chromebook 11 C1126M 2-in-1.

Table 8. Audio specifications

Description	Values
Audio controller	Realtek ALC5650-CG
Stereo conversion	Supported
Internal audio interface	I2S interface
External audio interface	One global headset jack
Number of speakers	2
Internal-speaker amplifier	Supported
External volume controls	Supported
Speaker output:	
Average	2 W
Peak	3 W
Microphone	Digital-array microphones in camera assembly

Storage

This section lists the storage options on your Dell Chromebook 11 C1126M 2-in-1.

Your Dell Chromebook 14 C1426M supports the following storage configurations:

- eMMC

Table 9. Storage specifications

Storage type	Interface type	Capacity
eMMC	Onboard	64 GB

Keyboard

The following table lists the keyboard specifications of your Dell Chromebook 11 C1126M 2-in-1.

Table 10. Keyboard specifications

Description	Values
Keyboard type	Non-backlit keyboard
Keyboard layout	QWERTY
Number of keys	Non-backlit keyboard without numpad • Arabic, English International, English US: 79 keys

Table 10. Keyboard specifications (continued)

Description	Values
	• Belgian, Canada (Bilingual) (MUI), English UK, French, Nordic (MUI), Spanish (Castillian), Spanish (Latin America): 80 keys • Japanese: 83 keys
Key pitch	Horizontal = 18.70 mm Vertical = 18.50 mm
Keyboard shortcuts	Some keys on your keyboard have two symbols on them. These keys can be used to type alternate characters or to perform secondary functions. • To type the alternate character, press Shift and the desired key. • To perform secondary functions, press Fn and the desired key. **NOTE:** You can define the primary behavior of the function keys (F1–F12) by changing **Function Key Behavior** in the BIOS Setup program. **NOTE:** If Copilot in Windows is not available on your computer, pressing the Copilot key launches Windows search. For more information about Copilot in Windows, search Dell Support site.

Keyboard shortcuts

NOTE: Keyboard characters may differ depending on the keyboard language configuration. Keys that are used for shortcuts remain the same across all language configurations.

Some keys on your keyboard have two symbols on them. These keys can be used to type alternate characters or to perform secondary functions. The symbol that is shown on the lower part of the key refers to the character that is typed out when the key is pressed. If you press shift and the key, the symbol that is shown on the upper part of the key is typed out. For example, if you press **2**, **2** is typed out; if you press **Shift** + **2**, **@** is typed out.

The keys F1-F12 at the top row of the keyboard are function keys for multimedia control, as indicated by the icon at the bottom of the key. Press the function key to invoke the task represented by the icon. For example, pressing F1 mutes the audio (refer to the table below).

However, if the function keys F1-F12 are needed for specific software applications, multimedia functionality can be disabled by pressing **Fn** + **Esc**. Subsequently, multimedia control can be invoked by pressing **Fn** and the respective function key. For example, mute audio by pressing **Fn** + **F1**.

NOTE: You can also define the primary behavior of the function keys (F1–F12) by changing **Function Key Behavior** in BIOS setup program.

Table 11. List of keyboard shortcuts

Function key	Redefined key (for multimedia control)	Behavior
F1	Fn + F1	Mute audio
F2	Fn + F2	Decrease volume
F3	Fn + F3	Increase volume
F4	Fn + F4	Play previous track/chapter
F5	Fn + F5	Play/Pause
F6	Fn + F6	Play the next track/chapter

Table 11. List of keyboard shortcuts (continued)

Function key	Redefined key (for multimedia control)	Behavior
F8	Fn + F8	Switch to external display
F9	Fn + F9	Search
F10	Fn + F10	Click keyboard backlight (optional). **NOTE:** Non-backlight keyboards have the F10 function key without the backlight icon and do not support the toggle keyboard backlight function. **NOTE:** Toggle to cycle the keyboard backlight status through off, low-backlight, and high-backlight.
F11	Fn + F11	Decrease brightness
F12	Fn + F12	Increase brightness

The **Fn** key is also used with selected keys on the keyboard to invoke other secondary functions.

Table 12. Secondary behavior

Function key	Behavior
Fn + PrtScr	Turn off/on wireless
Fn + B	Pause/Break
Fn + Insert	Sleep
Fn + S	Toggle scroll lock
Fn + H	Toggle between power and battery-status light/hard-drive activity light
Fn + R	System request
Fn + Ctrl	Open application menu
Fn + Esc	Toggle Fn-key lock
Fn + PgUp	Page up
Fn + PgDn	Page down
Fn + Home	Home
Fn + End	End

Camera

The following table lists the camera specifications of your Dell Chromebook 11 C1126M 2-in-1.

Table 13. Camera specifications

Description	Option one	Option two
Camera type	One HD RGB Camera	One 5M RGB Camera
Camera location	Front camera	World facing camera
Camera sensor type	CMOS sensor technology	CMOS sensor technology
Camera resolution:		

Table 13. Camera specifications (continued)

Description	Option one	Option two
Still image	0.92 megapixels	4.92 megapixels
Video	1280 x 720 (HD) at 30 fps	2560 x 1920 (5M) at 30 fps
Diagonal viewing angle:	75.0 degrees	76.6 degrees

Touchpad

The following table lists the touchpad specifications of your Dell Chromebook 11 C1126M 2-in-1.

Table 14. Touchpad specifications

Description	Values
Touchpad resolution:	>300dpi
Touchpad dimensions:	
Horizontal	105 mm
Vertical	65 mm
Touchpad gestures	For more information about the touchpad gestures available on Chromebook search Chrome Support Site.

Power adapter

The following table lists the power adapter specifications of your Dell Chromebook 11 C1126M 2-in-1.

Table 15. Power-adapter specifications

Description	Values
Type	65 W AC adapter, USB Type-C
Power-adapter dimensions:	
Height	28.00 mm (1.10 in.)
Width	51.00 mm (2.01 in.)
Depth	112.00 mm (4.41 in.)
Input voltage	100 VAC – 240 VAC
Input frequency	50 Hz – 60 Hz
Input current (maximum)	1.70 A
Output current (continuous)	• 20 V/3.25 A (continuous) • 15 V/3 A (continuous) • 9 V/3 A (continuous) • 5 V/3 A (continuous)
Rated output voltage	20 VDC/15 VDC/9 VDC/5 VDC
Temperature range:	

Table 15. Power-adapter specifications (continued)

Description	Values
Operating	0°C to 40°C (32°F to 104°F)
Storage	-40°C to 70°C (-40°F to 158°F)
CAUTION: 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

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 Chromebook 11 C1126M 2-in-1.

Table 16. Power adapter requirements

Description	Value
Power that is required from a power adapter to achieve optimal performance.	65 W
Power that charges the computer at a slower speed. **NOTE:** A warning message may appear informing you about the use of a lower-powered adapter and slower charging speed.	Less than 20 W
Minimum power that is required from a power adapter to operate the computer and charge the battery. **NOTE:** A warning message appears informing you about the use of a lower-powered adapter and slower charging speed.	• AC adapter rate is greater than 15W • AC adapter rate is equal to 15W and battery RSOC is equal to or greater than 1%
USB Power Delivery (PD) fast charging	Not supported
ExpressCharge mode	Not supported

Battery

The following table lists the battery specifications of your Dell Chromebook 11 C1126M 2-in-1.

Table 17. Battery specifications

Description	Values
Battery type	3-cell, 45 Wh, Lithium Ion, Long Life Cycle
Battery voltage	13.20 VDC
Battery weight (maximum)	0.20 Kg (0.44 lb)
Battery dimensions:	
Height	6.30 mm (0.25 in.)
Width	254.80 mm (10.03 in.)
Depth	72.80 mm (2.87 in.)

Table 17. Battery specifications (continued)

Description	Values
Temperature range:	
Operating	0°C to 60°C (32°F to 140°F)
Storage	-20°C to 65°C (-40°F to 149°F)
Battery operating time	Varies depending on operating conditions and can significantly reduce under certain power-intensive conditions.
Battery charging time (approximate)	• 0°C~15°C: 4 hours (when the computer is off) • 16°C~45°C: 3 hours (when the computer is off) • 46°C~50°C: 3 hours (when the computer is off)
Coin-cell battery	Not supported

CAUTION: 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.

CAUTION: Dell Technologies recommends that you charge the battery regularly for optimal power consumption. If your battery charge is completely depleted, connect the power adapter, turn on your computer, and then restart your computer to reduce the power consumption.

NOTE: To help preserve battery health, the battery may enter Storage Mode after an extended period of inactivity (approximately three weeks or longer). If the charge level becomes critically low during storage, the battery may disable certain functions as a protective measure. Connect the AC adapter to power on the computer and recharge the battery. For more information about Storage Mode, see Battery Storage Mode at Dell Support Site.

Power requirements

NOTE: The information in this section is applicable to the European Union (EU) countries.

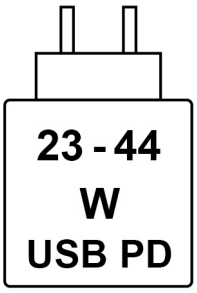


Figure 12. Pictogram for power charging requirements

The power that is delivered by the charger must be between a minimum of 23 Watts that is required by the radio equipment, and a maximum of 44 Watts in order to achieve the maximum charging speed.

This computer supports USB Power Delivery (PD) fast charging.

Display

The following table lists the display specifications of your Dell Chromebook 11 C1126M 2-in-1.

Table 18. Display specifications

Description	Values
Display type	11.6-inch High Definition (HD)
Touch options	Yes
Display-panel technology	In-Plane Switching (IPS)
Display-panel dimensions (active area):	
Height	144 mm (5.67 in.)
Width	256.13 mm (10.08 in.)
Diagonal	294.64 mm (11.60 in.)
Display-panel native resolution	1366 x 768
Luminance (typical)	220 nits
Megapixels	1.04
Color gamut	50% NTSC
Pixels Per Inch (PPI)	135
Contrast ratio (minimum)	600:1 (typical)
Response time (maximum)	16 milliseconds
Refresh rate	60 Hz
Horizontal view angle (minimum)	+ 80/- 80 degrees
Vertical view angle (minimum)	+ 80/- 80 degrees
Pixel pitch	0.1875 mm x 0.1875 mm
Power consumption (maximum)	3.00 W
Anti-glare vs glossy finish	Anti-glare

GPU—Integrated

The following table lists the specifications of the integrated Graphics Processing Unit (GPU) supported by your Dell Chromebook 11 C1126M 2-in-1.

Table 19. GPU—Integrated

Controller	Memory size	Processor
Arm Mali-G57 MC2	Shared system memory	MediaTek MT8189

Multiple display support matrix

The following table lists the multiple display support matrix for your Dell Chromebook 11 C1126M 2-in-1.

Table 20. Multiple display support matrix

Description	Option 1	Option 2
Integrated Graphics Card	Intel UHD Graphics with 2 Display Port	Intel Xe Graphics with two Display Port
Optional Module	One VGA/HDMI 2.0 port	Two VGA/HDMI 2.0 ports
Supported 4K Displays	Three 4K monitors	Two 4K monitors
Supported 5K Displays	One 5K monitor	Two 5 K monitors

Multiple display support matrix

The following table lists the multiple display support matrix for your Dell Chromebook 11 C1126M 2-in-1.

Table 21. Multiple display support matrix

Description	Option
Integrated Graphics Card	Intel UHD Graphics with 2 Display Port
Optional Module	One VGA/HDMI 2.0 port
Supported 4K Displays	Three 4K monitors
Supported 5K Displays	One 5K monitor

GPU—Integrated

The following table lists the specifications of the integrated Graphics Processing Unit (GPU) supported by your Dell Chromebook 11 C1126M 2-in-1.

Table 22. GPU—Integrated

Controller	External display support	Memory size	Processor
Arm Mali-G57 MC2	Two USB 3.2 Gen 1 (5 Gbps) Type-C with DisplayPort Alt Mode port	Shared system memory	MediaTek MT8189

Multiple display support matrix

The following table lists the multiple display support matrix for your Dell Chromebook 11 C1126M 2-in-1.

Table 23. Multiple display support matrix

Description	Option 1	Option 2
Integrated Graphics Card	Intel UHD Graphics with 2 Display Port	Intel Xe Graphics with two Display Port
Optional Module	One VGA/HDMI 2.0 port	Two VGA/HDMI 2.0 ports
Supported 4K Displays	Three 4K monitors	Two 4K monitors

Table 23. Multiple display support matrix (continued)

Description	Option 1	Option 2
Supported 5K Displays	One 5K monitor	Two 5 K monitors

Multiple display support matrix

The following table lists the multiple display support matrix for your Dell Chromebook 11 C1126M 2-in-1.

Table 24. Multiple display support matrix

Description	Option
Integrated Graphics Card	Intel UHD Graphics with 2 Display Port
Optional Module	One VGA/HDMI 2.0 port
Supported 4K Displays	Three 4K monitors
Supported 5K Displays	One 5K monitor

External display support

The following table lists the external display support for your Dell Chromebook 11 C1126M 2-in-1.

Table 25. External display support

Graphics card	Supported external displays with laptop display enabled	Supported external displays with laptop display disabled
Arm Mali-G57 MC2	3	2

Hardware security

The following table lists the hardware security of your Dell Chromebook 11 C1126M 2-in-1.

Table 26. Hardware security

Hardware security
One wedge-shaped lock slot

Operating and storage environment

This table lists the operating and storage specifications of your Dell Chromebook 11 C1126M 2-in-1.

Airborne contaminant level: G1 as defined by ISA-S71.04-1985

Table 27. Computer environment

Description	Operating	Storage
Temperature range	0°C to 35°C (32 °F to 95°F)	-40°C to 65°C (-40°F to 149°F)
Relative humidity (maximum)	10% to 90% (non-condensing)	0% to 95% (non-condensing)
Vibration (maximum)*	0.66 GRMS	1.30 GRMS

Table 27. Computer environment (continued)

Description	Operating	Storage
Shock (maximum)	110 G†	160 G†
Altitude range	-15.20 m to 3048 m (-49.87 ft to 10,000 ft)	-15.20 m to 10,668 m (-49.87 ft to 35,000 ft)
CAUTION: 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.		

* Measured using a random vibration spectrum that simulates the user environment.

† Measured using a 2 ms half-sine pulse.

Dell support policy

For information about Dell support policy, search Dell Support Site.

4

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.

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.

Before working inside your computer

About this task

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

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**.

   NOTE: If you are using a different operating system, see the documentation of your operating system for shut-down 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.

   CAUTION: To disconnect a network cable, unplug the cable from your computer.

6. Remove any media card and optical disc from your computer, if applicable.

Safety precautions

This section details the primary steps to be followed before disassembling any device or component.

Observe the following safety precautions before any installation or break-fix procedures involving disassembly or reassembly:

- Turn off the computer and all attached peripherals.
- Disconnect the computer from AC power.
- Disconnect all network cables and peripherals from the computer.
- Use an ESD field service kit when working inside your computer to avoid electrostatic discharge (ESD) damage.
- Place the removed component on an anti-static mat after removing it from the computer.
- Press and hold the power button for 15 seconds to discharge the residual power in the system board.

Bonding

Bonding is a method for connecting two or more grounding conductors to the same electrical potential. This is done by using a field service electrostatic discharge (ESD) kit. When connecting a bonding wire, ensure that it is connected to bare metal and never to a painted or nonmetal surface. Ensure that the wrist strap is secure and in full contact with your skin. Remove all jewelry, watches, bracelets, or rings before grounding yourself and the equipment.

Electrostatic discharge—ESD protection

ESD is a major concern when you handle electronic components, especially sensitive components such as expansion cards, processors, memory modules, and system boards. A slight charge can damage circuits in ways that may not be obvious, such as intermittent problems or a shortened product life span. As the industry pushes for lower power requirements and increased density, ESD protection is an increasing concern.

Two recognized types of ESD damage are catastrophic and intermittent failures.

- **Catastrophic** – Catastrophic failures represent approximately 20 percent of ESD-related failures. The damage causes an immediate and complete loss of device functionality. An example of catastrophic failure is a memory module that has received a static shock and immediately generates a "No POST/No Video" symptom with a beep code that is emitted for missing or nonfunctional memory.
- **Intermittent** – Intermittent failures represent approximately 80 percent of ESD-related failures. The high rate of intermittent failures means that most of the time when damage occurs, it is not immediately recognizable. The memory module receives a static shock, but the tracing is merely weakened and does not immediately produce outward symptoms that are related to the damage. The weakened trace may take weeks or months to melt, and in the meantime may cause degradation of memory integrity, intermittent memory errors, and so on.

Intermittent failures that are also called latent or "walking wounded" are difficult to detect and troubleshoot.

Perform the following steps to prevent ESD damage:

- Use a wired ESD wrist strap that is properly grounded. Wireless anti-static straps do not provide adequate protection. Touching the chassis before handling parts does not ensure adequate ESD protection on parts with increased sensitivity to ESD damage.
- Handle all static-sensitive components in a static-safe area. If possible, use anti-static floor pads and workbench pads.
- When unpacking a static-sensitive component from its shipping carton, do not remove the component from the anti-static packing material until you are ready to install the component. Before unwrapping the anti-static packaging, use the anti-static wrist strap to discharge the static electricity from your body.

  NOTE: You can protect against ESD and discharge static electricity from your body by touching a metal-grounded object before you interact with anything electronic, for example, an unpainted metal surface on your computer's I/O panel. When connecting a peripheral (including handheld digital assistants) to your computer, you should always ground both yourself and the peripheral before connecting it to the computer. In addition, as you work inside the computer, periodically touch a metal-grounded object to remove any static charge that your body may have accumulated.

  For more information about the wrist strap and ESD wrist strap tester, see Components of an ESD Field Service Kit.
- Before transporting a static-sensitive component, place it in an anti-static container or packaging.

ESD Field Service kit

The unmonitored field service kit is the most commonly used service kit. Each Field Service kit includes three main components: anti-static mat, wrist strap, and bonding wire.

CAUTION: It is critical to keep ESD-sensitive devices away from internal parts that are insulated and often highly charged, such as plastic heat sink casings.

Working environment

Before deploying the ESD Field Service kit, assess the situation at the customer location. For example, deploying the kit for a server environment is different than for a desktop or laptop environment. Servers are typically installed in a rack within a data center; desktops or laptops are typically placed on office desks or cubicles. Always look for a large open flat work area that is free of clutter and large enough to deploy the ESD kit with additional space to accommodate the type of computer that is being repaired. The workspace should also be free of insulators that can cause an ESD event. On the work area, insulators such as styrofoam and other plastics should always be moved at least 12 inches or 30 centimeters away from sensitive parts before physically handling any hardware components.

ESD packaging

All ESD-sensitive devices must be shipped and received in static-safe packaging. Metal, static-shielded bags are preferred. However, you should always return the damaged component using the same ESD bag and packaging that the new part arrived in. The ESD bag should be folded over and taped shut and all the same foam packing material should be used in the original box that the new part arrived in. ESD-sensitive devices should be removed from packaging only at an ESD-protected work surface, and parts should never be placed on top of the ESD bag because only the inside of the bag is shielded. Always place parts in your hand, on the anti-static mat, in the computer, or inside an ESD bag.

Components of an ESD Field Service kit

The components of an ESD Field Service kit are:

- **Anti-Static Mat** – The anti-static mat is dissipative and parts can be placed on it during service procedures. When using an anti-static mat, your wrist strap should be snug and the bonding wire should be connected to the anti-static mat and to any bare metal on the computer being worked on. Once deployed properly, service parts can be removed from the ESD bag and placed directly on the anti-static mat. ESD-sensitive items are safe in your hand, on the anti-static mat, in the computer, or inside an ESD bag.
- **Wrist Strap and Bonding Wire** – If an anti-static mat is not being used, the wrist strap and bonding wire should be connected directly between your wrist and an exposed metal part of the hardware. If you are using an anti-static mat, connect the wrist strap and bonding wire to the anti-static mat to ensure protection for any hardware placed on the mat. The physical connection of the wrist strap and bonding wire between your skin, the anti-static mat, and the hardware is known as bonding. Use only Field Service kits with a wrist strap, anti-static mat, and 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 ESD kit, it is recommended to test the wrist strap regularly—ideally before each service session, and at a minimum, once per week. The most reliable method for testing is with a wrist strap tester. To perform the test, connect the bonding wire of the wrist strap to the tester while wearing the strap. Press the test button to initiate the check. A green LED indicates a successful test, while a red LED and audible alarm signal a failure.

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, discs, or any other components 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.

Information on repairability for Québec - From Dell Canada Inc. - to Quebec consumers

Dell does not guarantee the availability of replacement parts, repair services, or information necessary for maintenance or repair.

Recommended tools

The procedures in this document may require the following tools:

- Phillips screwdriver #0
- Phillips screwdriver #1
- Plastic scribe

Screw list

NOTE: When removing screws from a component, it is recommended to note the screw type and the quantity of screws, and then place them in a screw storage box. This is to ensure that the correct number of screws and correct screw type is restored when the component is replaced.

NOTE: Some computers have magnetic surfaces. Ensure that the screws are not left attached to such surfaces when replacing a component.

NOTE: Screw color may vary depending on the configuration ordered.

Table 28. Screw list

Component	Screw type	Quantity	Screw image
Base cover	Captive (Phillips #1) screws	9	
Battery	Captive screws	4	

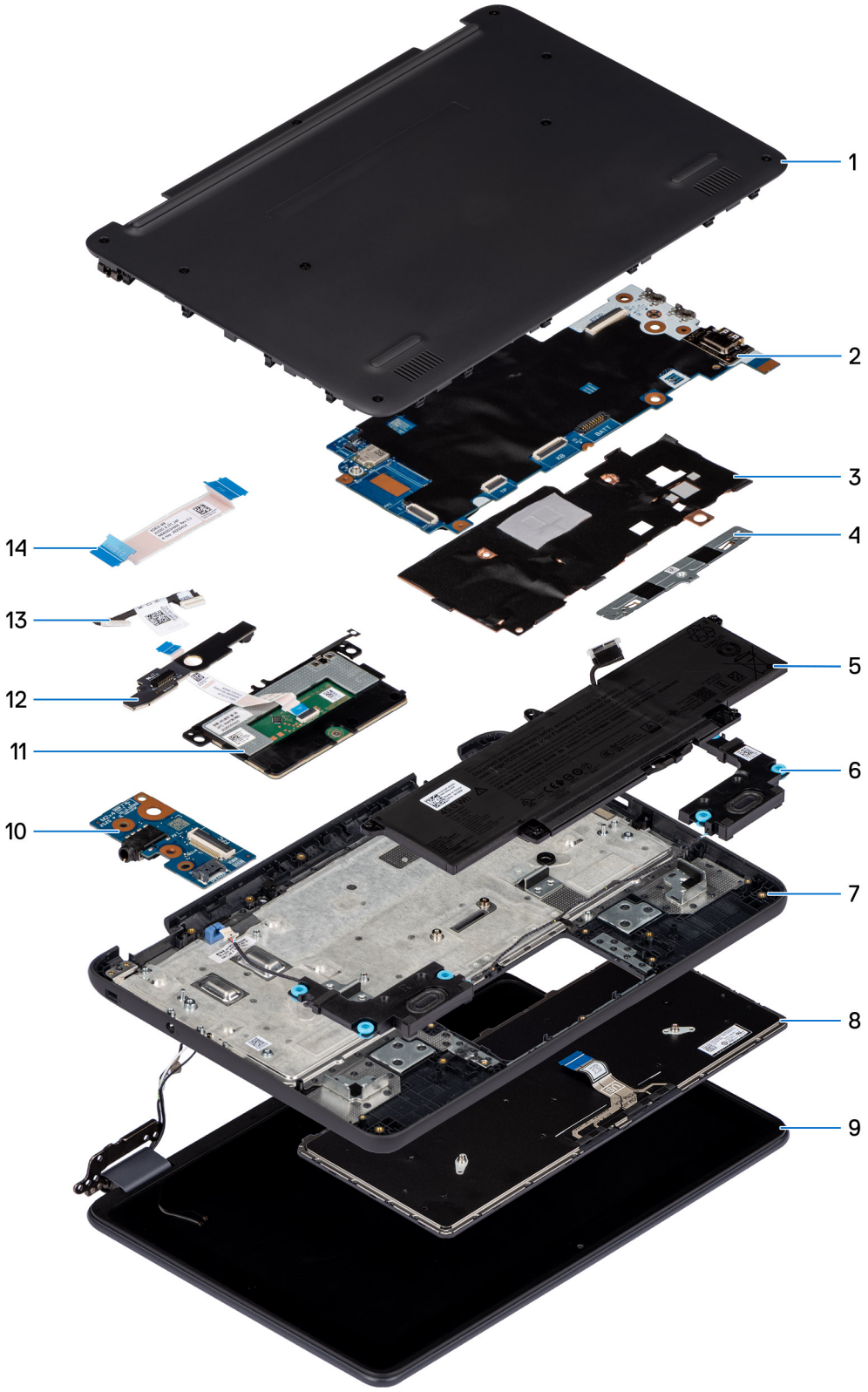
Table 28. Screw list (continued)

Component	Screw type	Quantity	Screw image
Battery	M2x4	1	
Audio I/O board	M2x4	2	
Speakers	M1.6x1.5	2	
Touchpad	M2x2.3	6	
Touchpad	M1.6x1.4	1	
System board	M2x4	3	
WLAN bracket	M2x3	1	
Display-cable bracket	M2.5x5	1	
USB Type-C bracket	M2x4	2	
USB-A bracket	M2x4	2	
Thermal plate	M2x3	3	
World-facing camera	M2.5x2.5	1	
Left hinge	M2.5x5	3	
Right hinge	M2.5x5	3	
EDP bracket	M2.5x5	1	

Major components of Dell Chromebook 11 C1126M 2-in-1

The following image shows the major components of Dell Chromebook 11 C1126M 2-in-1.

