Inspiron 11 3000
Service Manual

Computer Model: Inspiron 11–3168
Regulatory Model: P25T
Regulatory Type: P25T001

Notes, cautions, and warnings

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

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

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

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Before working inside your computer

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

Before you begin

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

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

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

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

Safety instructions

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

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

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

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

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

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

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

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

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

Recommended tools

The procedures in this document may require the following tools:

- Philips screwdriver
- Flat-head screwdriver
- Plastic scribe

Screw list

Component	Secured to	Screw type	Quantity
LCD module	LCD cover	M2L2.5	2
Hinge plate	Cover	M2.5L2.5 (Big Head)	4
Touch pad	Palm-rest and keyboard assembly	M2L2	4
Display cable bracket	Palm-rest and keyboard assembly	M2L2 (Big Head)	1
Power adapter	Palm-rest and keyboard assembly	M2L3	1
Wireless card	Palm-rest and keyboard assembly	M2L3	1
Battery	Palm-rest and keyboard assembly	M2L3	1
System board	Palm-rest and keyboard assembly	M2L2 (Big Head)	1
I/O board	Palm-rest and keyboard assembly	M2L3	2
System board	Palm-rest and keyboard assembly	M2L3	1
Hard-drive	Palm-rest and keyboard assembly	M2L3	1
Hinges	Palm-rest and keyboard assembly	M2.5L5	4
Back cover		M2.5L7	9
Hard-drive bracket	Hard drive	M3L3	4

After working inside your computer

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

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

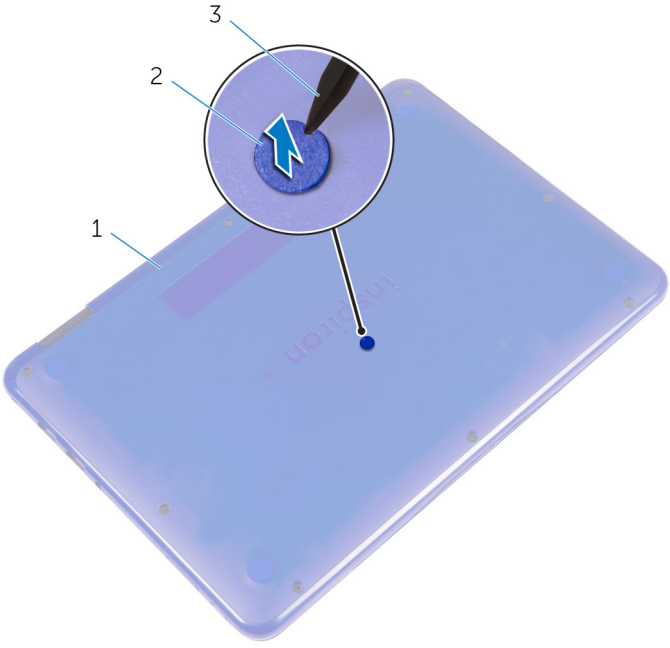
Removing the base cover

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Procedure

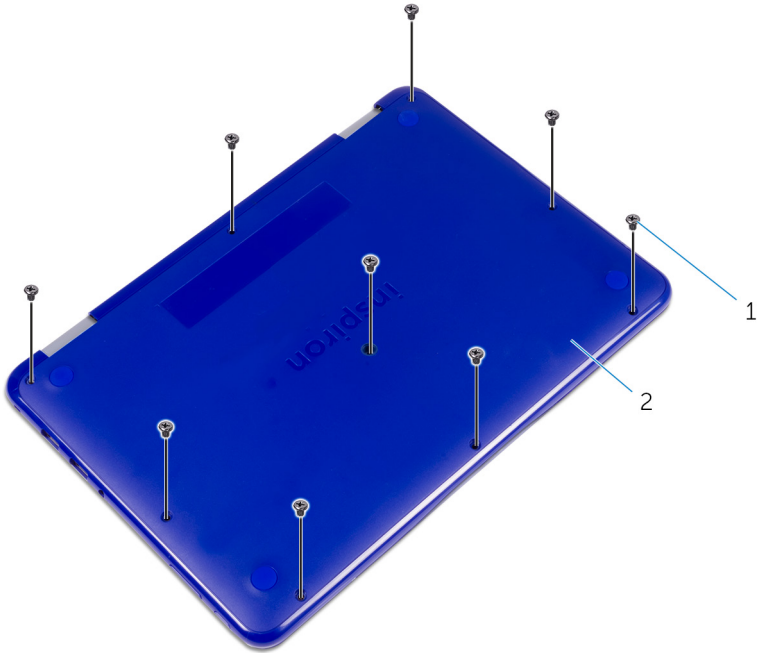
1 Close the display and turn the computer over.