Figure 13. Major components of your



computer

1. Base cover
2. System board
3. Thermal plate
4. Touchpad bracket
5. Battery

6. Speaker
7. Palm-rest assembly
8. Keyboard
9. Display assembly
10. Audio I/O board
11. Touchpad
12. World facing camera (optional)
13. World facing camera cable (optional)
14. Audio I/O board cable

NOTE: Dell provides a list of components and their part numbers for the original computer configuration purchased. These parts are available depending on the warranty coverage that is selected at the time of purchase. Components from upsell or upgraded variants may not be covered under the standard computer warranty. For more details or to explore purchase options, contact your Dell sales representative.

Customer Replaceable Units (CRUs) and Field Replaceable Units (FRUs) list

The replaceable components in Dell Chromebook 11 C1126M 2-in-1 are either Customer Replaceable Units (CRUs) or Field Replaceable Units (FRUs).

CAUTION: CRUs may be replaced by the customer, following the safety precautions and replacement procedures.

CAUTION: FRUs should be replaced by an authorized service technician, who is a trained technical repair specialist.

CAUTION: Replacement of FRUs by persons other than authorized service technicians may result in damage to the computer or data loss.

NOTE: Damages resulting from improper replacement or from failure to follow instructions are not covered by your warranty. Consider having a trained technical repair specialist perform replacements of FRU components.

Table 29. CRU and FRU list

Customer Replaceable Unit (CRU)	Field Replaceable Unit (FRU)
Base cover	Keyboard
Battery	System board
Battery cable	Thermal plate
Audio I/O-board cable	Touchpad
Audio I/O board	Display assembly
Speaker	World-facing camera cable
	World-facing camera
	Palm-rest assembly

5

Field service information

The *Dell Chromebook 11 C1126M 2-in-1 Field Service Manual* enables the service technicians to accurately and effectively resolve customer inquiries and technical issues regarding this computer. This document provides an overview of the BIOS, features, and safety precautions. It also contains proper steps for replacing hardware that field-service technicians can use.

RTS information

- Global RTS: 05-18-2026

Product comparison

The following table shows the key features comparison between Dell Chromebook 11 C1126M 2-in-1 and its predecessor Dell Chromebook 11 CC11260 2-in-1.

Table 30. Product Comparison

Features	Dell Chromebook 11 CC11260 2-in-1	Dell Chromebook 11 C1126M 2-in-1
Processor	Intel Processor N150 (6 MB cache, 4 cores, 4 threads, 0.8 GHz to 3.6 GHz Turbo, 6 W)	MediaTek MT8189 (8 cores, up to 2.6 GHz)
Chipset	Integrated with the processor	Integrated with the processor
Memory	• 4 GB: 1 x 4 GB, LPDDR5/ LPDDR5x, 4800 MT/s, single-channel (onboard) • 8 GB: 1 x 8 GB, LPDDR5/ LPDDR5x, 4800 MT/s, single-channel (onboard) **NOTE:** Memory is onboard and cannot be upgraded.	• 4 GB: 1 x 4 GB, LPDDR5/LPDDR5x, 6400 MT/s, single-channel (onboard) • 8 GB: 1 x 8 GB, LPDDR5/LPDDR5x, 6400 MT/s, single-channel (onboard) **NOTE:** Memory is onboard and cannot be upgraded.
Storage	64 GB eMMC, onboard **NOTE:** Storage is onboard and cannot be upgraded.	64 GB eMMC, onboard **NOTE:** Storage is onboard and cannot be upgraded.
Graphics	Intel Graphics	Arm Mali-G57 MC2
Communications	WLAN: Intel Wi-Fi 6E AX211, 2x2, 802.11ax, MU-MIMO, Bluetooth 5.4 wireless card	WLAN: MediaTek MT7922, 2x2 MIMO, 2400 Mbps, 2.4/5/6 GHz, Wi-Fi 6E (WiFi 802.11ax), Bluetooth 5.7 **NOTE:** The wireless card is integrated on the system board.
I/O options	• Two USB 3.2 Gen 1 (5 Gbps) Type-C with DisplayPort Alt Mode ports • One USB 3.2 Gen 1 (5 Gbps) Type-A port • One global headset jack	• Two USB 3.2 Gen 1 (5 Gbps) Type-C with DisplayPort Alt Mode ports • One USB 3.2 Gen 1 (5 Gbps) Type-A port • One global headset jack
Operating systems	ChromeOS	ChromeOS
AC adapter	65 W AC adapter, USB Type-C	65 W AC adapter, USB Type-C

Table 30. Product Comparison (continued)

Features	Dell Chromebook 11 CC11260 2-in-1	Dell Chromebook 11 C1126M 2-in-1
Battery	3-cell, 42 Wh, Lithium Ion	3-cell, 45 Wh, Lithium Ion
Display	11.6", Touch, HD, 60Hz, IPS, 220 nits, 50% NTSC, Anti-Glare, Active Pen (USI) Support	29.5cm (11.6"), Touch, HD, 60Hz, IPS, 220 nits, 50% NTSC, Anti-Glare, Active Pen (USI) Support
Weight	1.56 kg (3.45 lb)	1.56 kg (3.45 lb)

Critical callouts

The following section contains information about some new features and need-to-know information about this computer.

NOTE: Before performing the procedures listed in the following section, see Working inside your computer.

Keyboard replacement

In order to release the keyboard from its compartment on the palm-rest assembly:

1. Open the display to a 180-degree angle.
2. Hold the sides of the palm rest securely while pushing a plastic scribe or screwdriver into the two release holes indicated below.

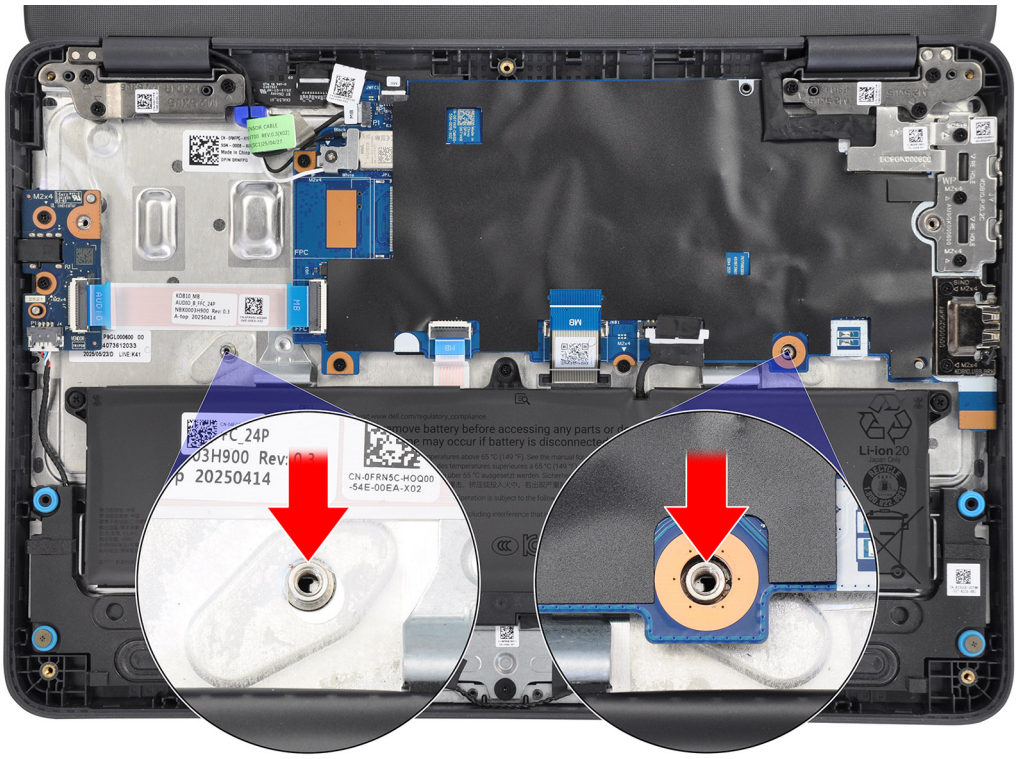


Figure 14. Keyboard replacement

Keyboard installation

When installing the keyboard, thread the keyboard Flexible Printed Circuit (FPC) through the opening on the palm-rest assembly while inserting the keyboard into its designated slots.

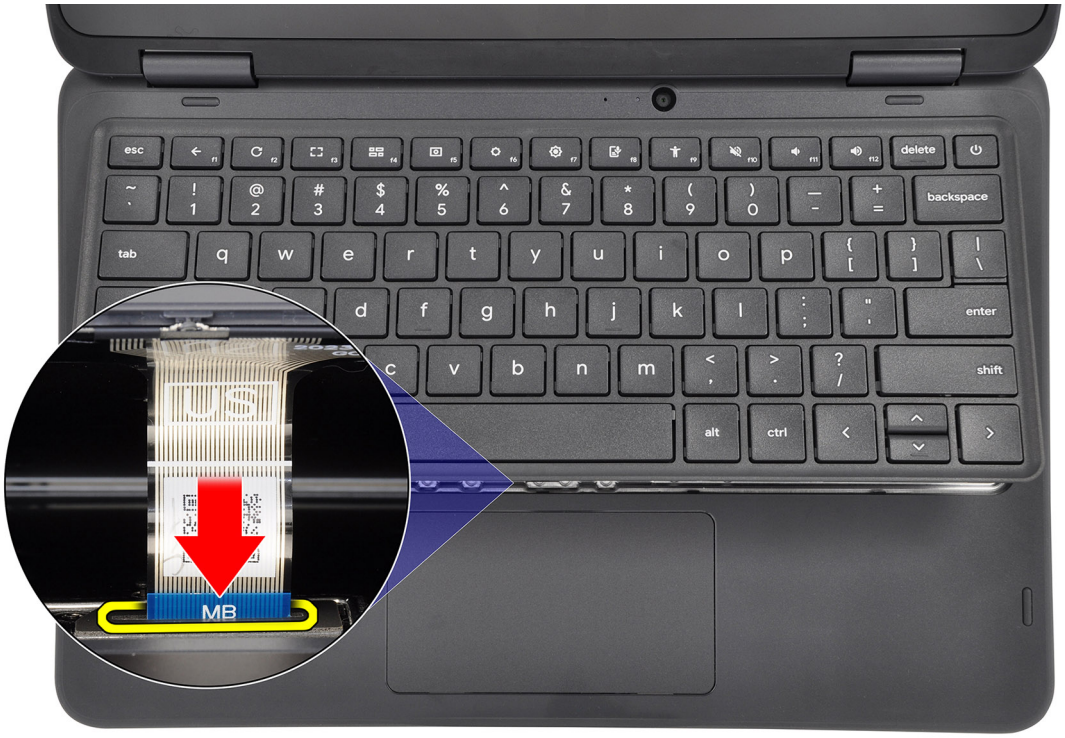


Figure 15. Keyboard installation

Display assembly removal

When removing the display assembly for Dell Chromebook 11 C1126M 2-in-1, the display should be opened to a 270-degree angle.

Ensure to hold the display assembly in place while loosening the screws to prevent the computer from becoming unstable and damaging the display assembly.



Figure 16. Display assembly removal

Speaker replacement

Route the speaker cables into the routing channels at the bottom of the palm-rest assembly.



Figure 17. Replacing the speakers

G-sensor cable routing

For Dell Chromebook 11 C1126M 2-in-1, the G-sensor cable must be adhered to the palm-rest assembly.



Figure 18. G-sensor cable routing

USB Type-C bracket

To remove the USB Type-C bracket from the system board use the pull tab that is attached to the bracket.

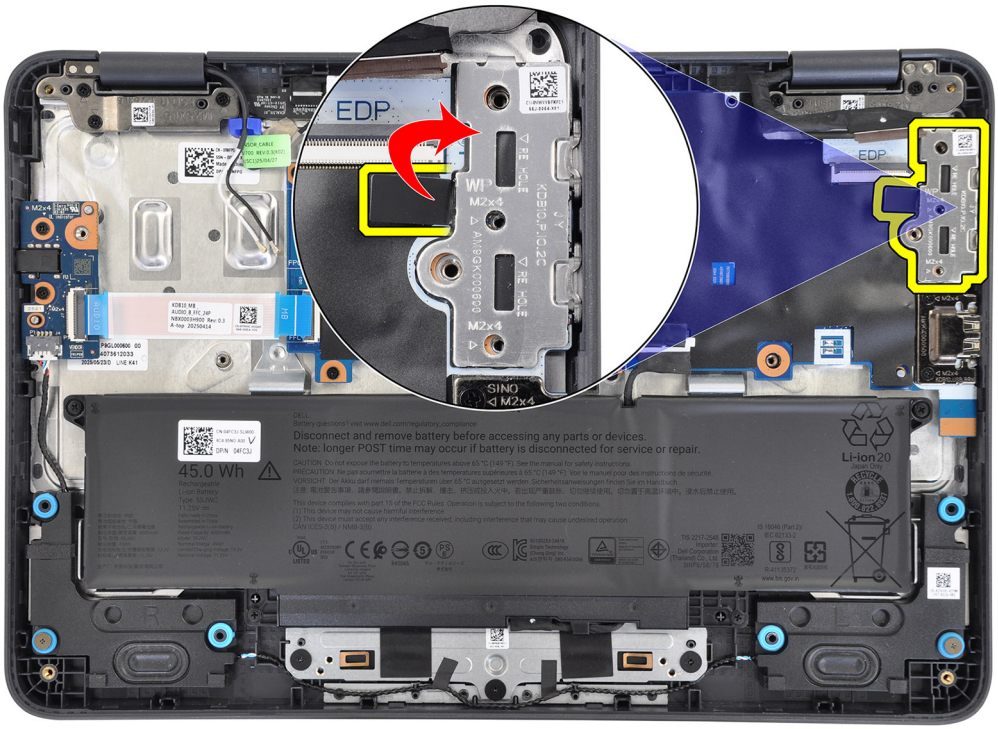


Figure 19. Dell Chromebook 11 C1126M 2-in-1

Type-A bracket

Do not remove the USB Type-A bracket from the system board. The USB Type-A bracket is assembled with the replacement system board.



Figure 20. Type-A bracket should not be removed

System board thermal plate

The system board can be removed and installed along with the thermal plate, when you replace the palm-rest assembly. This simplifies the removal and installation procedure and prevents damage to the thermal bond between the system board and thermal plate. However, replacement of the system board requires further removal of the system board thermal plate.

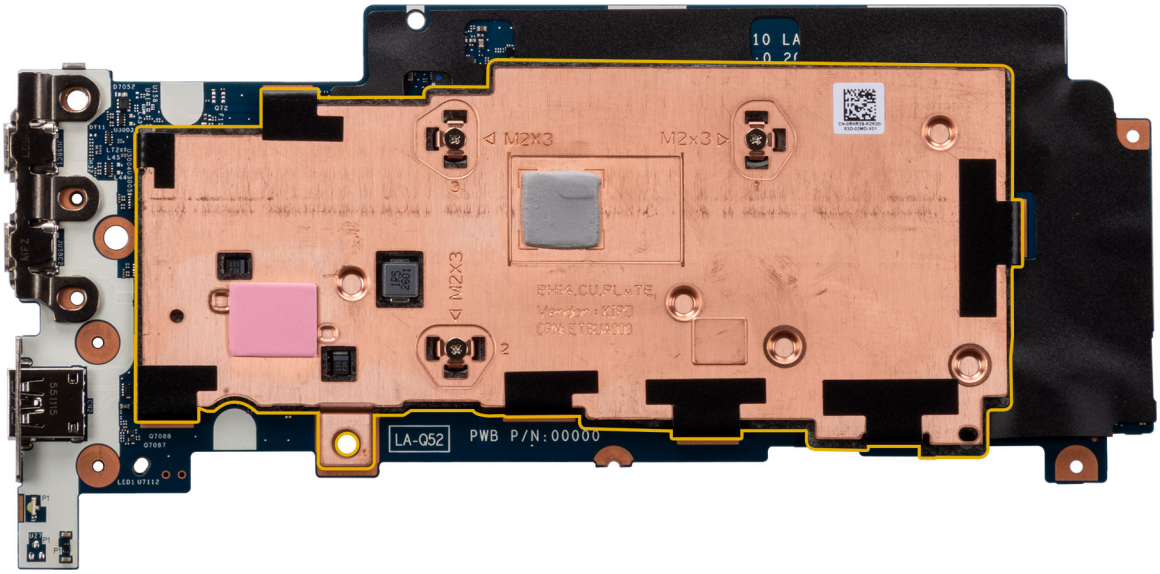


Figure 21. System board thermal plate

The system board thermal plate includes two thermal pads. If the thermal pads become detached during the removal process, re-adhere them to the corresponding location on the plate.

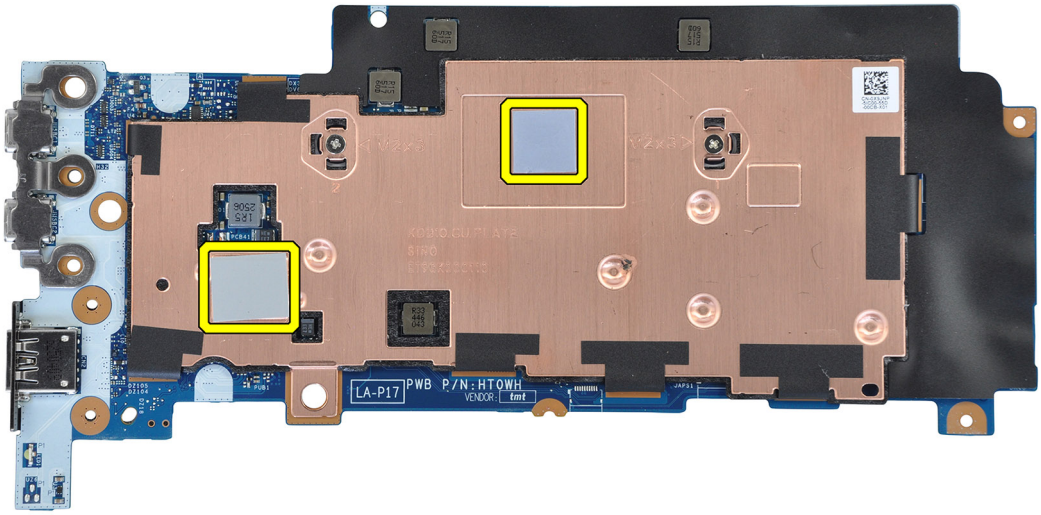


Figure 22. System board thermal plate

Display cable bracket installation

When installing the display cable bracket, insert the tab on the top side of the bracket into the slot on the left display hinge. Ensure that it is securely tucked underneath the hinge.

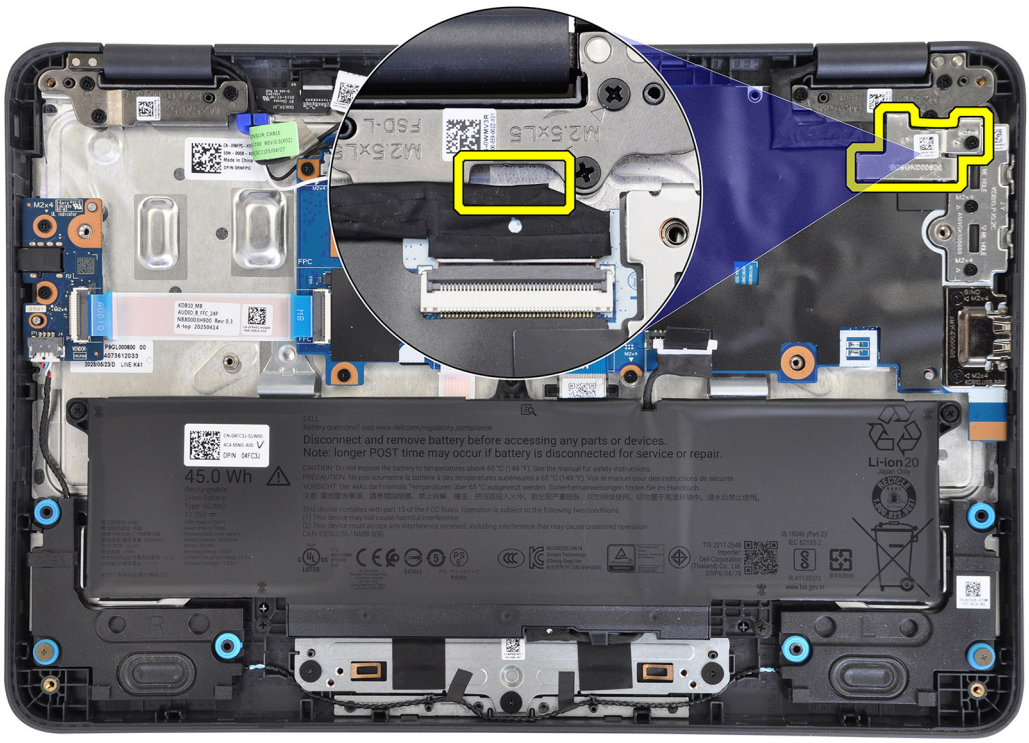


Figure 23. Display cable bracket installation

Write-protect screw hole

The write-protect screw hole is located under the left USB Type-C bracket. Secure one screw (M2x4) to the write-protect screw hole on the system board. This disables write-protect which is only required when running the full RMA shim procedure.

NOTE: Disabling write-protect is not required when running shimless RMA.

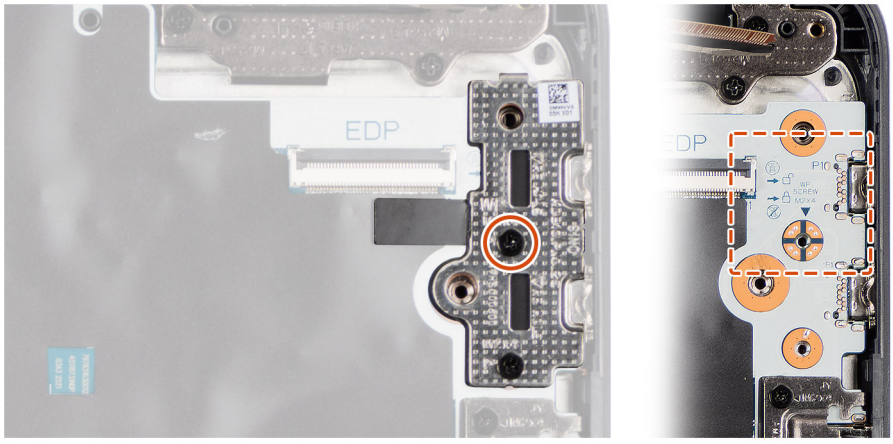


Figure 24. Disable write-protect screw hole

Run shimless RMA after system board replacement

About this task

NOTE: Shimless RMA will be triggered automatically after the system board has been replaced and the Chromebook powers on. Shimless RMA is required to provision the device and configure necessary VPD (Vital Product Data, that is, Service Tag, Region, SKU ID, and so on) to the replacement system board. The Tech Sheet with instructions to run Shimless RMA is kitted together with a service replacement system board.

NOTE: Do not power off the device until all steps have been successfully completed.

Steps

1. Connect the **AC adapter** to the device.
2. Press the **power button** to turn on the device. The device will automatically boot into **Shimless Mode**.

   NOTE: If Shimless Mode is not automatically loaded. From a **power off** state, **press and hold** the **Power** button then press **Refresh key 3 times** to boot into **Shimless Mode**. The device will reboot and display the **Device Information** entry screen.

3. At the Chromebook Repair screen, click **Get started** to initiate the repair process.

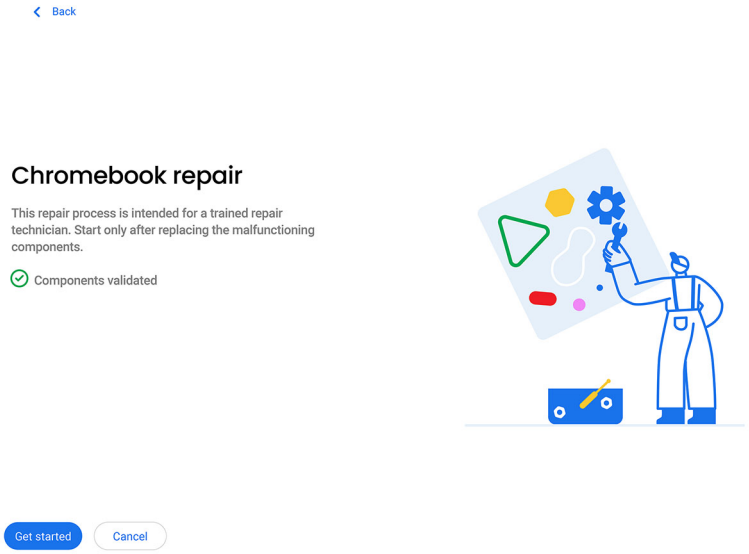


Figure 25. Repair process is initiated

4. The **Write Protect** will be turned off automatically.

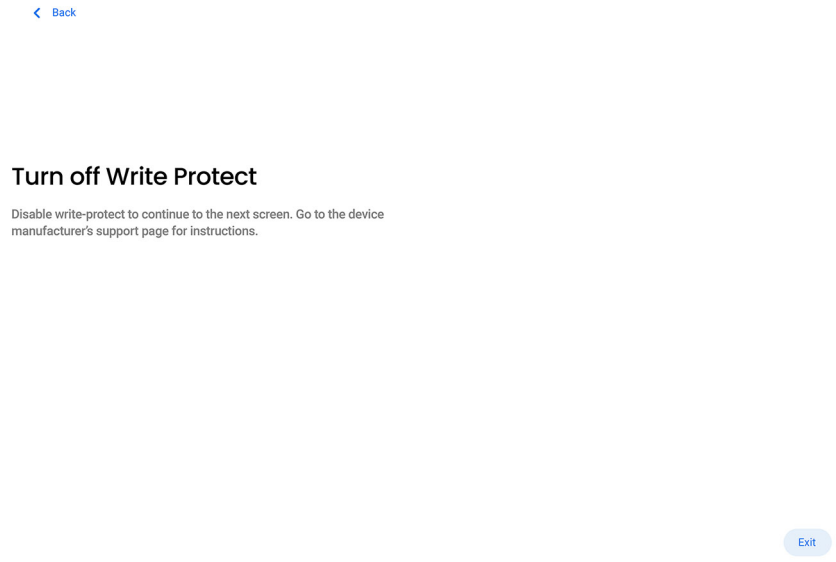


Figure 26. Write Protect

5. The device will restart to complete the **Write Protect** deactivation.

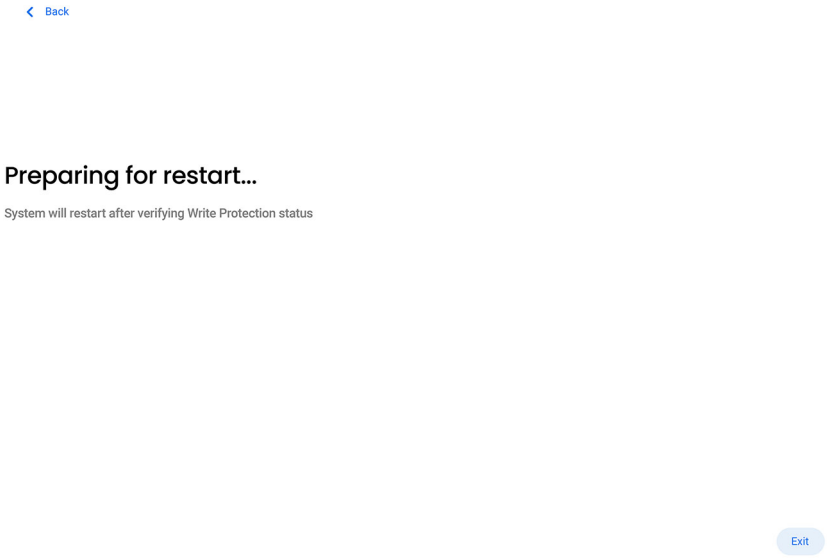


Figure 27. Write Protect deactivation

6. Upon restart, a confirmation screen will indicate that **Write Protect** is **turned off**. Click **Next** to proceed.

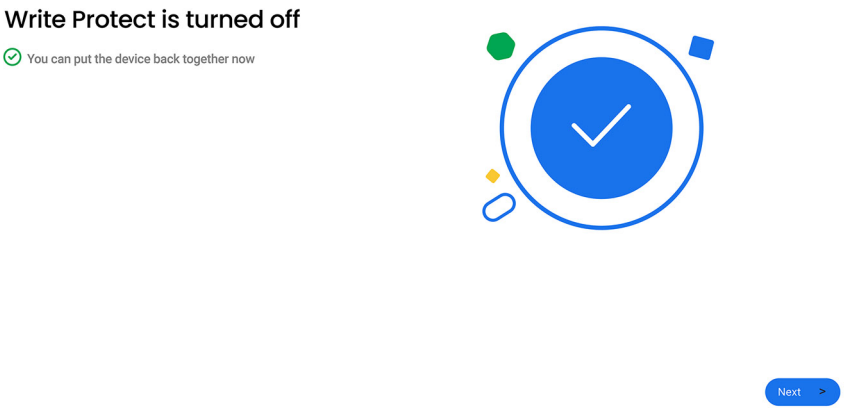


Figure 28. Write Protect deactivation

7. Click **Continue** to confirm and proceed with the repair.

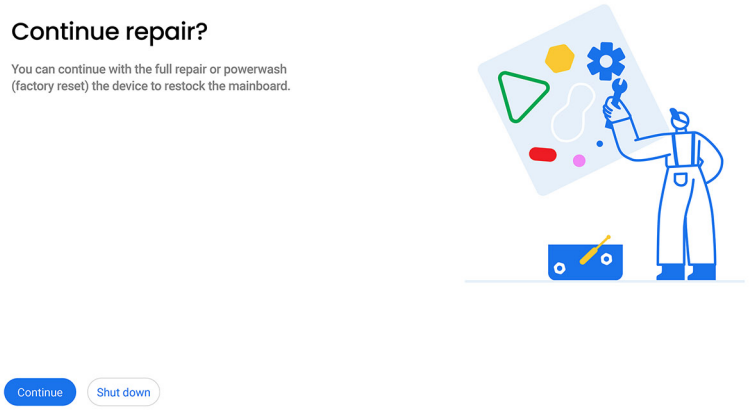


Figure 29. Continue repair

8. Enter the following **device information** and click **Next**:
   - **Service Tag**: Input the Service Tag.
   - **Region**: Select the appropriate region from the dropdown.
   - **SKU**: Choose the SKU ID based on the label that is located inside the base cover or from dispatch documentation.

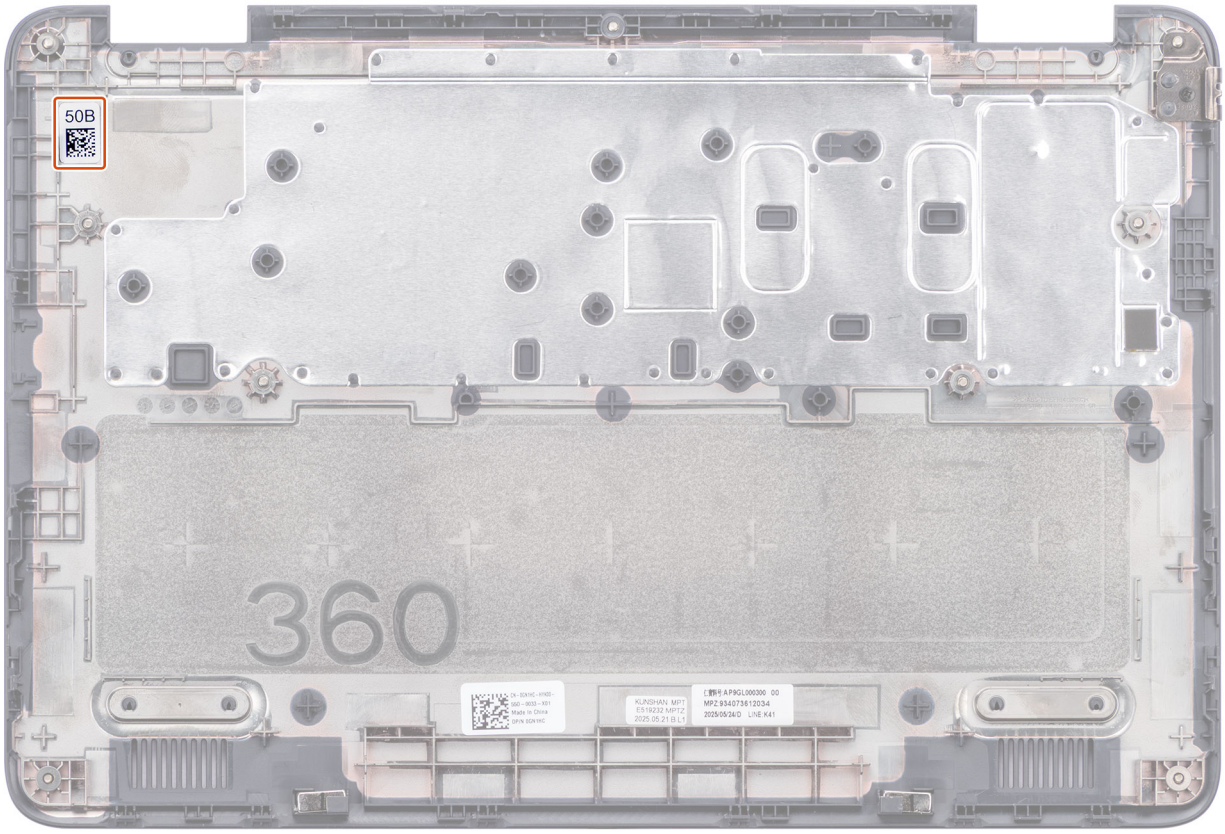


Figure 30. SKU ID label

NOTE: The DRAM Part Number and White-label fields are automatically populated, and no manual input is required from the technician.

NOTE: The Service Tag can be programmed only once. It is important that the Service Tag is entered correctly.

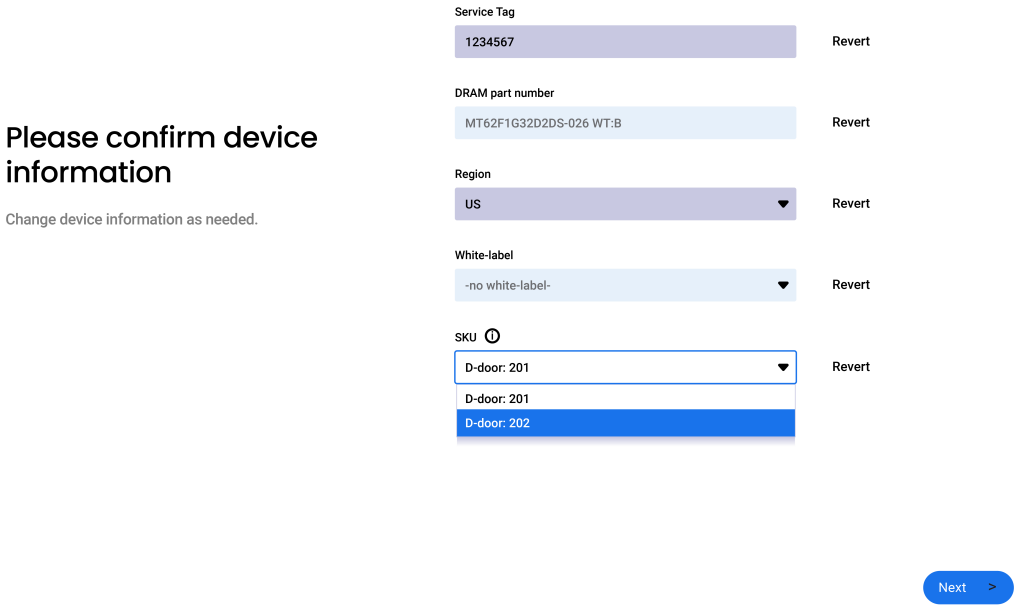


Figure 31. Device information of Dell Chromebook 11 C1126M 2-in-1

9. The computer will begin installing the firmware image.

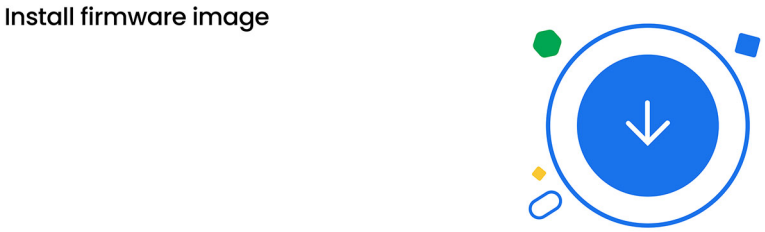


Figure 32. Install firmware

10. **Device provisioning** will commence automatically.



Figure 33. Device provisioning

11. The device will restart to finalize the provisioning process.



Figure 34. Restarting device

12. The computer will automatically proceed to **finalize the repair**.

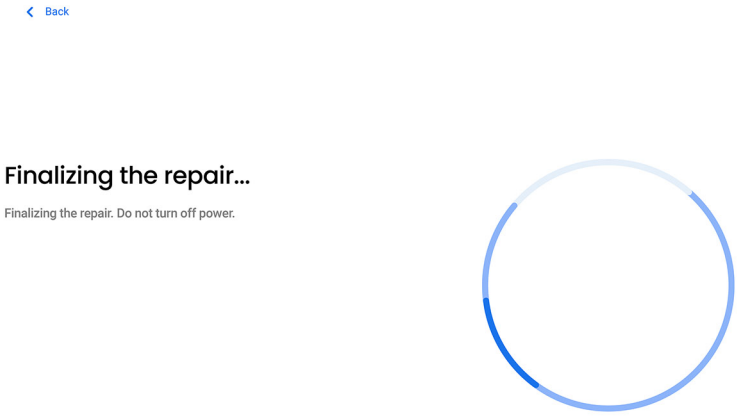


Figure 35. Finalizing the repair

13. On the **Repair is complete** screen, click **Done** to finish. The device will exit Shimless RMA, reboot, and function normally.

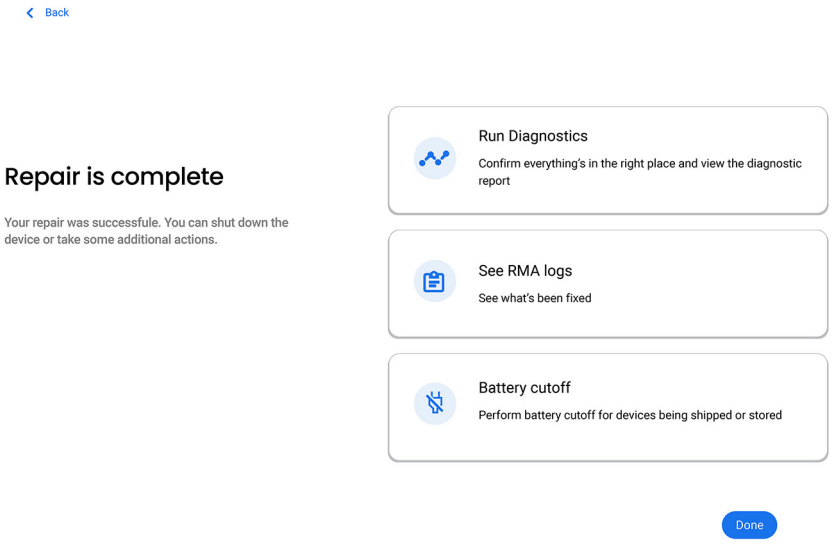


Figure 36. Repair is complete

6

Removing and installing Customer Replaceable Units (CRUs)

The replaceable components in this chapter are Customer Replaceable Units (CRUs).

CAUTION: CRUs may be replaced by the customer, following the safety precautions and replacement procedures.

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

Base cover

Removing the base cover

Prerequisites

Follow the procedure in Before working inside your computer.

About this task

The following images indicate the location of the base cover and provide a visual representation of the removal procedure.



Figure 37. Loosening the base cover screws

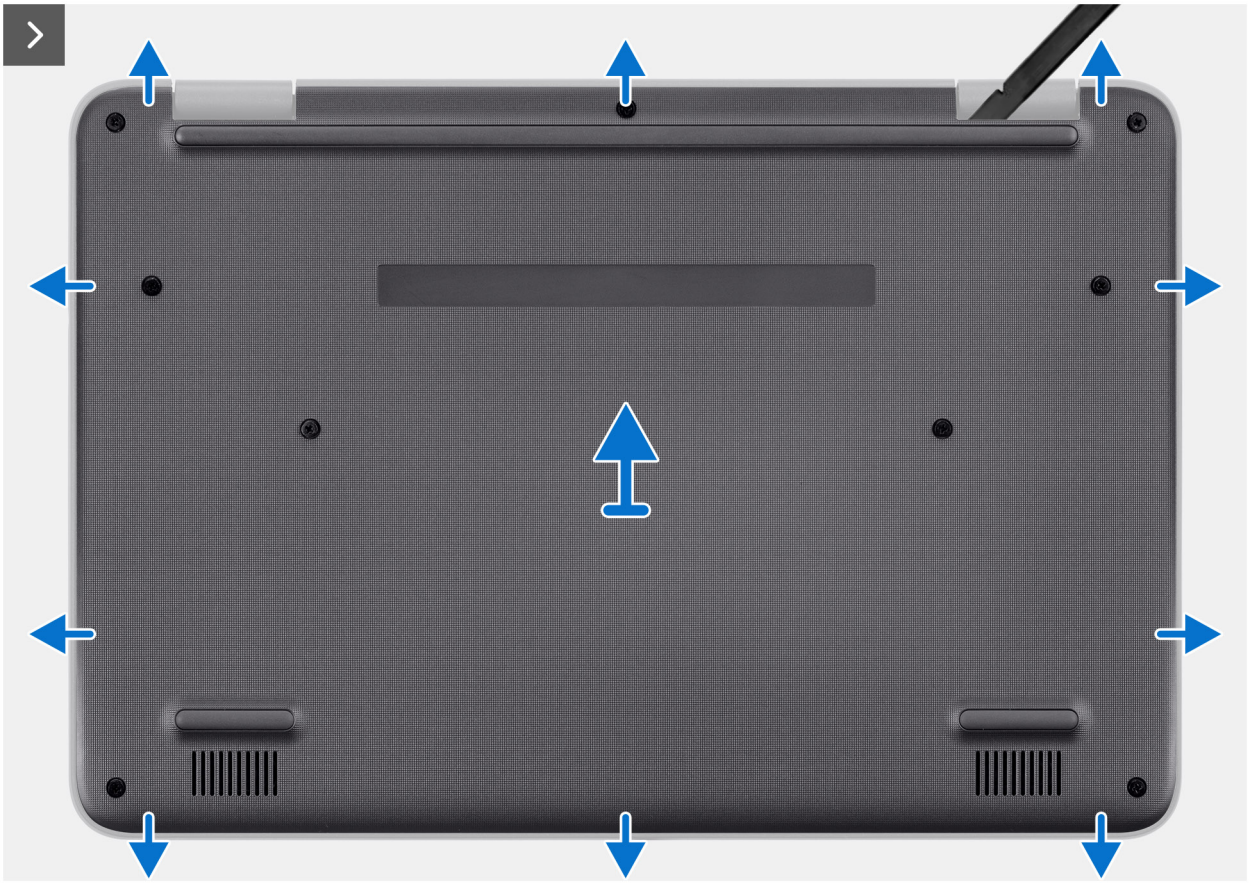


Figure 38. Prying the base cover

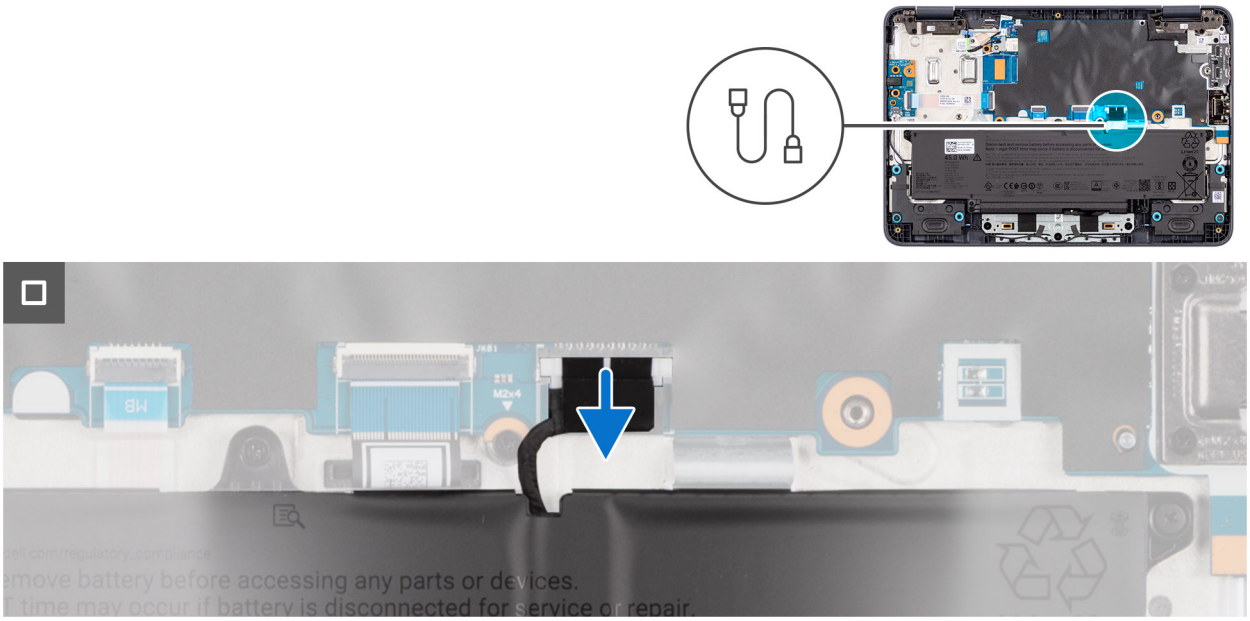


Figure 39. Disconnecting the battery cable

Steps

1. Loosen the nine captive (Phillips #1) screws that secure the base cover to the palm-rest assembly.
2. Using a plastic scribe, pry the base cover from the U-shaped indents at the top and continue working on the sides to open the base cover.