2 Using a plastic scribe, remove the screw cover located at the center of the base cover.



1	base cover	2	screw cover
3	plastic scribe		

3 Remove the screws that secure the base cover to the palmrest and keyboard assembly.



1 screws (9) 2 base cover

4 Using a plastic scribe, pry the base cover from the palmrest and keyboard assembly.



1 plastic scribe 2 base cover

Replacing the base cover

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Procedure

1. Slide the tabs on the base cover into the slots on the palmrest and keyboard assembly and snap the base cover into place.
2. Replace the screws that secure the base cover to the palmrest and keyboard assembly.
3. Replace the screw cover into its slot on the base cover.

Removing the battery

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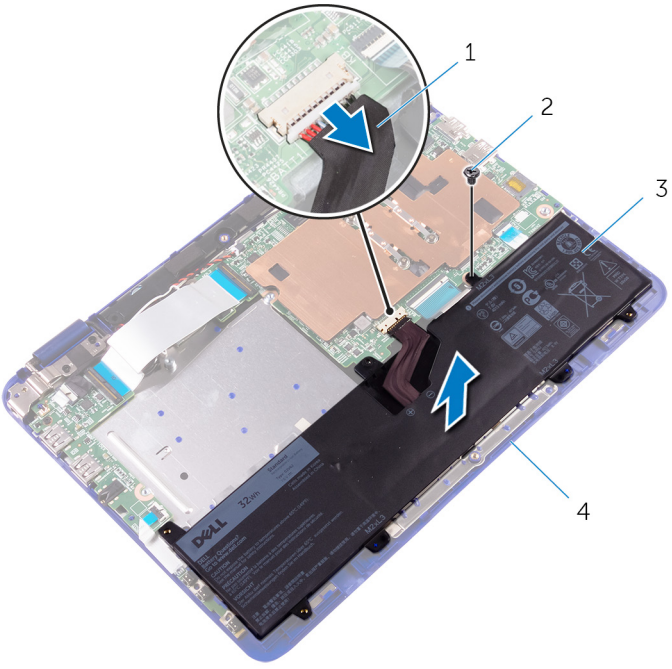
Prerequisites

Remove the base cover.

Procedure

1. Remove the screw that secures the battery to the palmrest and keyboard assembly.
2. Disconnect the battery cable from the system board.

3 Lift the battery off the palmrest and keyboard assembly.



1	battery cable	2	screw
3	battery	4	palmrest and keyboard assembly

4 Turn the computer over.

5 Press and hold the power button for 5 seconds, to ground the system board.

Replacing the battery

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Procedure

1. Align the screw hole on the battery with the screw hole on the palmrest and keyboard assembly.
2. Replace the screw that secures the battery to the palmrest and keyboard assembly.
3. Connect the battery cable to the system board.

Post-requisites

Replace the base cover.

Removing the power and volume-buttons board

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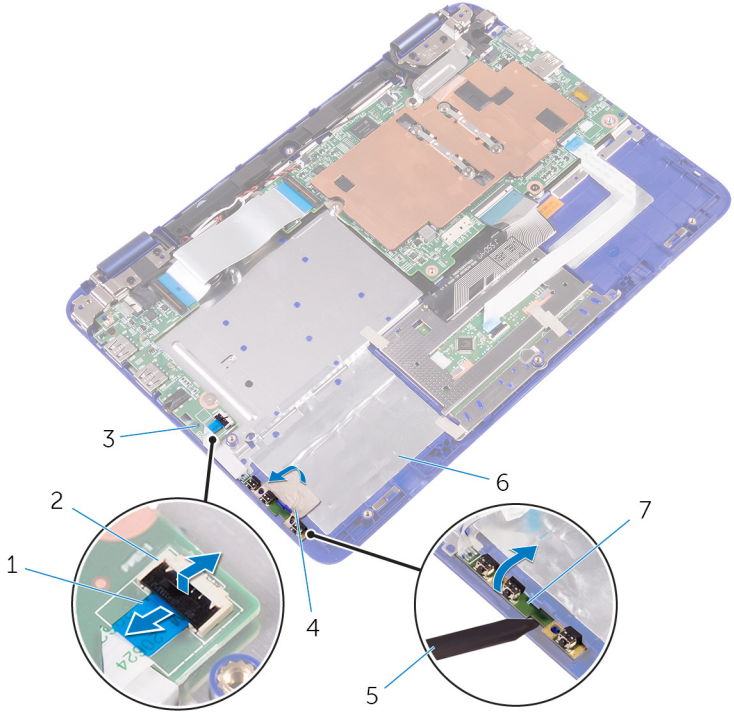
Prerequisites

1. Remove the base cover.
2. Remove the battery.

Procedure

1. Open the latch and disconnect the power and volume-buttons board cable from the I/O board.
2. Peel the tape that secures the power and volume-buttons board to the palmrest and keyboard assembly.