3. Lift and remove the base cover off the palm-rest assembly.
4. Use the pull tab to disconnect the battery cable from the connector (BATT) on the system board.

Installing the base cover

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The following images indicate the location of the base cover and provide a visual representation of the installation procedure.

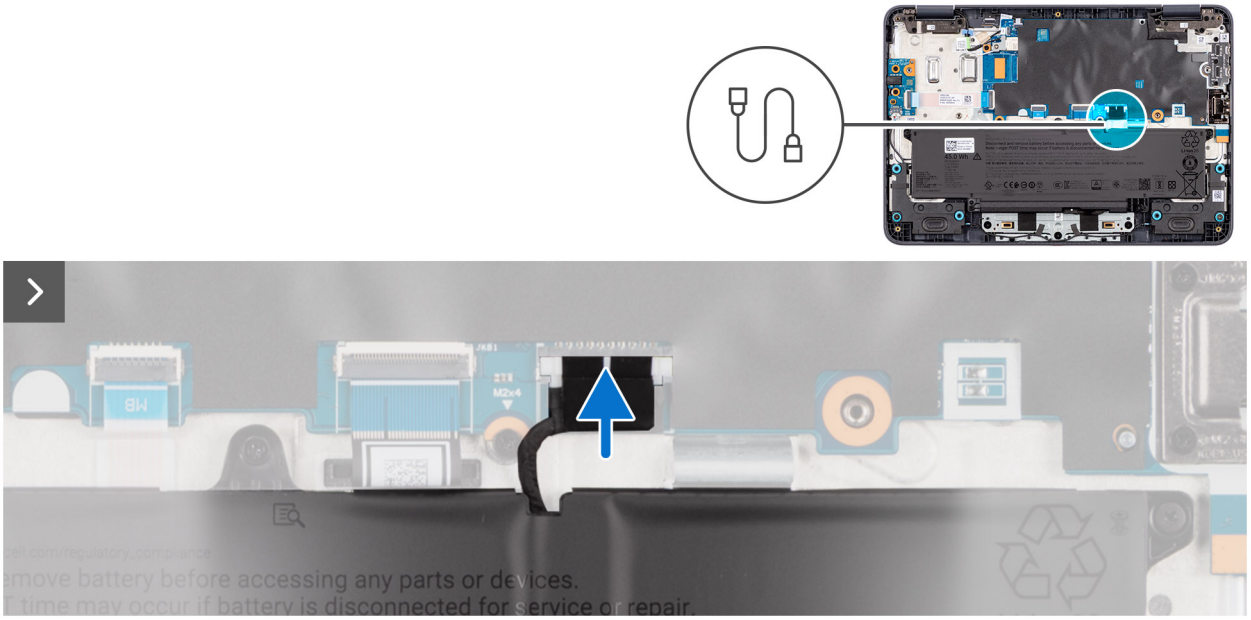


Figure 40. Connecting the battery cable

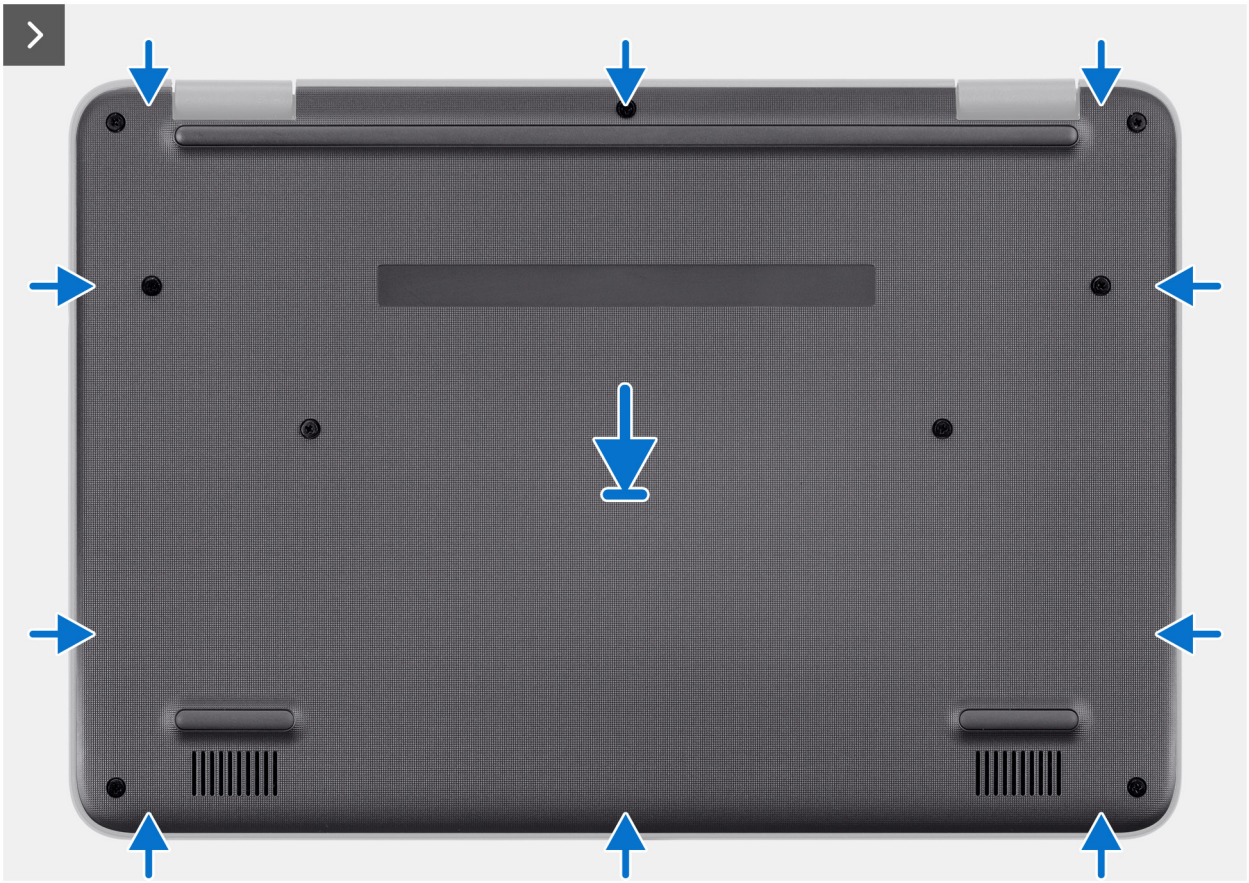


Figure 41. Snapping the base cover into place



Figure 42. Tightening the base cover screws

Steps

1. Connect the battery cable to the connector (BATT) on the system board.
2. Place the base cover on top of the palm-rest assembly.
3. Align the screw holes on the base cover with the screw holes on the palm-rest assembly, and snap the base cover into place.
4. Tighten the nine captive (Phillips #1) screws to secure the base cover to the palm-rest assembly.

Next steps

Follow the procedure in After working inside your computer.

Battery

Rechargeable Li-ion battery precautions

CAUTION:

- **Exercise caution when handling rechargeable Li-ion batteries.**

- **Discharge the battery completely before removing it. Disconnect the AC power adapter from the computer and operate the computer solely on battery power—the battery is fully discharged when the computer no longer turns on when the power button is pressed.**
- **Do not crush, drop, mutilate, or penetrate the battery with foreign objects.**
- **Do not expose the battery to high temperatures, or disassemble battery packs and cells.**
- **Do not apply pressure to the surface of the battery.**
- **Do not bend the battery.**
- **Do not use tools of any kind to pry on or against the battery.**
- **To prevent accidental puncture or damage to the battery and other components, ensure that no screws are lost or misplaced during the servicing of the computer.**
- **Always purchase genuine batteries from Dell Support Site or authorized Dell partners and resellers.**
- **Swollen batteries should not be used and should be replaced and disposed properly. For guidelines on how to handle and replace swollen rechargeable Li-ion batteries, see Handling swollen rechargeable Li-ion batteries.**

Removing the battery

Prerequisites

1. Follow the procedure in Before working inside your computer.
2. Remove the base cover.

About this task

The following images indicate the location of the battery and provide a visual representation of the removal procedure.

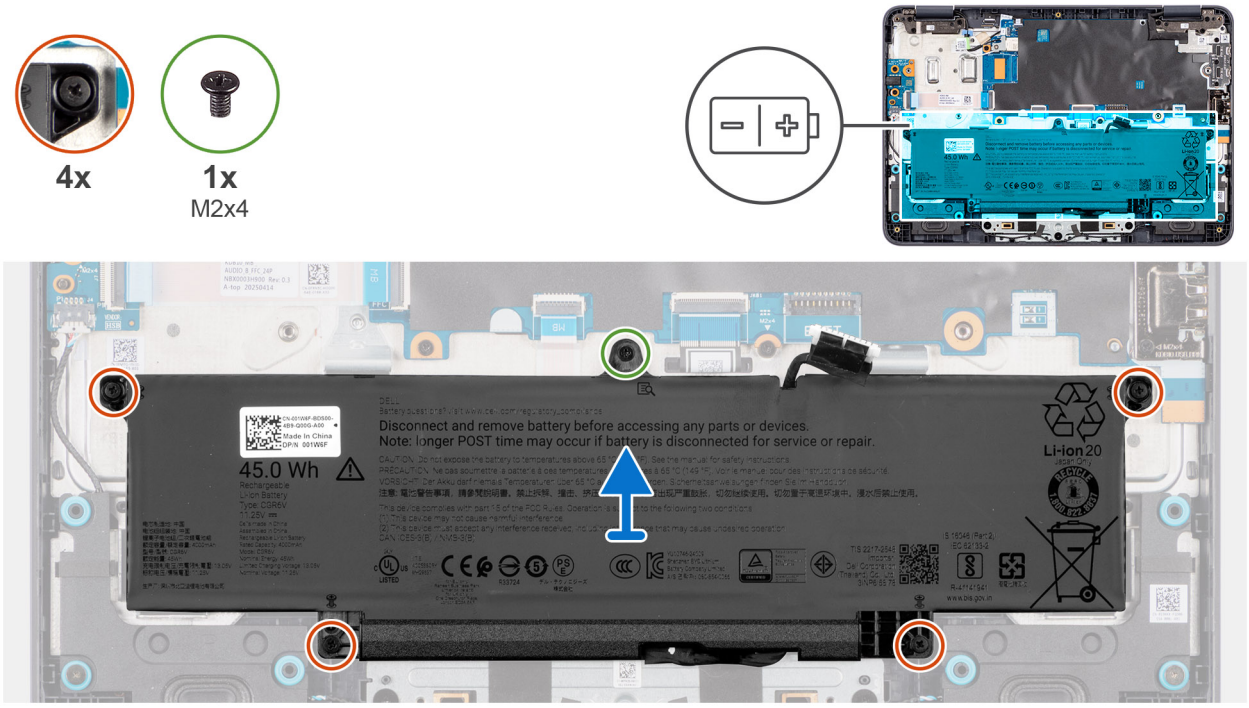


Figure 43. Removing the battery

Steps

1. Loosen the four captive screws and remove the screw (M2x4) that secures the battery to the palm-rest assembly.
2. Lift the battery off the palm-rest assembly.

Installing the battery

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The following images indicate the location of the battery and provide a visual representation of the installation procedure.

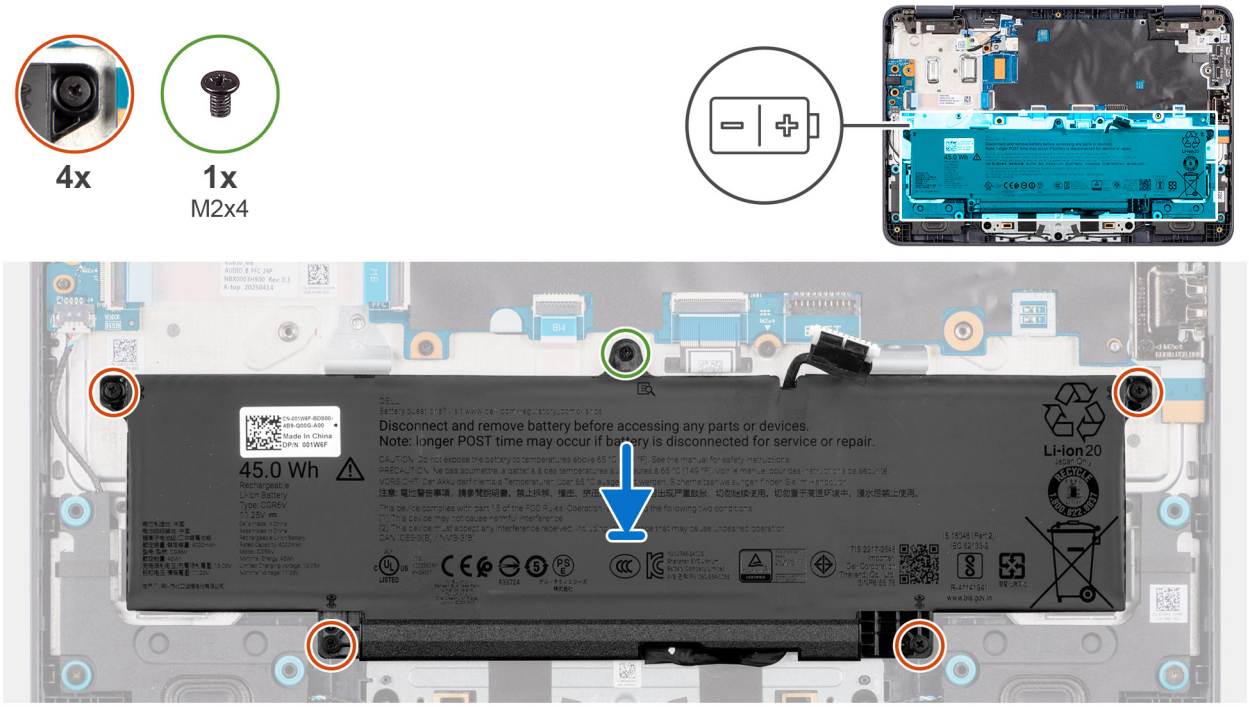


Figure 44. Installing the battery

Steps

1. Align and place the battery in the slot on the palm-rest assembly.
2. Replace the single screw (M2x4) and tighten the four captive screws to secure the battery to the palm-rest assembly.

Next steps

1. Install the base cover.
2. Follow the procedure in After working inside your computer.

Battery cable

Removing the battery cable

Prerequisites

1. Follow the procedure in Before working inside your computer.
2. Remove the base cover.
3. Remove the battery.

About this task

The following image indicates the location of the battery cable and provides a visual representation of the removal procedure.

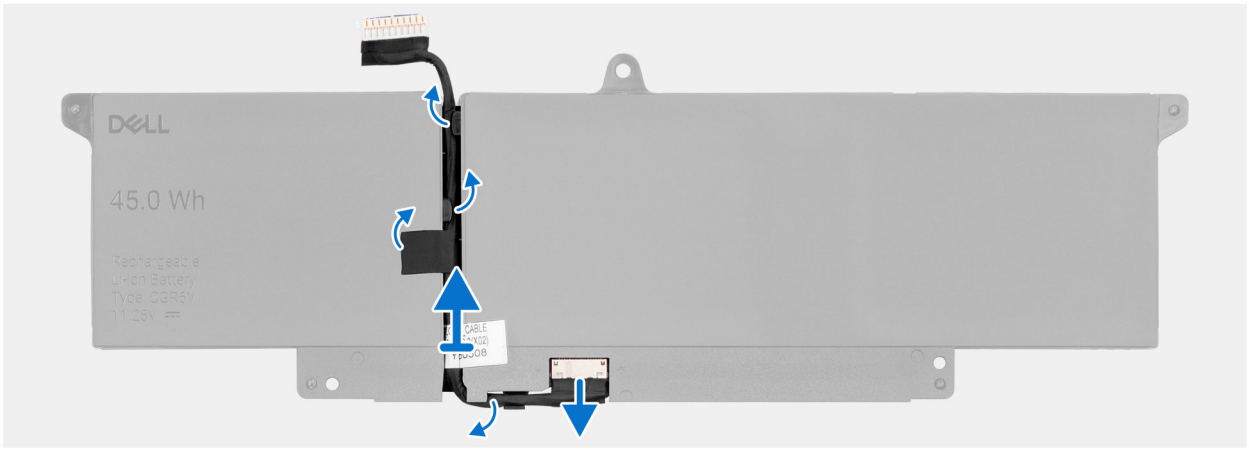


Figure 45. Removing the battery cable

Steps

Disconnect the battery cable from the connector on the battery.

Installing the battery cable

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The following image indicates the location of the battery cable and provides a visual representation of the installation procedure.

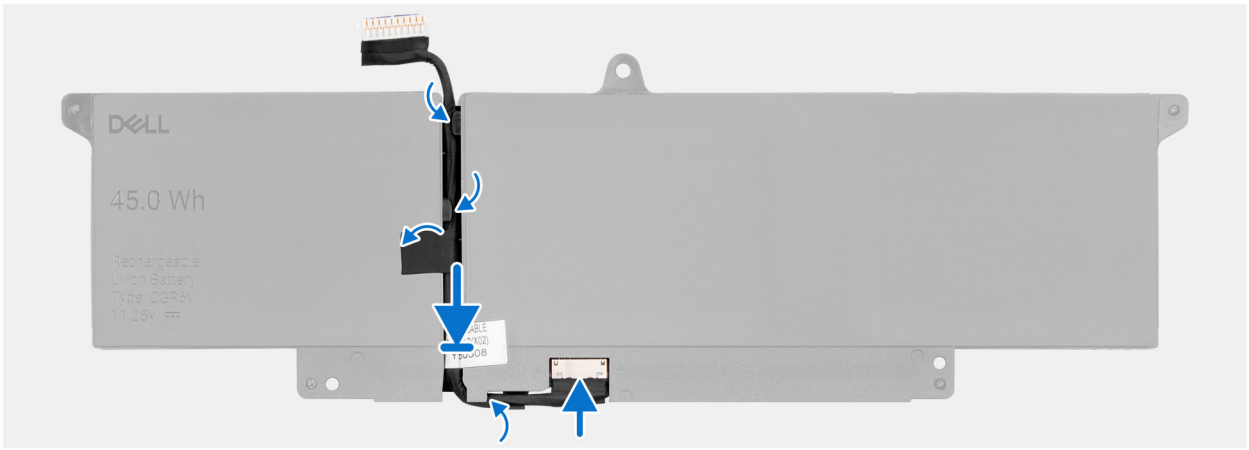


Figure 46. Installing the battery cable

Steps

Connect the battery cable to the connector on the battery.

Next steps

1. Install the battery.
2. Install the base cover.
3. Follow the procedure in After working inside your computer.

Audio I/O board cable

Removing the I/O board cable

CAUTION: The information in this removal section is intended for authorized service technicians only.

Prerequisites

1. Follow the procedure in Before working inside your computer.
2. Remove the base cover.

About this task

The following images indicate the location of the I/O board cable and provide a visual representation of the removal procedure.



Figure 47. Removing the I/O board cable

Steps

1. Disconnect the I/O board cable from the I/O board and system board.
2. Gently peel and remove the I/O board cable from the computer.

Installing the I/O board cable

CAUTION: The information in this installation section is intended for authorized service technicians only.

Prerequisites

If you are replacing a component, remove the existing component before performing the installation process.

About this task

The following images indicate the location of the I/O board cable and provide a visual representation of the installation procedure.



Figure 48. Installing the I/O board cable

Steps

1. Carefully align and press the I/O board cable onto its place.
2. Plug the ends of the I/O board cable into the corresponding connectors on the I/O board and the system board, ensuring secure connections.

Next steps

1. Install the base cover.
2. Follow the procedure in After working inside your computer.

Audio I/O board

Removing the audio I/O board

CAUTION: The information in this removal section is intended for authorized service technicians only.

Prerequisites

1. Follow the procedure in Before working inside your computer.
2. Remove the base cover.

About this task

The following images indicate the location of the audio I/O board and provide a visual representation of the removal procedure.

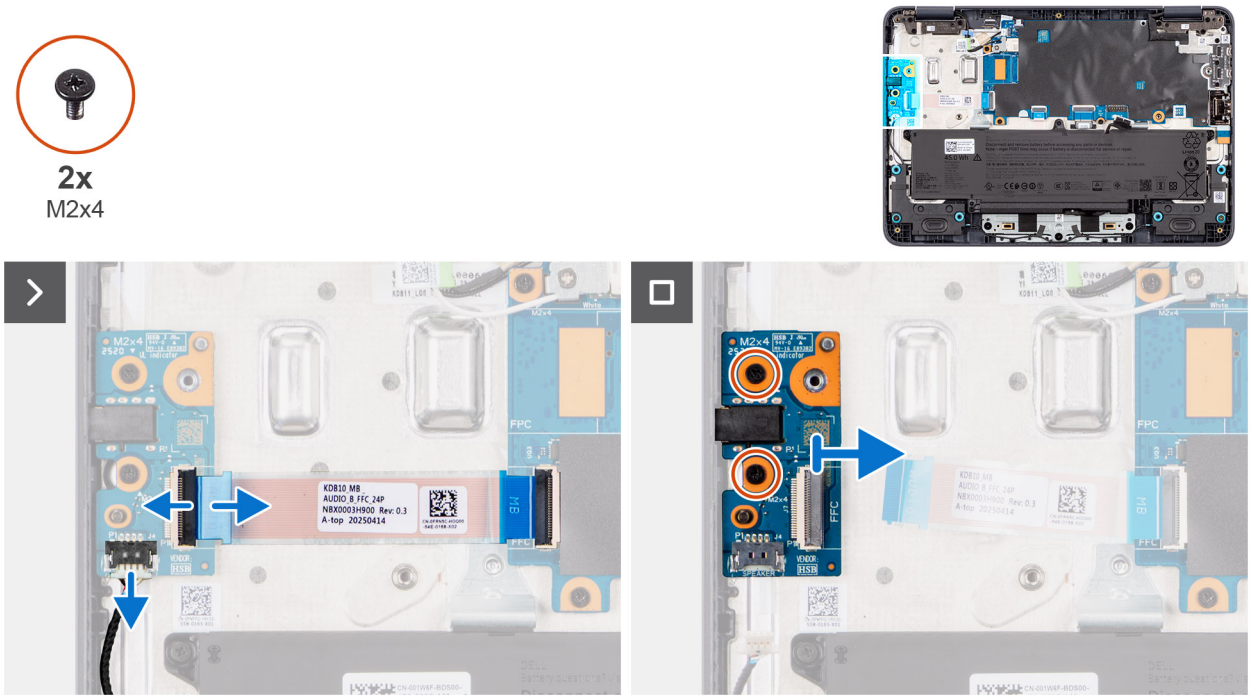


Figure 49. Removing the audio I/O board

Steps

1. Disconnect the speaker cable and audio I/O-board cable from the audio I/O board.
2. Remove the two screws (M2x4) securing the audio I/O board in place.
3. Remove the audio I/O board from the computer.

Installing the audio I/O board

CAUTION: The information in this installation section is intended for authorized service technicians only.

Prerequisites

If you are replacing a component, remove the existing component before performing the installation process.

About this task

The following images indicate the location of the audio I/O board and provide a visual representation of the installation procedure.



Figure 50. Installing the audio I/O board

Steps

1. Carefully align and place the audio I/O board onto the computer.
2. Replace the two screws (M2x4) securing the audio I/O board in place.
3. Connect the audio I/O-board cable and speaker cable to the audio I/O board.

Next steps

1. Install the base cover.
2. Follow the procedure in After working inside your computer.

Speaker

Removing the speakers

CAUTION: The information in this removal section is intended for authorized service technicians only.

Prerequisites

1. Follow the procedure in Before working inside your computer.
2. Remove the base cover.

About this task

The following images indicate the location of the speakers and provide a visual representation of the removal procedure.

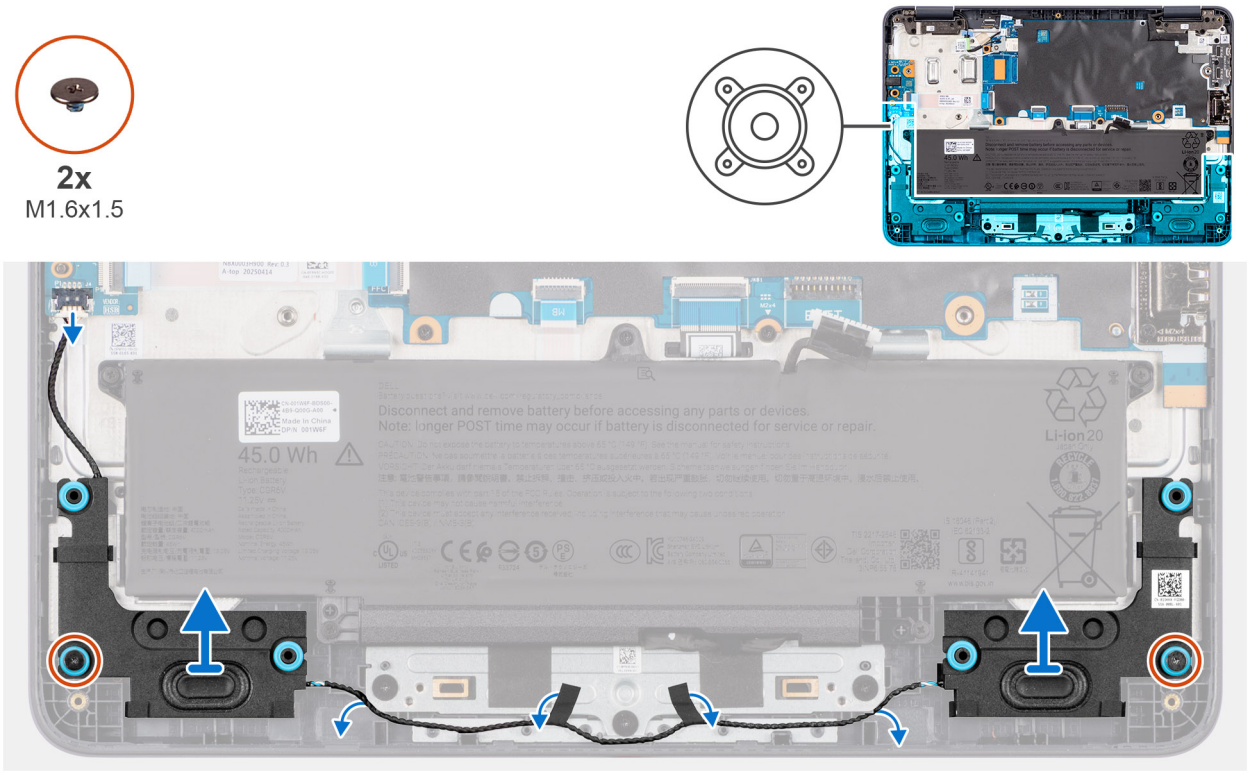


Figure 51. Removing the speakers

Steps

1. Disconnect the speaker cable from the connector (SPEAKER) on the I/O board.
2. Remove the two screws (M1.6x1.5) that secure the speakers to the palm-rest assembly.
3. Remove the speaker cable from the routing guides on the palm-rest assembly.
4. Release the speakers from the rubber grommets and lift the speakers off the palm-rest assembly.

Installing the speakers

CAUTION: The information in this installation section is intended for authorized service technicians only.

Prerequisites

If you are replacing a component, remove the existing component before performing the installation process.

About this task

The following images indicate the location of the speakers and provide a visual representation of the installation procedure.

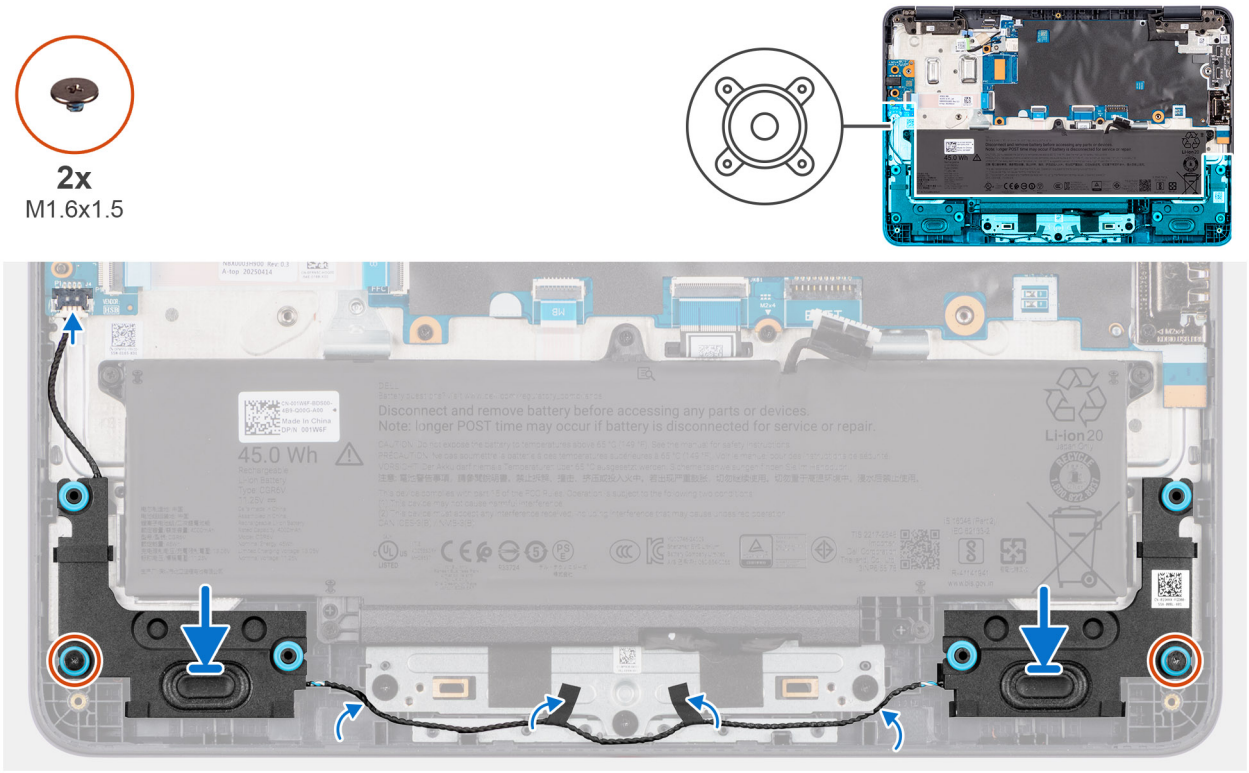


Figure 52. Installing the speakers

Steps

1. Using the alignment posts, place the left and right speakers into their slots on the palm-rest assembly.

   NOTE: Ensure that the rubber grommets are seated into the slot and installed on the speakers properly.

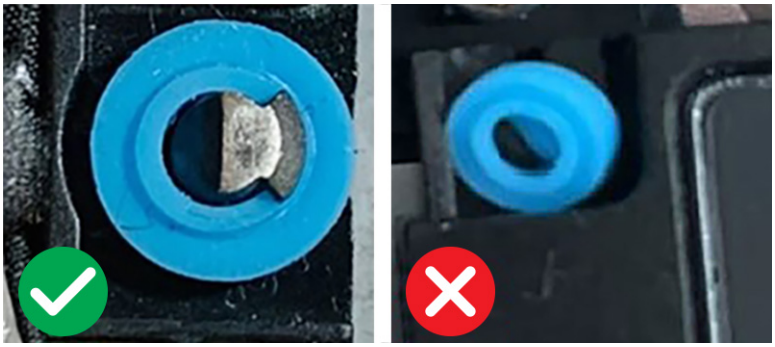


Figure 53. Rubber grommets

2. Route the speaker cable through the routing guides on the palm-rest assembly.
3. Replace the two screws (M1.6x1.5) that secure the speakers to the palm-rest assembly.
4. Connect the speaker cable to the connector on the I/O board.

Next steps

1. Install the base cover.
2. Follow the procedure in After working inside your computer.

7

Removing and installing Field Replaceable Units (FRUs)

The replaceable components in this chapter are Field Replaceable Units (FRUs).

CAUTION: FRUs should be replaced by an authorized service technician, who is a trained technical repair specialist.

NOTE: Damages resulting from improper replacement or from failure to follow instructions are not covered by your warranty. Consider having a trained technical repair specialist perform replacements of FRU components.

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

Keyboard

Removing the keyboard

CAUTION: The information in this removal section is intended for authorized service technicians only.

Prerequisites

1. Follow the procedure in Before working inside your computer.
2. Remove the base cover.

About this task

The following images indicate the location of the keyboard and provide a visual representation of the removal procedure.

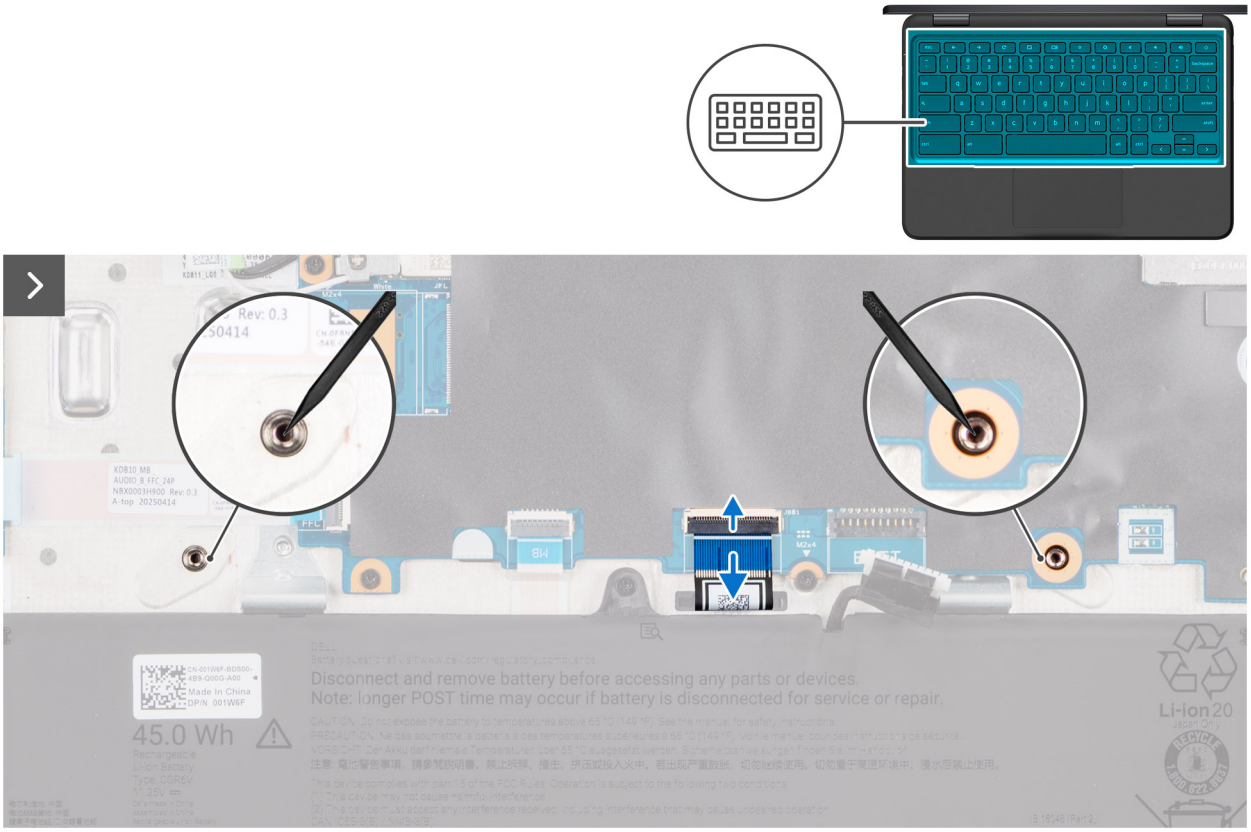


Figure 54. Disconnecting the keyboard cable



Figure 55. Releasing the keyboard with a scribe

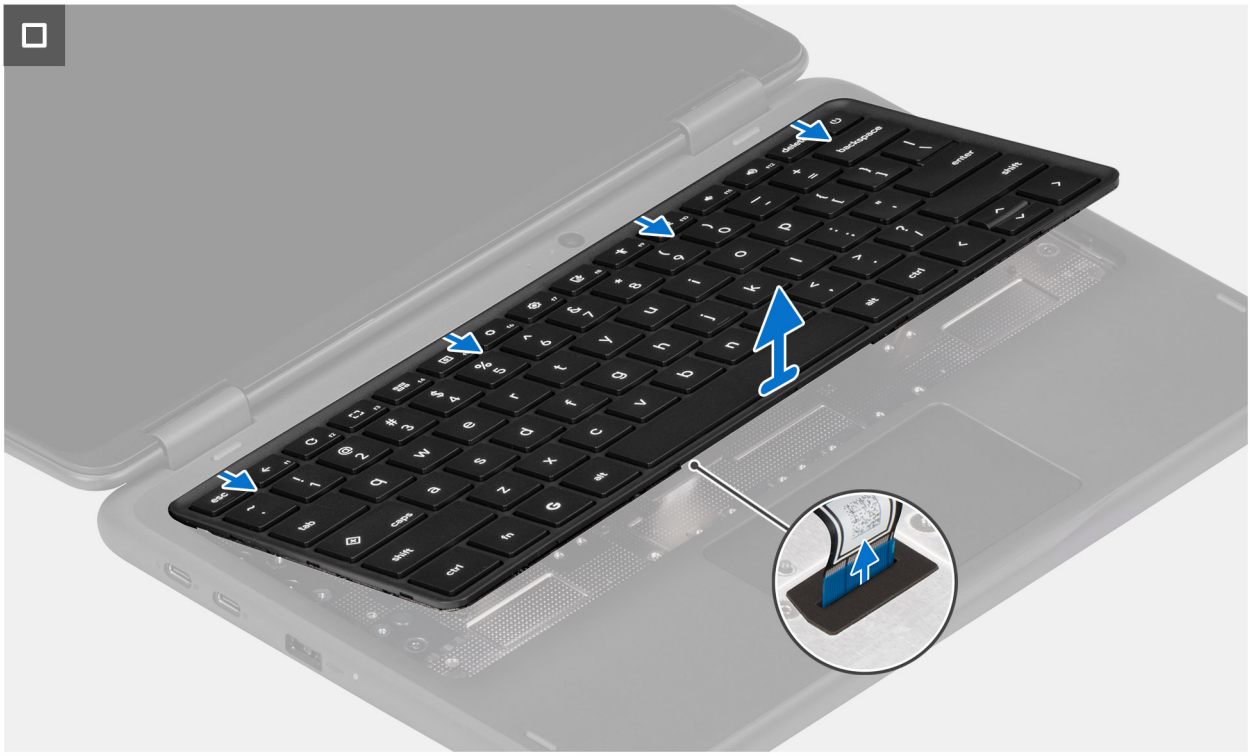


Figure 56. Removing the keyboard

Steps

1. Disconnect the keyboard cable from the connector (KB) on the system board and push the KB release with a scribe..
2. Turn the computer over and open the display to an angle of 180 degrees with the keyboard facing up.
3. Using the scribe, carefully pry the keyboard from the latches in the palm-rest assembly to release the keyboard from the palm-rest assembly.
4. Lift the keyboard off the palm-rest assembly while carefully pulling the keyboard cable through the opening on the palm-rest assembly.

Installing the keyboard

CAUTION: The information in this installation section is intended for authorized service technicians only.

Prerequisites

If you are replacing a component, remove the existing component before performing the installation process.

About this task

The following images indicate the location of the keyboard and provide a visual representation of the installation procedure.



Figure 57. Inserting the keyboard cable through the opening on the palm-rest assembly and placing the keyboard on it



Figure 58. Installing the keyboard

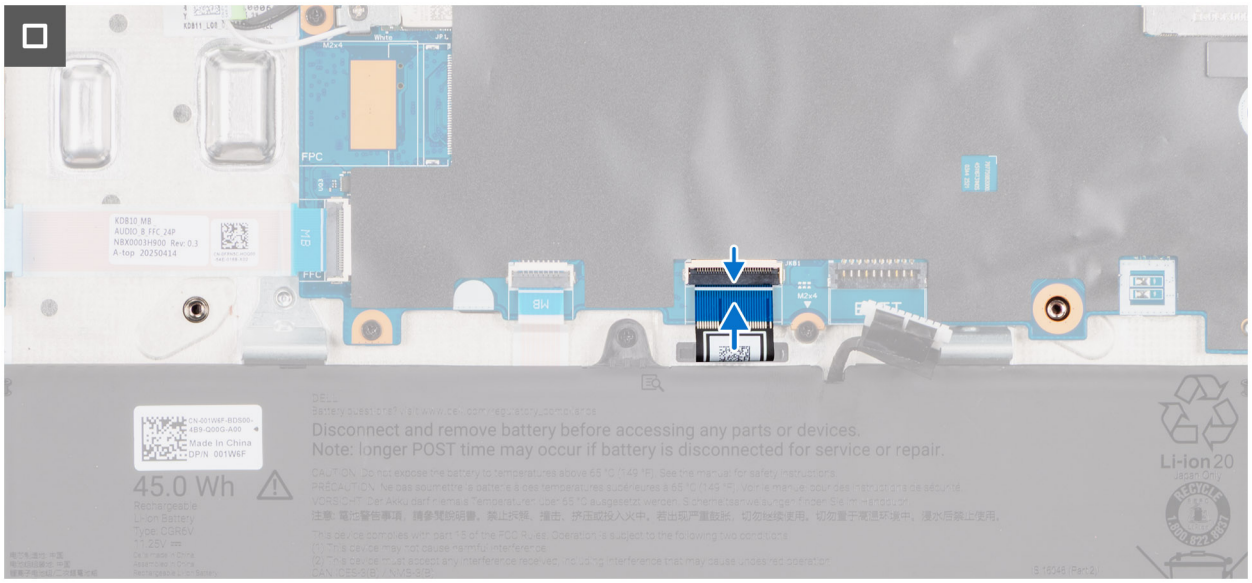


Figure 59. Connecting the keyboard cable

Steps

1. Carefully insert the keyboard cable through the opening on the palm-rest assembly.
2. Align and place the keyboard on the palm-rest assembly.
3. Lower the keyboard into position and press gently until it snaps into the latches on the palm-rest assembly.
4. Gently close the display and turn your computer.
5. Carefully connect the keyboard cable to the system board.

Next steps

1. Install the base cover.

2. Follow the procedure in After working inside your computer.

Touchpad

Removing the touchpad

CAUTION: The information in this removal section is intended for authorized service technicians only.

Prerequisites

1. Follow the procedure in Before working inside your computer.
2. Remove the base cover.
3. Remove the battery.

About this task

The following images indicate the location of the touchpad and provide a visual representation of the removal procedure.

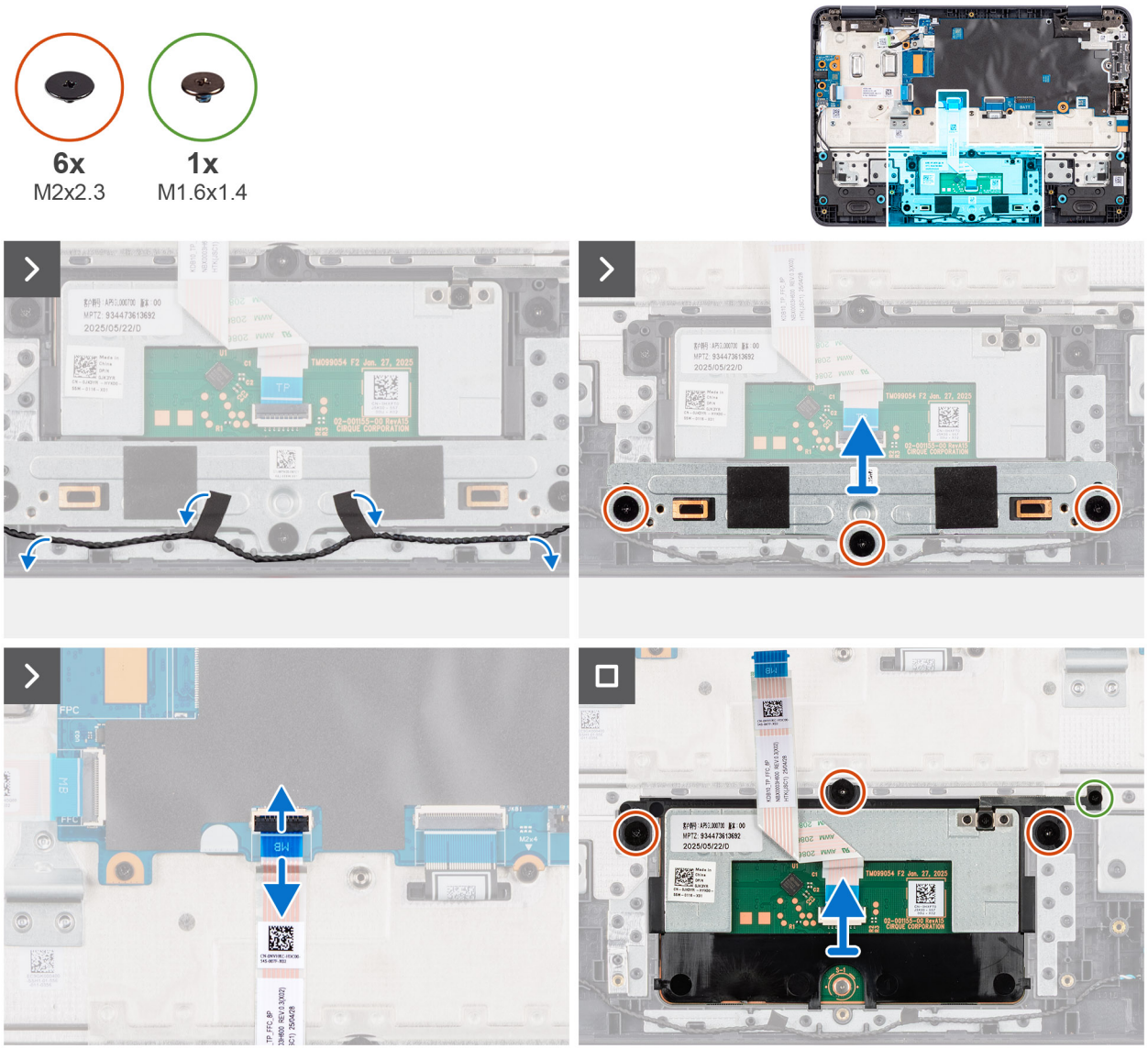


Figure 60. Removing the touchpad

Steps

1. Peel the tape and unroute the speaker cable from your computer.
2. Remove the three screws (M2x2.3) that secure the touchpad bracket in place.
3. Remove the touchpad bracket from the computer.
4. Disconnect the touchpad cable from the connector on the system board.
5. Remove the three screws (M2x2.3) and single screw (M1.6x1.4) that secure the touchpad in place.
6. Remove the touchpad from the computer.

Installing the touchpad

CAUTION: The information in this installation section is intended for authorized service technicians only.