3 Using a plastic scribe, pry the power and volume-buttons board, along with its cable, off the palmrest and keyboard assembly.



1	power and volume-buttons board cable	2	latch
3	I/O board	4	tape
5	plastic scribe	6	palmrest and keyboard assembly
7	power and volume-buttons board		

Replacing the power and volume-buttons board

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Procedure

1. Place the power and volume-buttons board into the slot on the palmrest and keyboard assembly.
2. Adhere the tape that secures the power and volume-buttons board to the palmrest and keyboard assembly.
3. Connect the power and volume-buttons board cable to the I/O board.

Post-requisites

1. Replace the battery.
2. Replace the base cover.

Removing the power-adapter port

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

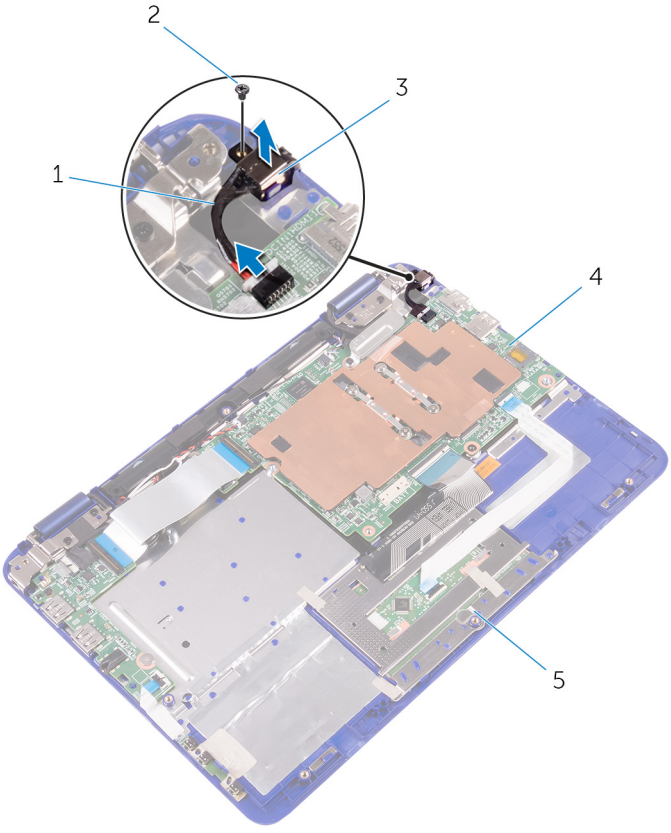
Prerequisites

1. Remove the base cover.
2. Remove the battery.

Procedure

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

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



1	power-adapter port cable	2	screw
3	power-adapter port	4	system board
5	palmrest and keyboard assembly		

Replacing the power-adapter port

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

Post-requisites

1. Replace the battery.
2. Replace the base cover.

Procedure

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

Removing the hard drive

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

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

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

Prerequisites

1. Remove the base cover.
2. Remove the battery.

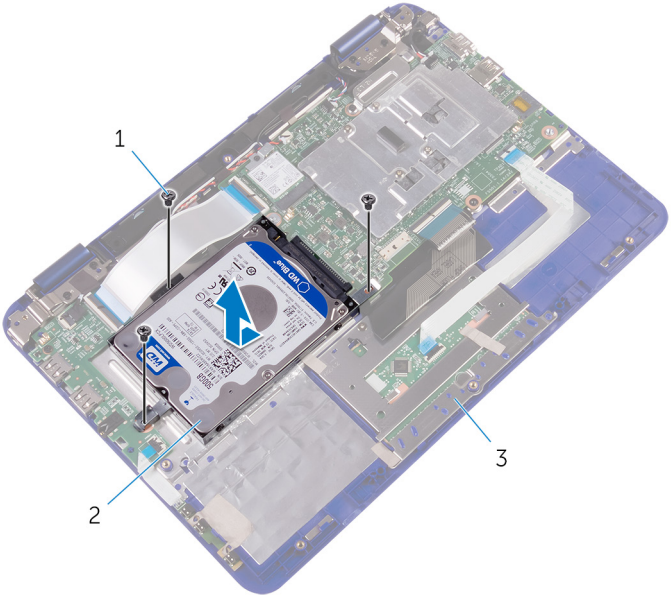
Procedure

NOTE: The following procedure is applicable only if your computer is shipped with a hard drive.

1. Remove the screw that secures the hard-drive assembly to the palmrest and keyboard assembly.
2. Remove the screw that secures the hard-drive assembly to the system board.
3. Remove the screw that secures the hard-drive assembly to the I/O board.