Prerequisites

If you are replacing a component, remove the existing component before performing the installation process.

About this task

The following images indicate the location of the touchpad and provide a visual representation of the installation procedure.

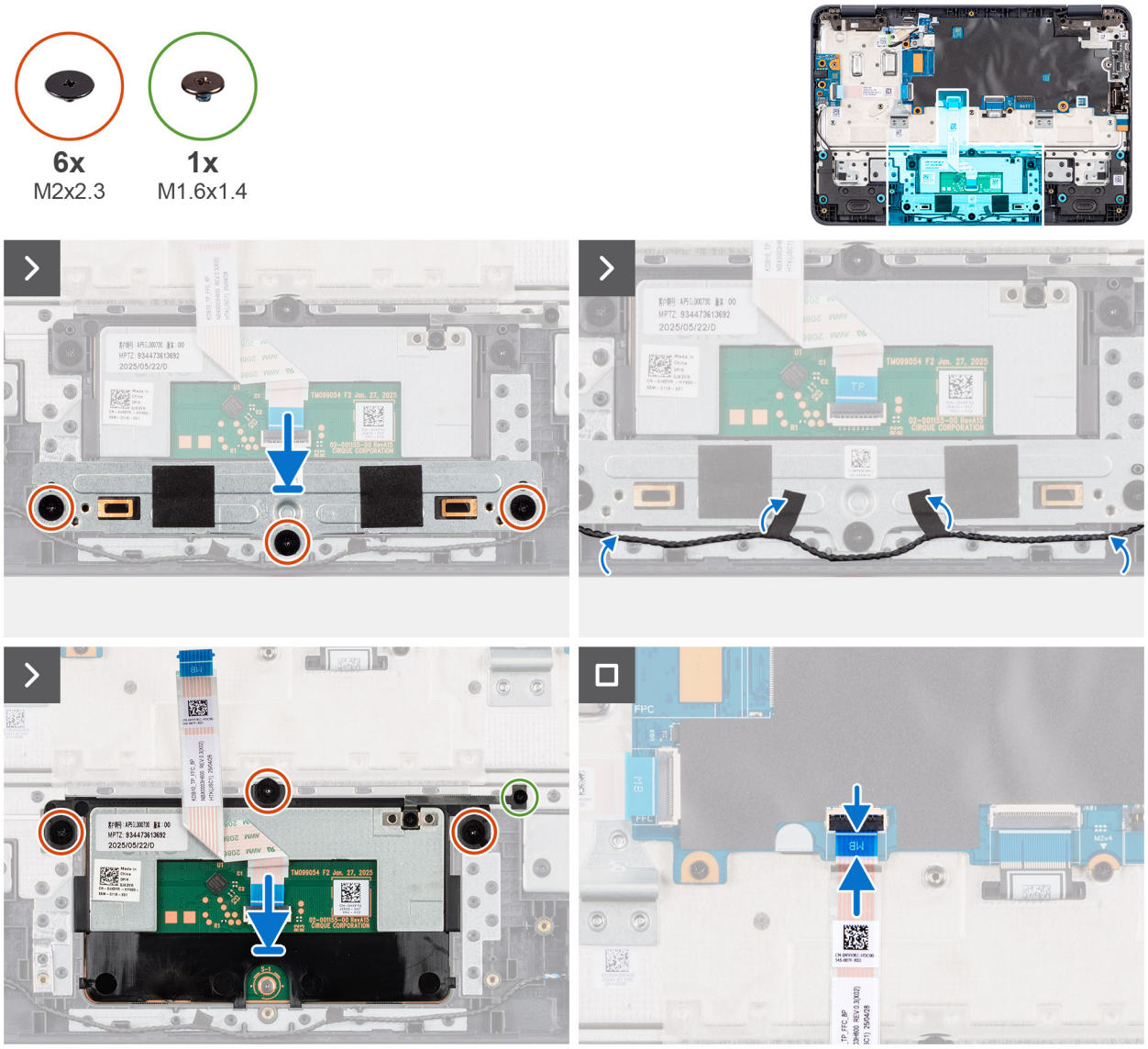


Figure 61. Installing the touchpad

Steps

1. Align and place the touchpad onto the system.
2. Replace the three screws (M2x2.3) and single screw (M1.6x1.4) to secure the touchpad in place.
3. Place the touchpad bracket above the touchpad and align the screw holes in the bracket with the screw holes in the computer.
4. Replace the three screws (M2x2.3) to secure the touchpad bracket in place.
5. Connect the touchpad cable to the connector on the system board.
6. Route the speaker cable and adhere the tapes in the touchpad bracket.

Next steps

1. Install the battery.
2. Install the base cover.
3. Follow the procedure in After working inside your computer.

System board

Removing the system board

CAUTION: The information in this removal section is intended for authorized service technicians only.

NOTE: Do not remove the USB Type-A bracket from the system board. The USB Type-A bracket is assembled with the replacement system board.

Prerequisites

1. Follow the procedure in Before working inside your computer.
2. Remove the base cover.
3. Remove the battery.

About this task

The following image indicates the connectors and components on your system board.

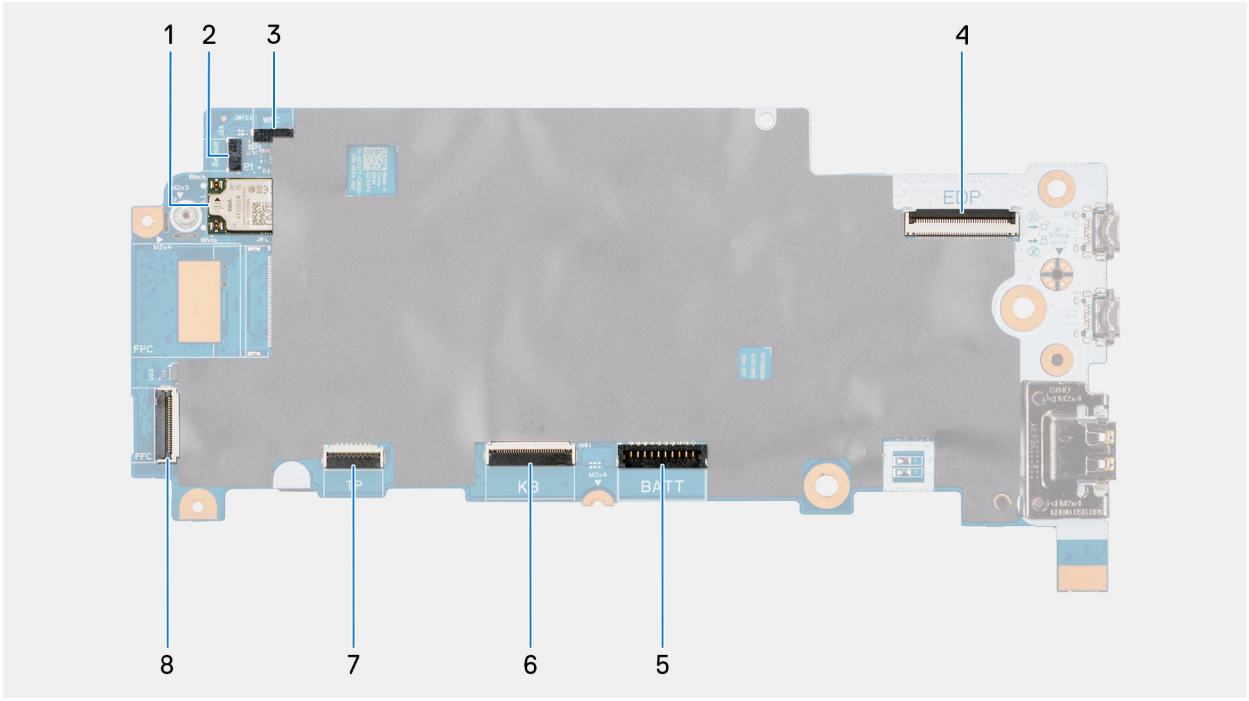


Figure 62. System-board connectors

1. WLAN antenna cable (WL1) connector

   NOTE: The WLAN card is integrated on the system board.

2. G-sensor cable connector
3. World-facing camera cable connector
4. Display cable (EDP) connector
5. Battery cable (BATT) connector
6. Keyboard cable (KB) connector
7. Touchpad cable (TP) connector
8. 24-pin I/O-board connector

The following images indicate the location of the system board and provide a visual representation of the removal procedure.

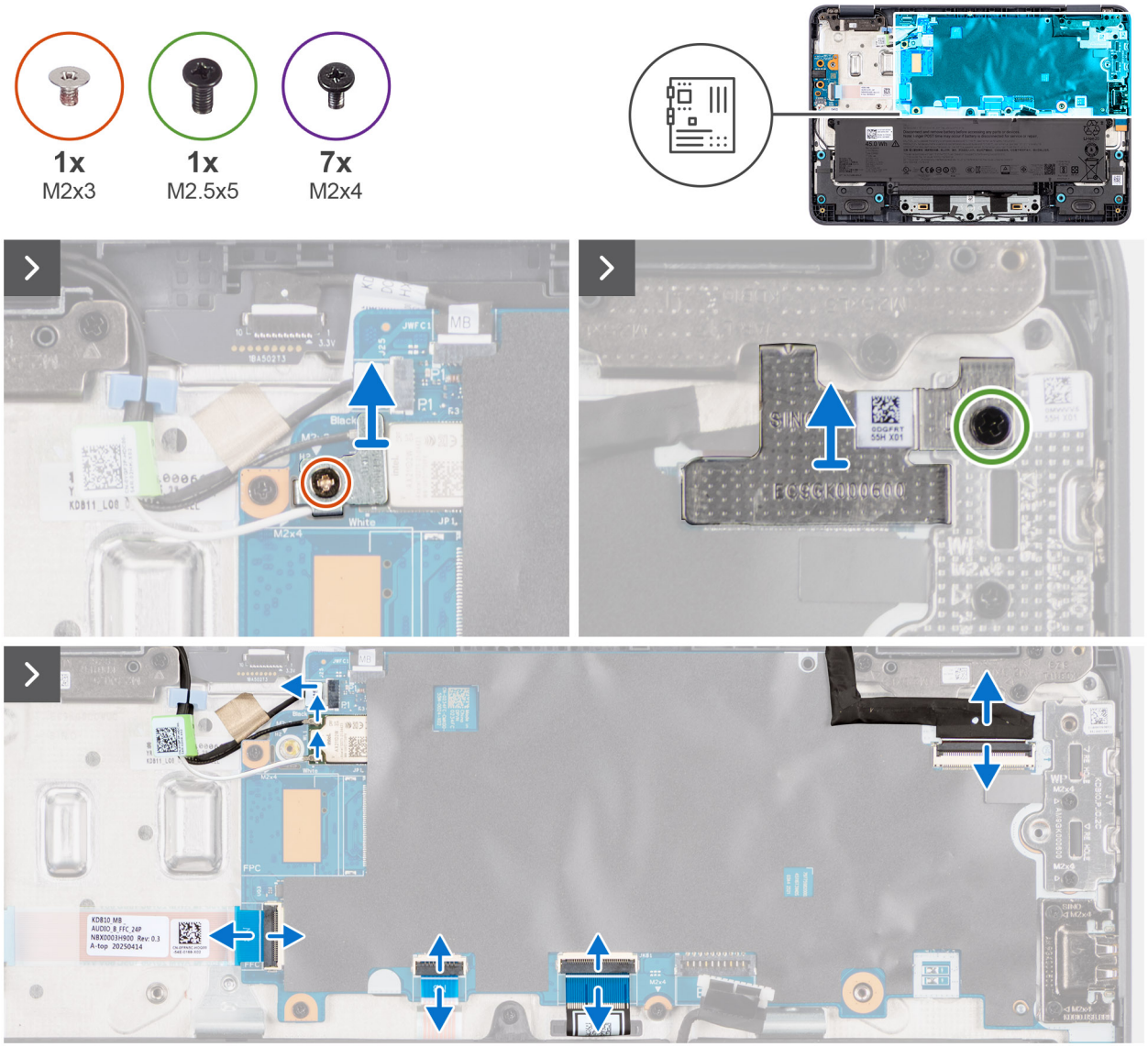


Figure 63. Removing the system board



Figure 64. Removing the system board

Steps

1. Remove the screw (M2x3) that secures the WLAN bracket to the palm-rest assembly.
2. Remove the WLAN bracket off the palm-rest assembly.
3. Disconnect the WLAN antenna cables from the WLAN module on the system board.
4. Remove the screw(M2.5x5) that secure the display-cable bracket to the palm-rest assembly.
5. Lift the display-cable bracket off the palm-rest assembly.
6. Disconnect the display cable, world-facing camera cable (for models shipped with a world-facing camera), touchpad cable, and I/O-board cable from the connectors on the system board.
7. Peel back the display cable from the computer.
8. Remove the two screws (M2x4) securing the Type-C bracket in place and remove the two screws (M2x4) securing the Type-A bracket in place.
9. Remove the Type-C bracket from the computer.
10. Remove the three screws securing the system board in place.
11. Carefully lift the system board off the palm-rest assembly.

Installing the system board

CAUTION: The information in this installation section is intended for authorized service technicians only.

Prerequisites

If you are replacing a component, remove the existing component before performing the installation process.

About this task

The following image indicates the connectors and components on your system board.

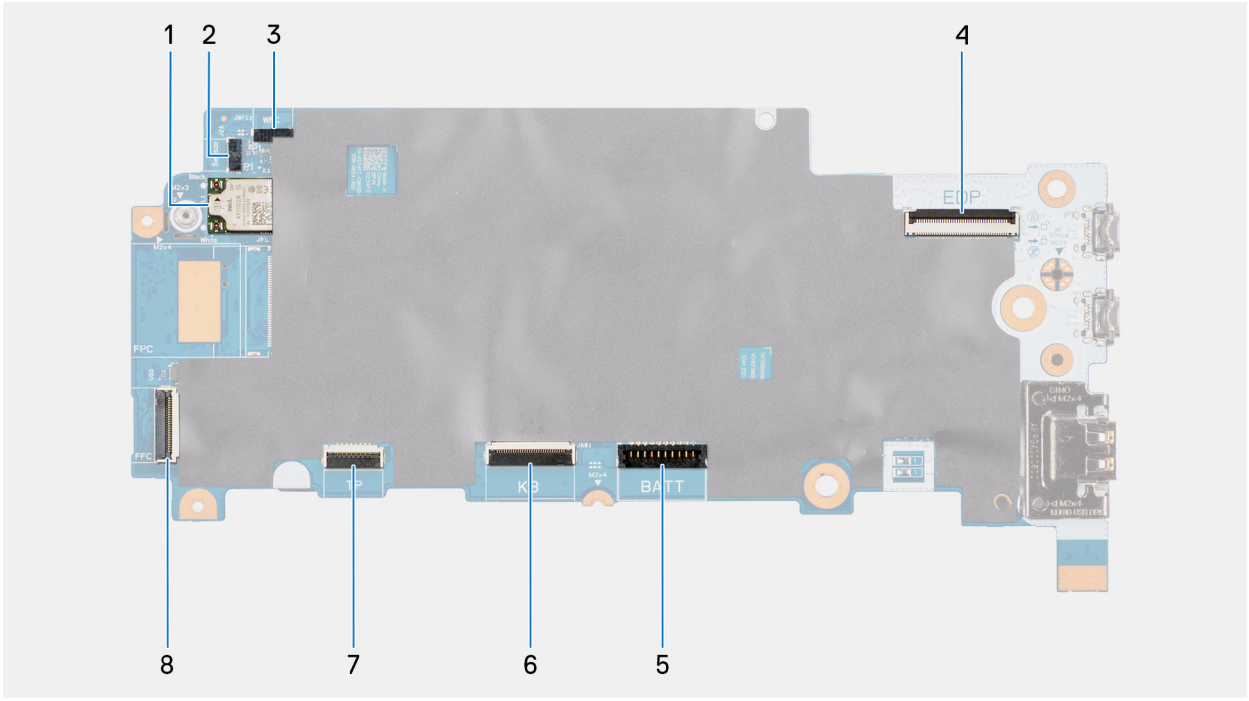


Figure 65. System-board connectors

1. WLAN antenna cable (WL1) connector

   NOTE: The WLAN card is integrated on the system board.

2. G-sensor cable connector
3. World-facing camera cable connector
4. Display cable (EDP) connector
5. Battery cable (BATT) connector
6. Keyboard cable (KB) connector
7. Touchpad cable (TP) connector
8. 24-pin I/O-board connector

The following images indicate the location of the system board and provide a visual representation of the installation procedure.



Figure 66. Installing the system board

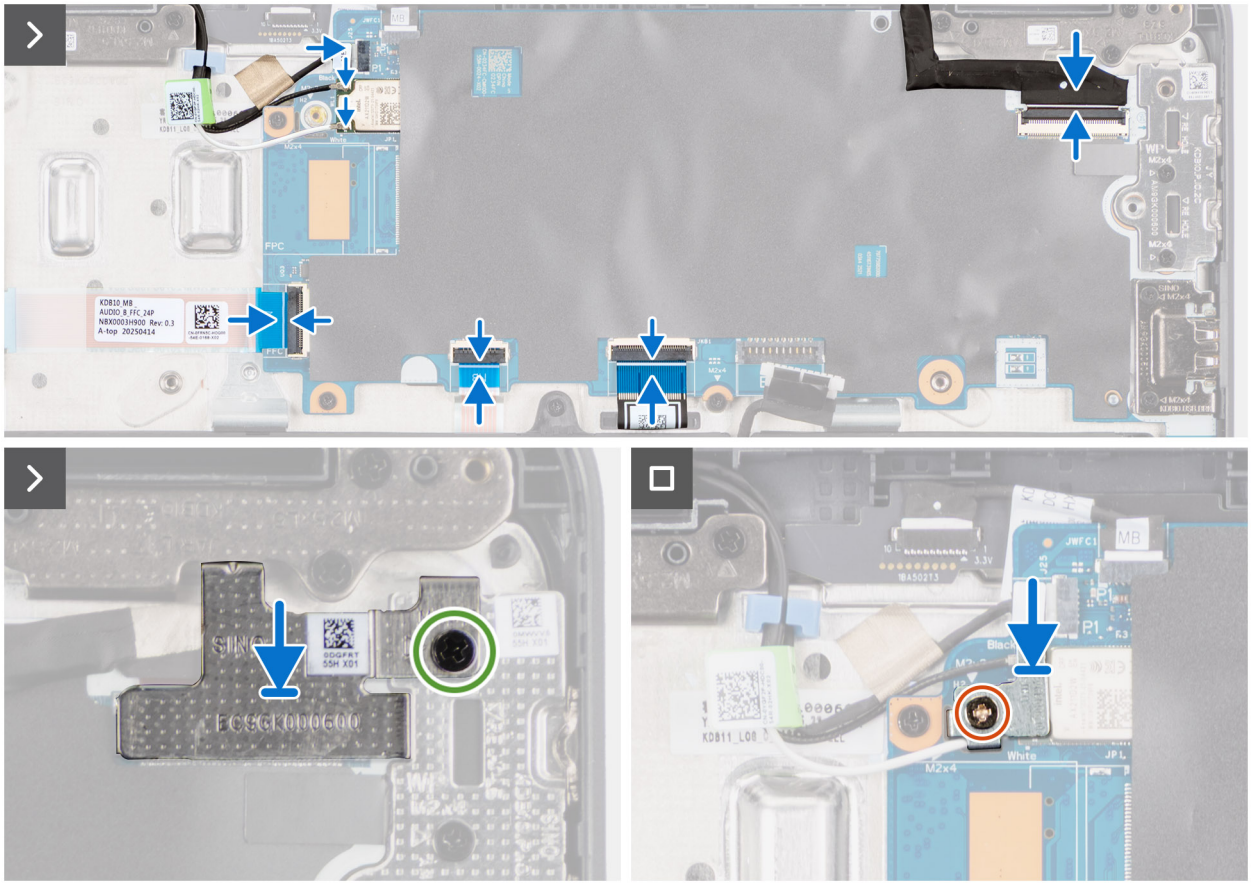


Figure 67. Installing the system board

Steps

1. Carefully align and place the system board into its slot on the palm-rest assembly.
2. Fasten the three screws to secure the system board in place.
3. Secure the Type-C bracket with two screws (M2x4) and secure the Type-A bracket with two screws (M2x4).
4. Carefully position and press the display cable onto the computer.
5. Attach the following cables to their respective connectors on the system board: display cable, world-facing camera cable (for models shipped with a world-facing camera), touchpad cable, and I/O-board cable.
6. Place the display-cable bracket onto the palm-rest assembly and secure it with the screw (M2.5x5).
7. Attach the WLAN antenna cables to the WLAN module on the system board.
8. Position the WLAN bracket on the palm-rest assembly and secure it with the screw (M2x3).

Next steps

1. Install the battery.
2. Install the base cover.
3. Follow the procedure in After working inside your computer.

Thermal plate

Removing the thermal plate

CAUTION: The information in this removal section is intended for authorized service technicians only.

Prerequisites

1. Follow the procedure in Before working inside your computer.
2. Remove the base cover.
3. Remove the system board.

About this task

The following images indicate the location of the thermal plate and provide a visual representation of the removal procedure.

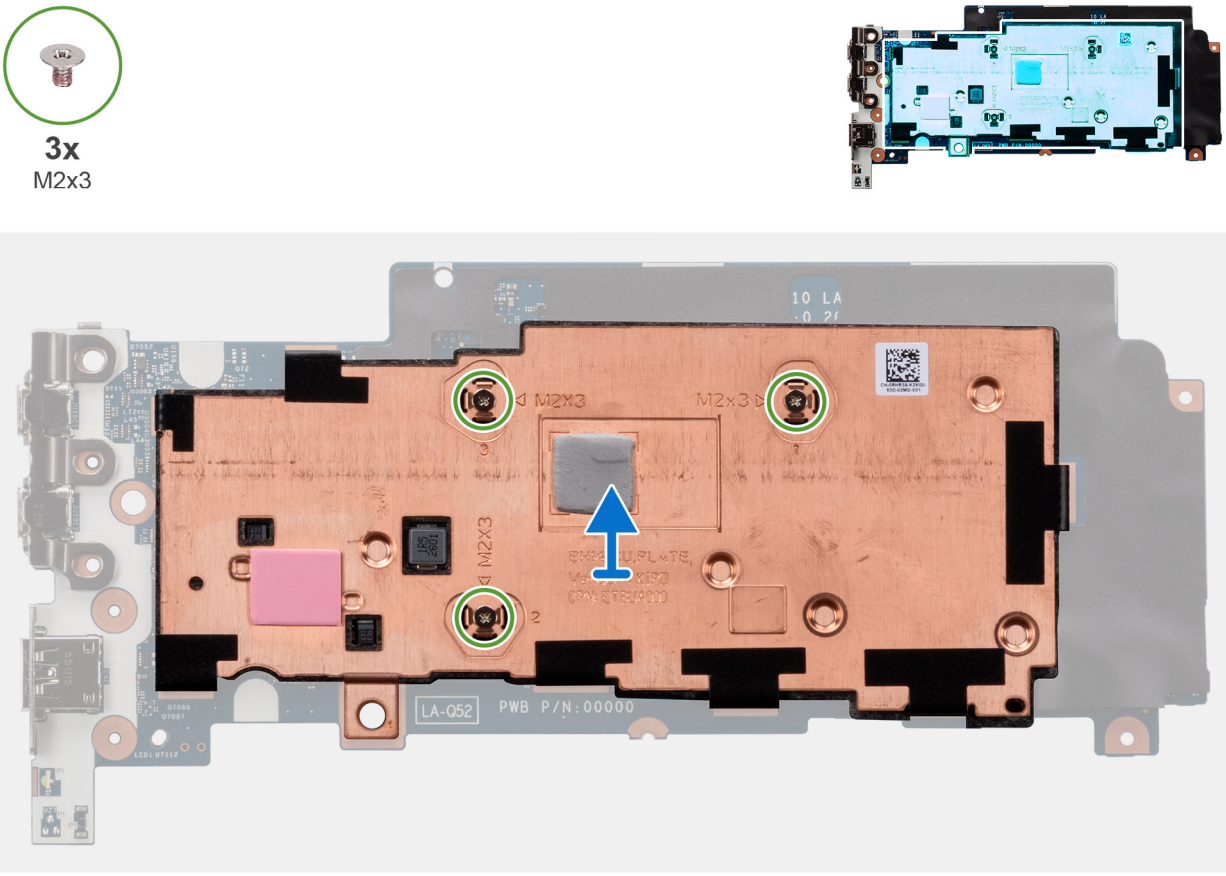


Figure 68. Removing the thermal plate

Steps

1. Remove the three screws (M2x3) that secure the thermal plate in place.
2. Remove the thermal plate from the system board.

Installing the thermal plate

CAUTION: The information in this installation section is intended for authorized service technicians only.

Prerequisites

If you are replacing a component, remove the existing component before performing the installation process.

About this task

The following images indicate the location of the thermal plate and provide a visual representation of the installation procedure.

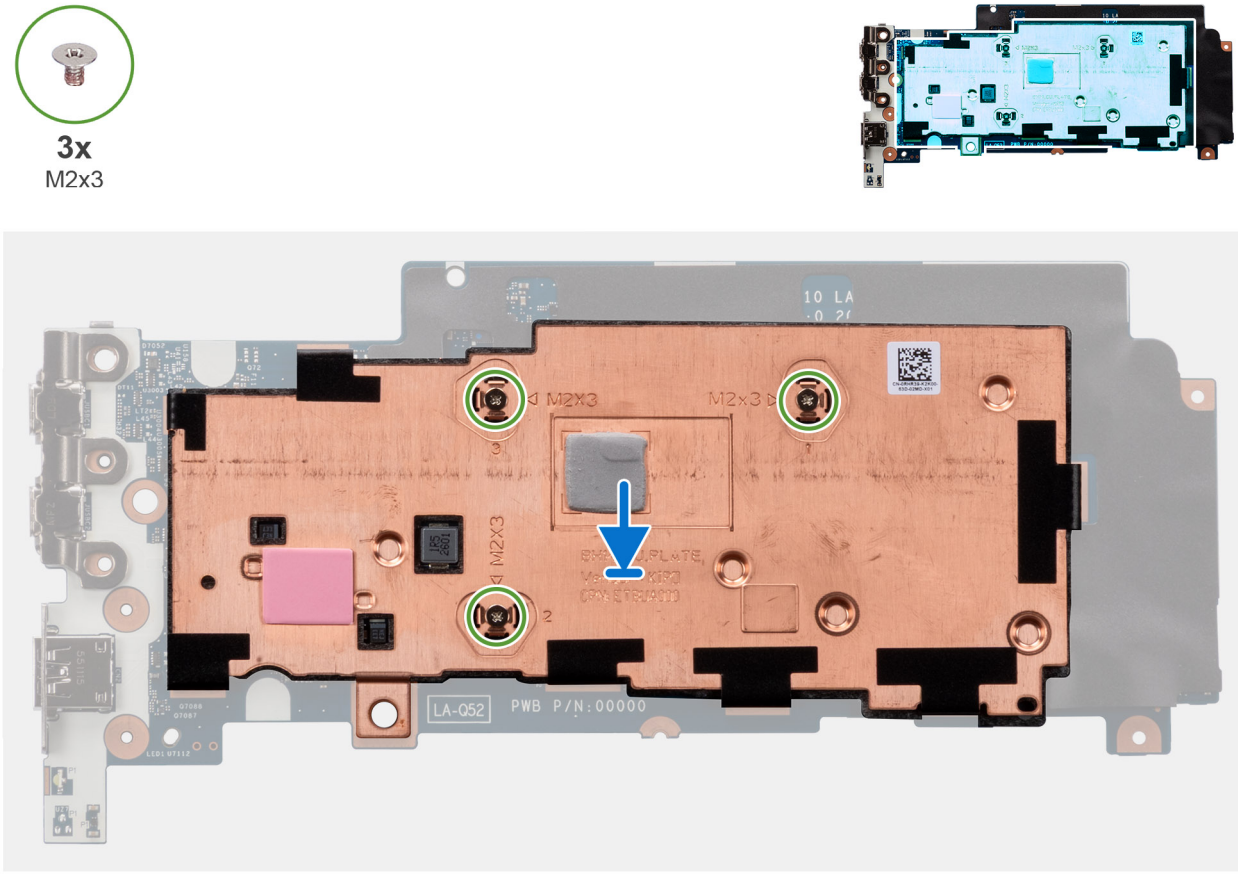


Figure 69. Installing the thermal plate

Steps

1. Carefully align and place the thermal plate onto the system board.
2. Replace the three screws (M2x3) to secure the thermal plate in place.

Next steps

1. Install the system board.
2. Install the base cover.
3. Follow the procedure in After working inside your computer.

World-facing camera cable

Removing the world-facing camera cable

Prerequisites

1. Follow the procedure in Before working inside your computer.
2. Remove the base cover.

About this task

NOTE: The following procedure is applicable only for computers that are shipped with a world-facing camera.

The following image indicates the location of the world-facing camera cable and provides a visual representation of the removal procedure.

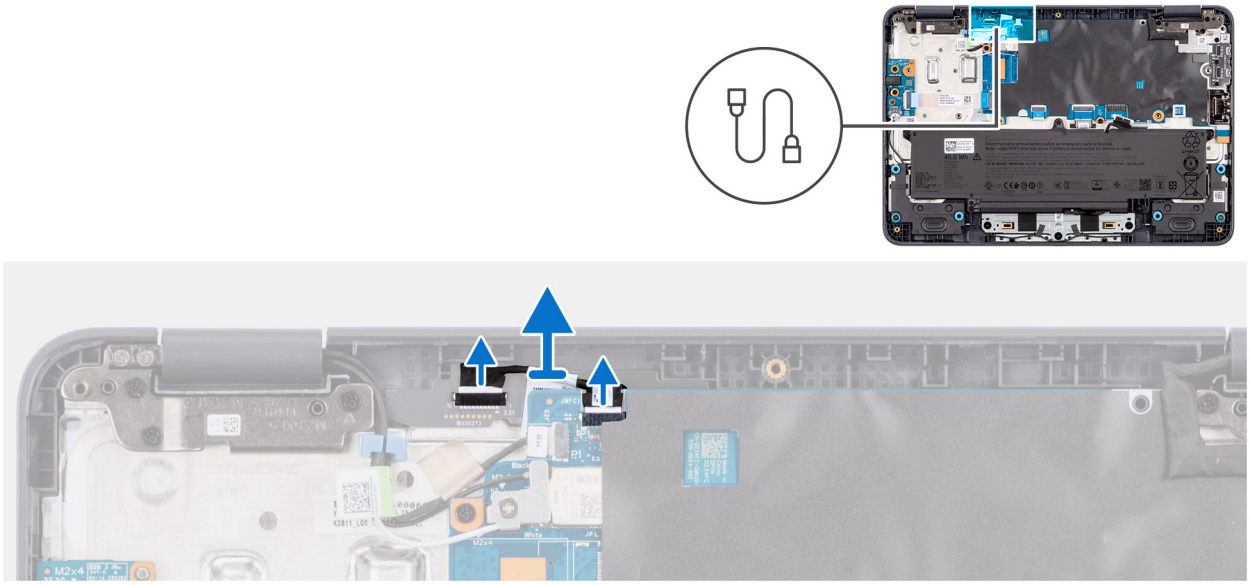


Figure 70. Removing the world-facing camera cable

Steps

1. Disconnect the world-facing camera cable from the connector on the world-facing camera.
2. Disconnect the world-facing camera cable from the connector (WFC) on the system board.
3. Remove the world-facing camera cable from the computer.

Installing the world-facing camera cable

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

NOTE: The following procedure is applicable only for computers that are shipped with a world-facing camera.

The following image indicates the location of the world-facing camera cable and provides a visual representation of the installation procedure.

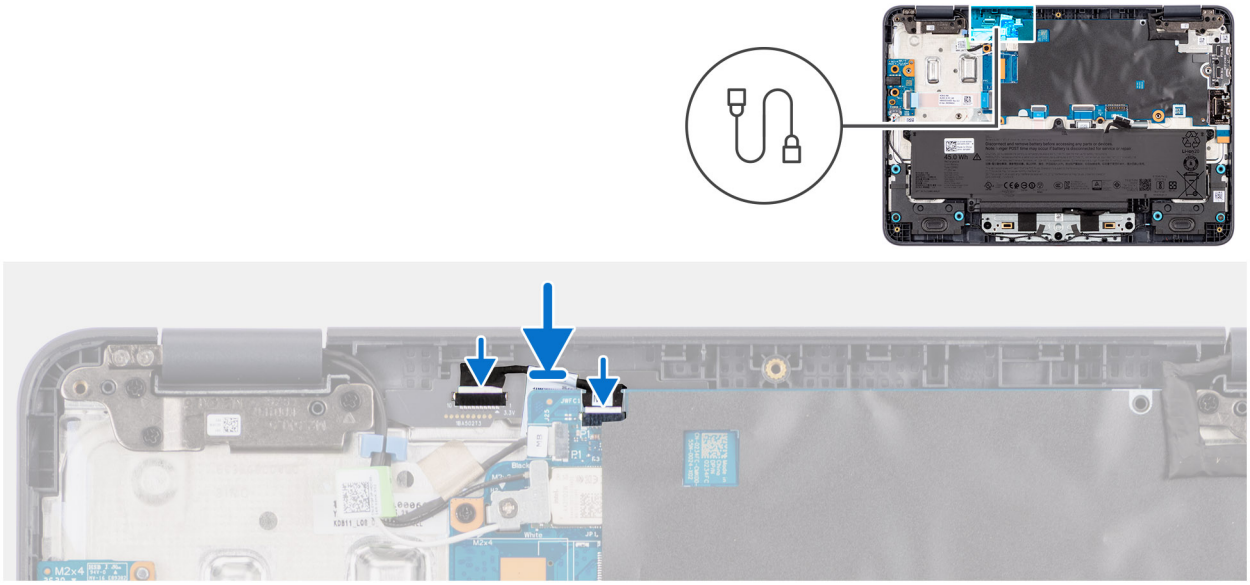


Figure 71. Installing the world-facing camera cable

Steps

1. Connect the world-facing camera cable to the connector on the world-facing camera module.
2. Connect the world-facing camera cable to the connector (WFC) on the system board.

Next steps

1. Install the base cover.
2. Follow the procedure in After working inside your computer.

World-facing camera

Removing the world-facing camera

Prerequisites

CAUTION: This is a fragile component. Handle with care.

1. Follow the procedure in Before working inside your computer.
2. Remove the base cover.
3. Remove the world-facing camera cable.
4. Remove the system board.

About this task

NOTE: The following procedure is applicable only for computers that are shipped with a world-facing camera.

The following images indicate the location of the world-facing camera and provide a visual representation of the removal procedure.

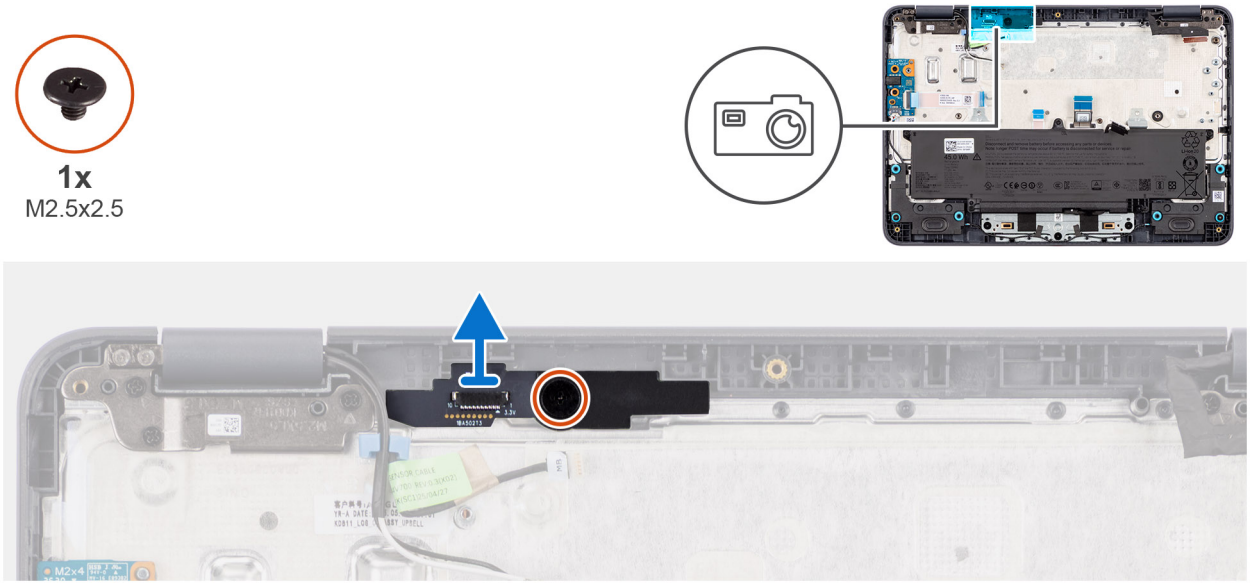


Figure 72. Removing the world-facing camera

Steps

1. Remove the (M2.5x2.5) screw that secures the world-facing camera module to the palm-rest assembly.
2. Remove the world-facing camera module from the palm-rest assembly.

Installing the world-facing camera

Prerequisites

CAUTION: This is a fragile component. Handle with care.

About this task

NOTE: The following procedure is applicable only for computers that are shipped with a world-facing camera.

The following image indicates the location of the front-facing camera and provides a visual representation of the installation procedure.

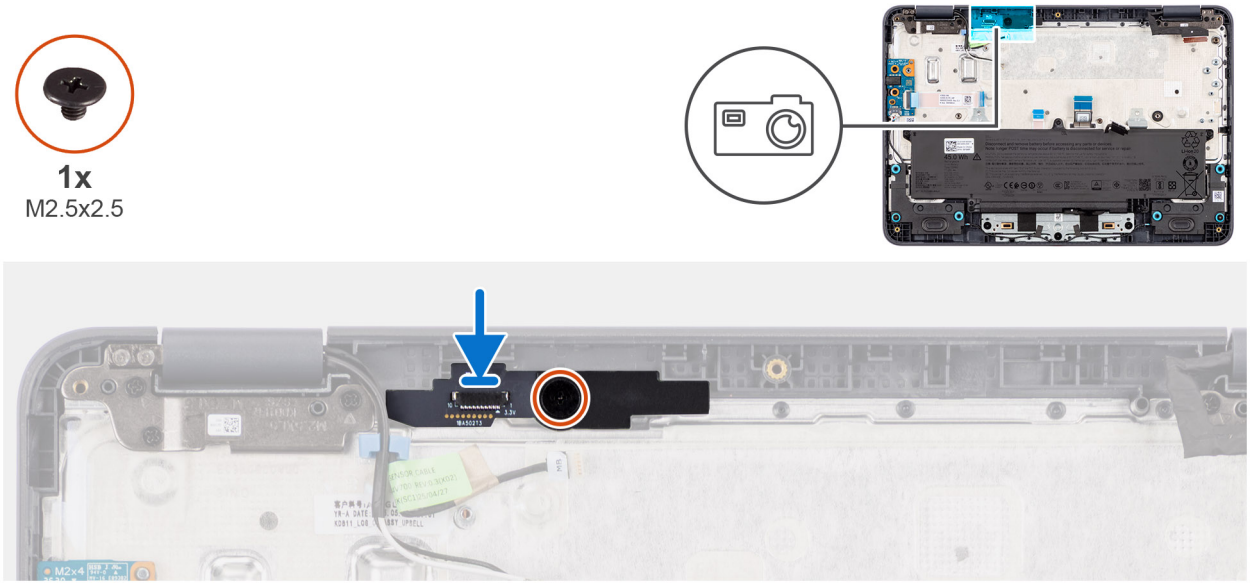


Figure 73. Installing the world-facing camera

Steps

1. Insert the world-facing camera module into the slot on the palm-rest assembly.
2. Replace the (M2.5x2.5) screw to secure the world-facing camera module to the palm-rest assembly.

Next steps

1. Install the system board.
2. Install the world-facing camera cable.
3. Install the base cover.
4. Follow the procedure in After working inside your computer.

Display assembly

Removing the display assembly

CAUTION: The information in this removal section is intended for authorized service technicians only.

Prerequisites

1. Follow the procedure in Before working inside your computer.
2. Remove the base cover.

About this task

The following images indicate the location of the display assembly and provide a visual representation of the removal procedure.

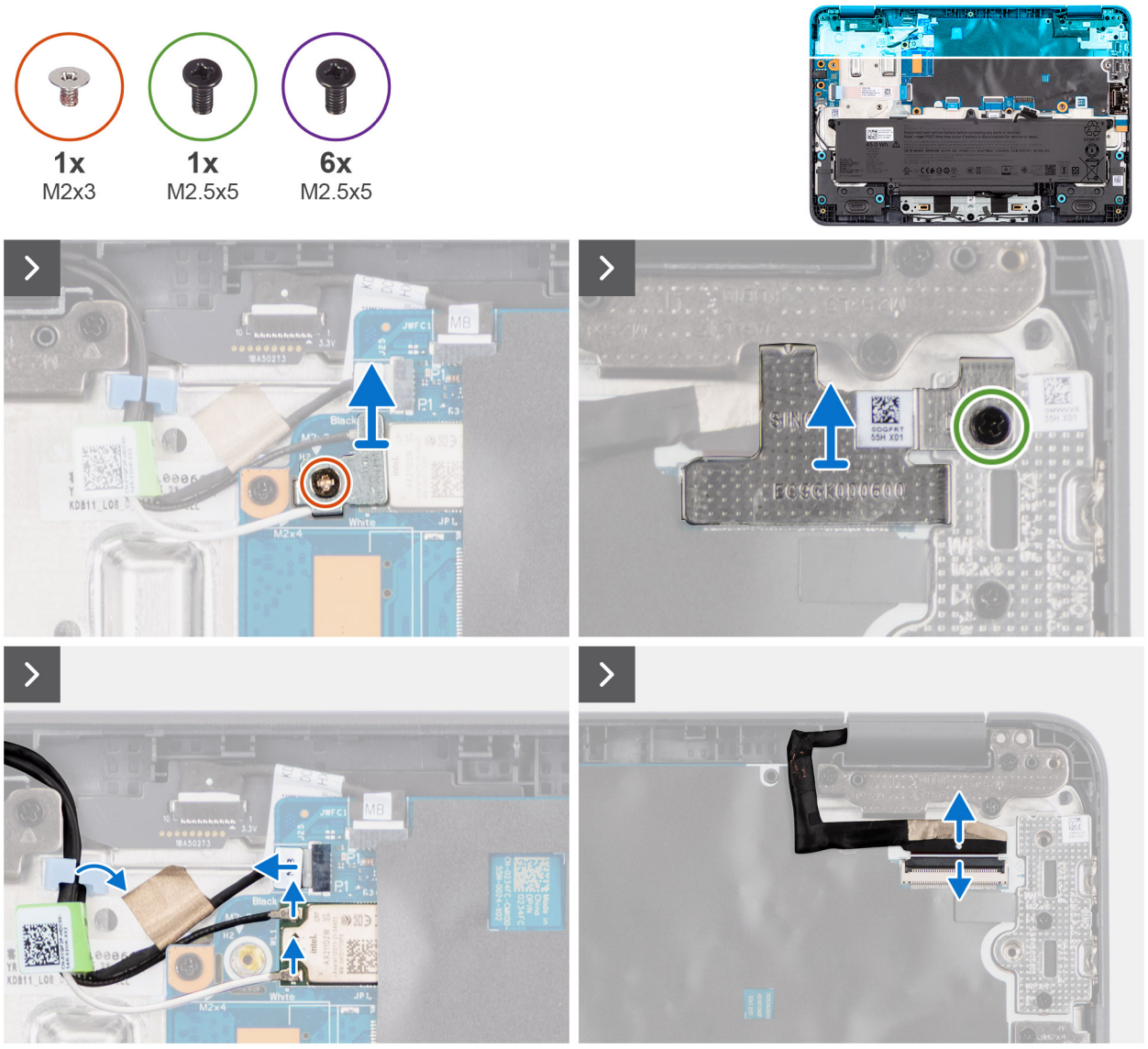


Figure 74. Removing the display assembly



Figure 75. Removing the display assembly

Steps

1. Remove the screw (M2x3) that secures the WLAN bracket to the palm-rest assembly.
2. Remove the WLAN bracket off the palm-rest assembly.
3. Disconnect the WLAN antenna cables from the WLAN module on the system board.
4. Remove the screw(M2.5x5) that secure the display-cable bracket to the palm-rest assembly.
5. Lift the display-cable bracket off the palm-rest assembly.
6. Lift the display-cable bracket off the palm-rest assembly, and disconnect and peel back the display cable from the system board.
7. Open the display to a 270-degree angle and place the computer at the edge of a flat table.
8. Remove the six screws (M2.5x5) that secure the left and right hinges of the display assembly to the system board and palm-rest assembly.
9. Lift the display assembly off the palm-rest assembly.
10. After performing all the above steps, you are left with the display assembly.

NOTE: The display assembly is a Hinge-Up Design (HUD) assembly and cannot be further disassembled once it is removed from the palm-rest assembly. If any components in the display assembly are malfunctioning and must be replaced, replace the entire display assembly.



Figure 76. Display assembly

Installing the display assembly

CAUTION: The information in this installation section is intended for authorized service technicians only.

Prerequisites

If you are replacing a component, remove the existing component before performing the installation process.

About this task

The following images indicate the location of the display assembly and provide a visual representation of the removal procedure.



Figure 77. Installing the display assembly

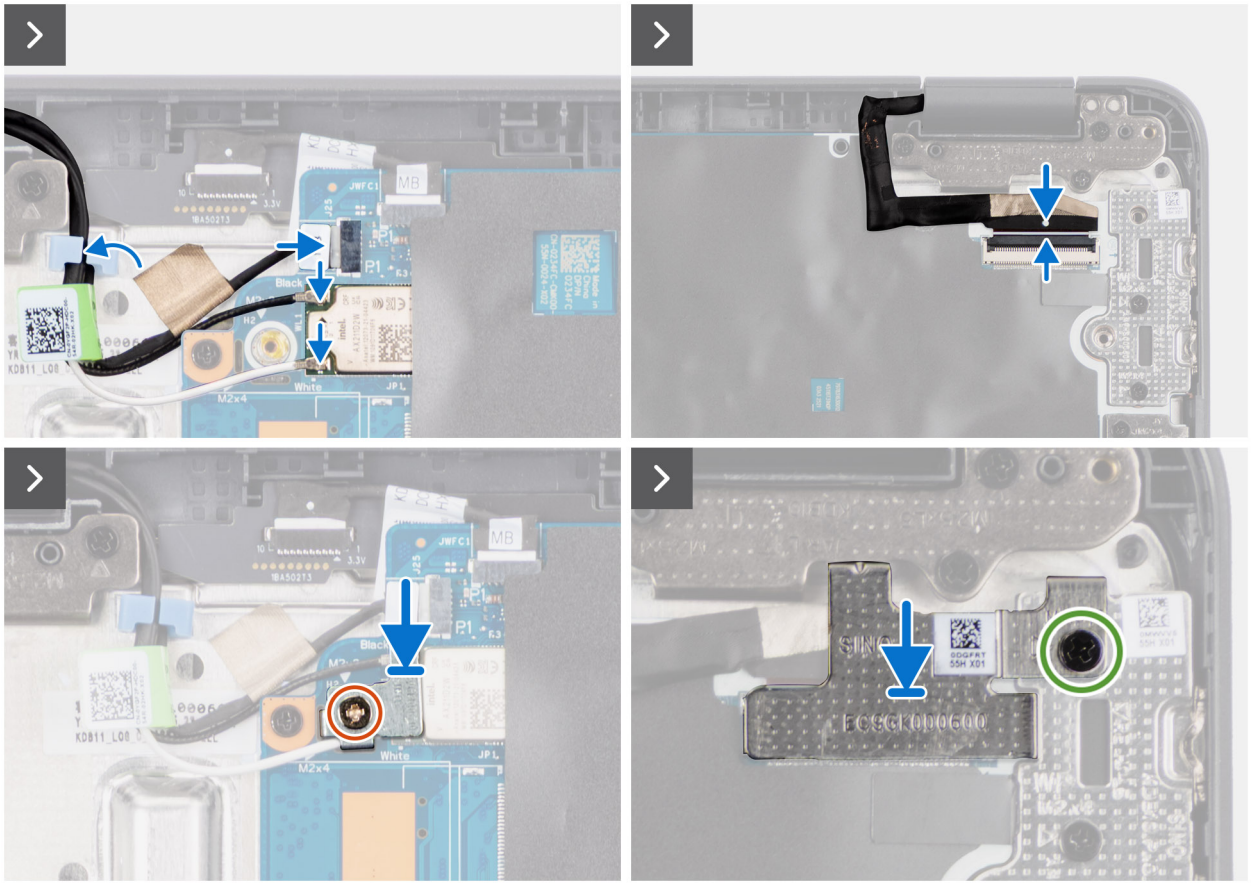


Figure 78. Installing the display assembly

Steps

1. Place the palm-rest assembly at the edge of a flat table.
2. Align the screw holes of the palm-rest assembly with the screw holes on the hinges of the display assembly.
3. Replace the six screws (M2.5x5) that secure the left and right hinges of the display assembly to the system board and palm-rest assembly.
4. Close the display assembly, turn the computer over, and place it on the flat surface.
5. Carefully position the display cable and connect it to the system board.
6. Place the display-cable bracket onto the palm-rest assembly. Secure it with the screw (M2.5x5).
7. Attach the WLAN antenna cables to the WLAN module on the system board.
8. Position the WLAN bracket on the palm-rest assembly. Secure it with the screw (M2x3).

Next steps

1. Install the base cover.
2. Follow the procedure in After working inside your computer.

Palm-rest assembly

Removing the palm-rest assembly

Prerequisites

1. Follow the procedure in Before working inside your computer.
2. Remove the base cover.
3. Remove the battery.

4. Remove the battery cable.
5. Remove the keyboard.
6. Remove the world-facing camera cable (for computers that are shipped with a world-facing camera).
7. Remove the I/O-board cable.
8. Remove the audio I/O board.
9. Remove the display assembly.
10. Remove the system board.

NOTE: The system board can be removed and installed along with the thermal plate, when you replace the palm-rest assembly. This simplifies the removal and installation procedure and prevents damage to the thermal bond between the system board and thermal plate.

11. Remove the speakers.
12. Remove the world-facing camera (for computers that are shipped with a world-facing camera).

About this task

The following image shows the palm-rest assembly after all the components in the prerequisite steps have been removed.

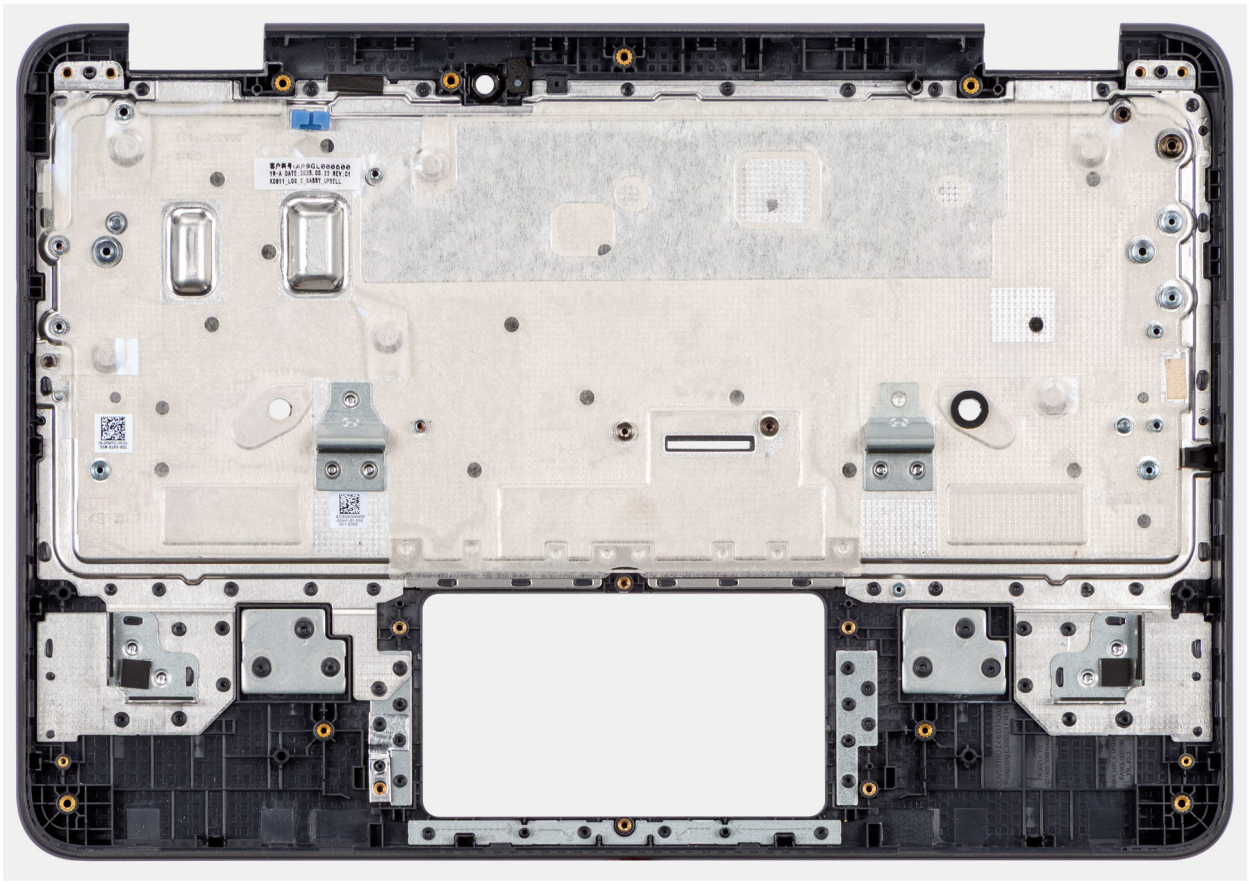


Figure 79. Removing the palm-rest assembly

NOTE: The palm-rest assembly cannot be further disassembled once all the pre-removal parts procedures are completed. If the touchpad frame, touchpad support bracket, touchpad mylar, touchpad module, touchpad cable, conductive tape, or thermal pad are malfunctioning and requires to be replaced, replace the entire palm-rest assembly.

Steps

After performing the **Prerequisites**, you are left with the palm-rest assembly.

Installing the palm-rest assembly

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The following image indicates the location of the palm-rest assembly.

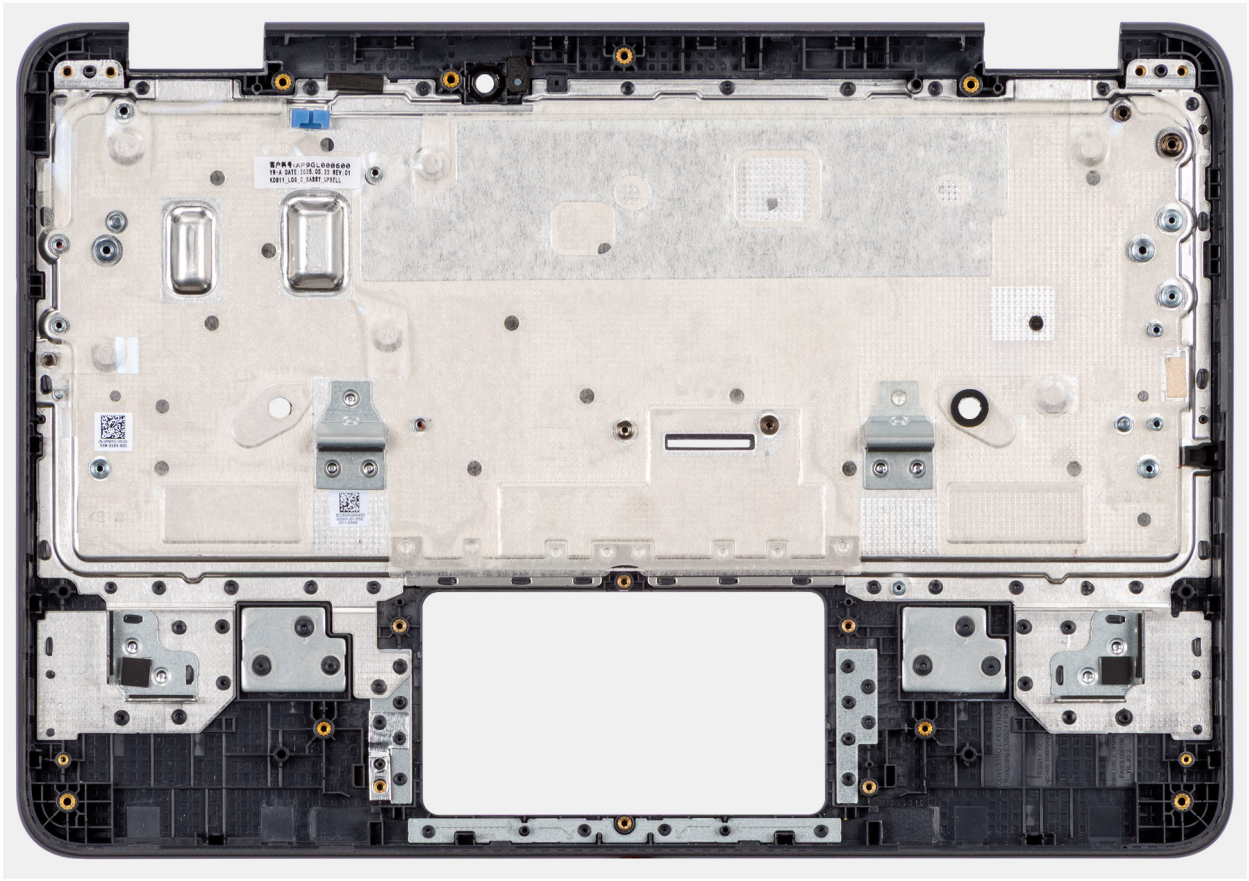


Figure 80. Installing the palm-rest assembly

Steps

Place the palm-rest assembly on a flat surface and install the components that are listed in **Next steps** to complete the palm-rest installation.

Next steps

1. Install the world-facing camera (for computers that are shipped with a world-facing camera).
2. Install the speakers.
3. Install the system board.
4. Install the display assembly.
5. Install the audio I/O board.
6. Install the I/O-board cable.
7. Install the world-facing camera cable.
8. Install the keyboard.
9. Install the battery cable.
10. Install the battery.
11. Install the base cover.
12. Follow the procedure in After working inside your computer.

8

Software

This chapter details the supported operating systems along with instructions on how to install the drivers.

Operating system

Your Dell Chromebook 11 C1126M 2-in-1 supports the following operating systems:

ChromeOS

Drivers and downloads

When troubleshooting, downloading, or installing drivers, it is recommended that you read the Dell Knowledge Base article Drivers and Downloads FAQs.

Frequently asked questions

The following are frequently asked questions:

Table 31. Frequently asked questions

Frequently asked questions	Responses
What software works on a Chromebook?	Chromebooks use apps from the **Google Play Store** and the Internet. You can use these apps to work, be creative, watch movies or shows, or play games.
Where can I get more apps?	You can get more apps from the **Google Play Store** or the web.
Can I use Microsoft Office software?	Chromebooks work with Microsoft Office (Word, Excel, and Microsoft PowerPoint). You can find these apps on the Internet.
Where can I find my files?	All your files are stored in the **Files** app. You can find the app by clicking the **Launcher** icon and searching **`Files`**.
How do I transfer my local files?	You can transfer your local files using a compatible storage device. Your Chromebook works with most of the external storage devices (for example; USB drive, removable hard drives). You can also upload your files, photos, and videos to Google Drive. After setting up your Chromebook with your Google Account, you can access your files on Drive.

Table 31. Frequently asked questions (continued)

Frequently asked questions	Responses
Why does my Chromebook need my Google Account information?	You have to use your Google Account to sign in to your Chromebook. It is the same account that you use for Google services such as Gmail and Drive. Your Chromebook uses your account information to automatically sign you into apps and services.
How do I set my Chromebook up for my child?	If you want to set up parental controls for your child, sign in using personal Google Account of your child. If they do not already have one account, you can create one during the sign-in process on your Chromebook. You can add the school account of your child after you complete the device onboarding.

For more information about your Chromebook, see Chromebook Help.

9

Troubleshooting

Handling swollen rechargeable Li-ion batteries

Like most laptops, Dell laptops use Lithium-ion batteries. One type of Lithium-ion battery is the rechargeable Li-ion battery. Rechargeable Li-ion batteries have increased in popularity in recent years and have become a standard in the electronics industry due to customer preferences for a slim form factor (especially with newer ultra-thin laptops) and long battery life. Inherent to rechargeable Li-ion battery technology is the potential for swelling of the battery cells.

A swollen battery may impact the performance of the laptop. To prevent possible further damage to the device enclosure or internal components leading to malfunction, discontinue the use of the laptop and discharge it by disconnecting the AC adapter and letting the battery drain.

Swollen batteries should not be used and must be replaced and disposed of properly. We recommend contacting Dell Support for options to replace a swollen battery under the terms of the applicable warranty or service contract, including options for replacement by a Dell authorized service technician.

The guidelines for handling and replacing rechargeable Li-ion batteries are as follows:

- Exercise caution when handling rechargeable Li-ion batteries.
- Discharge the battery before removing it from the laptop. To discharge the battery, unplug the AC adapter from the computer and operate the computer only on battery power. The battery is fully discharged when the computer no longer turns on when the power button is pressed.
- Do not crush, drop, mutilate, or penetrate the battery with foreign objects.
- Do not expose the battery to high temperatures, or disassemble battery packs and cells.
- Do not apply pressure to the surface of the battery.
- Do not bend the battery.
- Do not use tools of any type to pry on or against the battery.
- If a battery gets stuck in a device as a result of swelling, do not try to free it as puncturing, bending, or crushing a battery can be dangerous.
- Do not attempt to reassemble a damaged or swollen battery into a laptop.
- Swollen batteries that are covered under warranty should be returned to Dell in an approved shipping container (provided by Dell)—this is to comply with transportation regulations. Swollen batteries that are not covered under warranty should be disposed of at an approved recycling center. Contact Dell Support at Dell Support Site for assistance and further instructions.
- Using a non-Dell or incompatible battery may increase the risk of fire or explosion. Replace the battery only with a compatible battery purchased from Dell that is designed to work with your Dell computer. Do not use a battery from other computers with your computer. Always purchase genuine batteries from Dell Site or otherwise directly from Dell.

Rechargeable Li-ion batteries can swell for various reasons such as age, number of charge cycles, or exposure to high heat. For more information about how to improve the performance and lifespan of the laptop battery and to minimize the possibility of occurrence of the issue, search Dell laptop battery at Dell Support Site.

Recovering the operating system

When your computer is unable to boot to the operating system even after repeated attempts, it automatically starts Dell SupportAssist OS Recovery.

Dell SupportAssist OS Recovery is a standalone tool that is preinstalled on Dell computers running the Windows operating system. It consists of tools to diagnose and troubleshoot issues that may occur before your computer boots to the operating system. It enables you to diagnose hardware issues, repair your computer, back up your files, and restore your computer to its factory state.

You can also download it from the Dell Support website to troubleshoot and fix your computer when it fails to boot into the primary operating system due to software or hardware failures.

For more information about the Dell SupportAssist OS Recovery, see *Dell SupportAssist OS Recovery User's Guide* at Serviceability Tools at the Dell Support Site. Click **SupportAssist** and then click **SupportAssist OS Recovery**.

NOTE: Windows 11 IoT Enterprise LTSC 2024 and Dell ThinOS 10 do not support Dell SupportAssist. For more information about recovering ThinOS 10, see Recovery mode using R-Key.

Chromebook storage

Overview

Dell Technologies recommends that customers prepare their Chromebooks for long-term storage (or summer break). This best practice eliminates the possibility of battery issues when Chromebooks are put back into service.

The following are a few steps to prepare your Chromebooks for long-term storage:

1. Update to the latest version of the ChromeOS.
2. Charge your Chromebooks so that the battery is at least 80% full. This ensures that even when the battery discharges while unplugged over the summer, power is not fully depleted.
3. DO NOT physically remove the battery from the Chromebook for storage.

NOTE: Failure to follow these steps could cause your batteries to reach a critically low charge when the Chromebook is stored for long periods of time, and can result in permanent failure of the battery. Dell provides a standard 1-year warranty on batteries. Batteries are a consumable item. All batteries degrade with time and use. For more information, see Dell Support Site.

Battery management

Chromebook batteries, after the first power-up will slowly discharge even after the computer is turned off. If the battery is allowed to discharge below 1%, it may enter a permanent failure mode rendering it useless.

Simultaneously, do not keep Chromebooks plugged into a cart or charger if they are in storage for months. This reduces battery life and can lead to other issues. If you are storing Chromebooks for a long time, charge them to at least 80% and unplug them from a battery source.

Dell Technologies recommends that customers properly prepare their Chromebooks for long-term storage. This best practice should eliminate or reduce the possibility of premature battery failure.

Chromebook battery long-term storage - best practices

The following suggestions are provided depending on your long-term storage usage to mitigate the number of Chromebooks that need to be put into storage mode:

`Classroom storage:`

If the Chromebooks are being stored in the classroom such as on a cart or other storage means, if possible (depending on the age of the student), have the teacher walk through the step with the students on the last day of use. Otherwise depending on the size of the class, have the teacher or maybe a teacher's aid follow the process.

`Student takes the the system home for summer break:`

Provide the process to the student who will take the Chromebook home. Suggest a letter that can be sent home with the student advising of the process.

1. If the student is going to use the Chromebook over the summer, this would not be a concern.
2. If the student is going to store the Chromebook at home over the summer, it is best to be put in storage mode.

`IT department storage (student turns in Chromebook):`

If the students turn the Chromebook into the IT dept or lab, you could do the following to avoid additional work load on the IT staff:

1. Have the teacher assist with putting Chromebooks into storage mode before turning them in (similar to Classroom storage), or have the IT team provide steps to put the Chromebook into storage mode.
2. IT team can later press the power button to ensure that it is in storage mode.

Preparing the Chromebook for long-term storage

Prerequisites

Update your Chromebook to the latest version of the ChromeOS and charge so that the battery is at least 80% full. This ensures that even when the battery discharges while unplugged over the summer, power is not fully depleted.

In order to slow the discharge rate during storage, use the same process that the factory uses before they ship devices.

NOTE: DO NOT physically remove the battery from the Chromebook for storage, but instead perform the following steps:

Steps

1. Connect the device to the power adapter and power on.
2. With the power adapter that is connected to the device, put the device in Battery cut-off mode.
3. Press and hold the Refresh + Power keys simultaneously at least for 3 seconds.
4. While holding these keys, remove the power cable from the device, and then release the keys.
   The device should shut down and remain off.
5. Attempt to power the unit on using the power button.
6. If the computer does not power on, you have completed the steps and can safely store the computer.
7. If the unit powers on, repeat steps 1 to 5.
8. Store it in a cool, dry place at 25^0C ($78\ ^0$F).

   This is the ideal way to store devices, as it reduces battery discharge to a minimal rate. It prevents constant charge or discharge from reducing the battery life and keeps the Chromebook in a stable, powered-off state.

   NOTE: If you cannot put your Chromebook into the battery disconnect state as described above, charge the battery to at least 80%, turn off the Chromebook, unplug it from a power source, and store it in a cool, dry place.

   NOTE: If combo keys do not work with your model, charging with a higher socket level is the only alternative from Google.

Getting your Chromebook ready

About this task

Perform the following steps to get your Chromebook ready for school:

Steps

1. Connect the Chromebook to a charger and a power source to get the computer out of the battery disconnect state.
2. Turn on your device.
3. Connect your Chromebook to Wi-Fi and update them to the latest ChromeOS release.

   NOTE: This step can take time as multiple ChromeOS versions may have been released since the last time the device was updated.

Recovering the operating system

If your Chromebook operating system is malfunctioning, you can recover it by reinstalling the operating system.

To know how to recover your Chromebook operating system, see Recover your Chromebook at Chromebook Help page.

Real-Time Clock (RTC Reset)

The Real-Time Clock (RTC) reset function enables you or the service technician to recover Dell computers from No POST/No Power/No Boot situations.

Start the RTC reset with the computer powered off and connected to AC power. Press and hold the power button for twenty-five seconds. The computer RTC Reset occurs after you release the power button.

Network power cycle

About this task

If your computer is unable to access the Internet due to network connectivity issues, reset your network devices by performing the following steps:

Steps

1. Turn off the computer.
2. Turn off the modem.

   NOTE: Some Internet service providers (ISPs) provide a modem and router combo device.
3. Turn off the wireless router.
4. Wait for 30 seconds.
5. Turn on the wireless router.
6. Turn on the modem.
7. Turn on the computer.

Drain flea power (perform hard reset)

About this task

Flea power is the residual static electricity that remains in the computer even after it has been powered off and the battery is removed.

For your safety, and to protect the sensitive electronic components in your computer, you must drain residual flea power before removing or replacing any components in your computer.

Draining flea power, also known as a performing a "hard reset," is also a common troubleshooting step if your computer does not turn on or boot into the operating system.

Perform the following steps to drain the flea power:

Steps

1. Turn off the computer.
2. Disconnect the power adapter from the computer.
3. Remove the base cover.
4. Remove the battery.

   CAUTION: If the battery is a Field Replaceable Unit (FRU), the removal and installation procedures are intended for authorized service technicians only.
5. Press and hold the power button for 20 seconds to drain the flea power.
6. Install the battery.
7. Install the base cover.
8. Connect the power adapter to the computer.
9. Turn on the computer.

   NOTE: For more information about performing a hard reset, go to Dell Support Site. On the menu bar at the top of the Support page, select Support > Support Library. In the Search field on the Support Library page, type the keyword, topic, or model number, and then click or tap the search icon to view the related articles.

10

Getting help and contacting Dell

Self-help resources

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

Table 32. Self-help resources

Self-help resources	Resource location
Information about Dell products and services	Dell Site
Online help for operating system	For support on your Chromebook, see ChromeOS Support.
Access top solutions, diagnostics, drivers and downloads, and learn more about your computer through videos, manuals, and documents.	Your Dell computer is uniquely identified using a Service Tag or Express Service Code. To view relevant support resources for your Dell computer, enter the Service Tag or Express Service Code at Dell Support Site. For more information about how to find the Service Tag for your computer, see Instructions on how to find your Service Tag or Serial Number.
Dell knowledge base articles	1. Go to Dell Support Site. 2. On the menu bar at the top of the Support page, select **Support** > **Support Library**. 3. In the Search field on the Support Library page, type the keyword, topic, or model number, and then click or tap the search icon to view the related articles.

Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see Contact Support at Dell Support Site.

NOTE: Availability of the services may vary depending on the country or region, and product.

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

11

Revision history

Tracks all updates that are made to the document. It typically includes the date of change, version number, and a brief description of the modification. This log helps maintain transparency, accountability, and a clear timeline of progress.

Table 33. Revision history

Revision	Date	Description
A02	September 2026	Updated the memory specifications.
A01	June 2026	• Updated the system board removal and installation topics. • Updated the wireless card specifications.
A00	May 2026	Original publish date.