4 Lift the hard-drive assembly off the palmrest and keyboard assembly.

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



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

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

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



1 screws (4)

2 hard-drive bracket

3 hard drive

Replacing the hard drive

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

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

Procedure

1. Align the screw holes on the hard drive with the screw holes on the hard-drive bracket.
2. Replace the screws that secure the hard-drive bracket to the hard drive.
3. Align the screw holes on the hard-drive assembly with the screw holes on the palmrest and keyboard assembly, system board and I/O board.
4. Replace the screws that secure the hard-drive assembly to the palmrest and keyboard assembly, system board and I/O board.

Post-requisites

1. Replace the battery.
2. Replace the base cover.

Removing the I/O board

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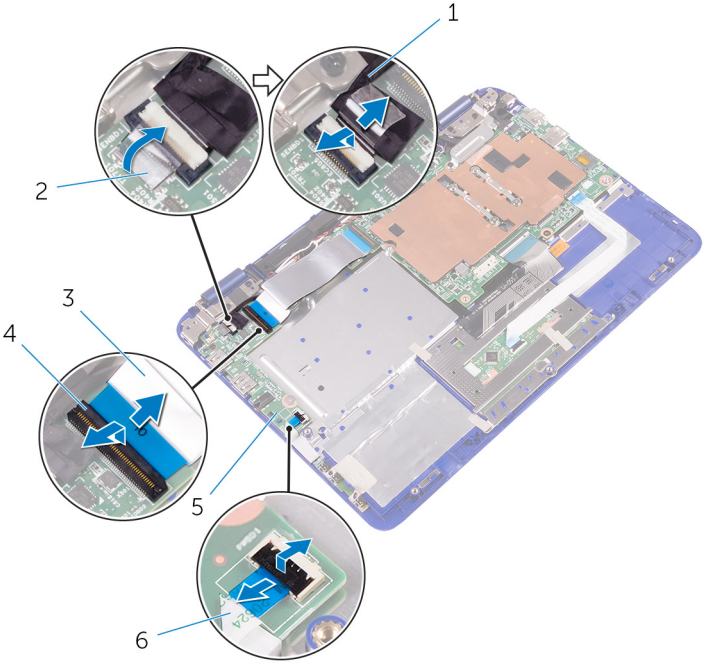
Prerequisites

1. Remove the base cover.
2. Remove the battery.
3. Follow the procedure from step 1 to step 4 in "Removing the hard drive"(Only for computers shipped with a hard drive).

Procedure

1. Peel off the tape that secures the sensor-board cable to the I/O board.
2. Open the latch and disconnect the sensor-board cable from the I/O board.

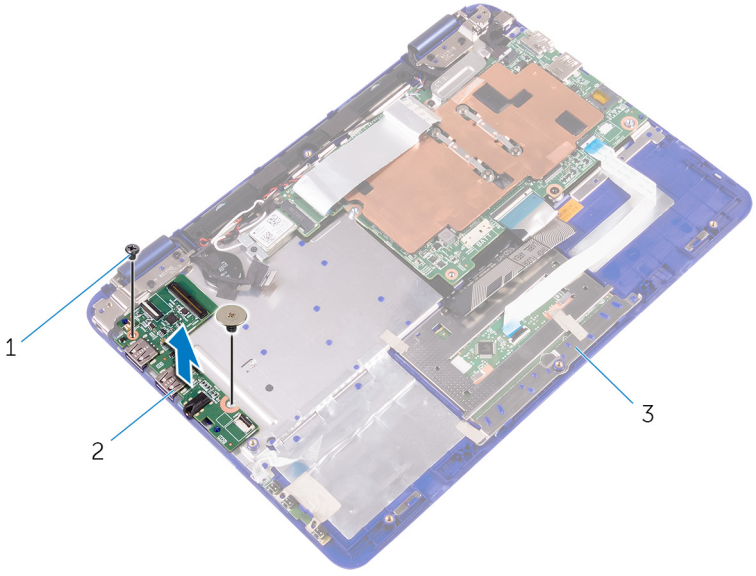
3 Open the latches and disconnect the I/O-board cable, and power and volume-buttons board cable from the I/O board.



1	sensor-board cable	2	tape
3	I/O-board cable	4	latch
5	I/O board	6	power and volume-buttons board cable

4 Remove the screws that secure the I/O board to the palmrest and keyboard assembly.

5 Lift the I/O board off the palmrest and keyboard assembly.



1	screws (2)	2	I/O board
3	palmrest and keyboard assembly		

Replacing the I/O board

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

Procedure

1. Place the I/O board on the palmrest and keyboard assembly.
2. Align the screw holes on the I/O board with the screw holes on the palmrest and keyboard assembly.
3. Replace the screws that secure the I/O board to the palmrest and keyboard assembly.
4. Connect the I/O-board cable and power and volume-buttons board cable to the I/O board.
5. Connect the sensor-board cable to the I/O board.
6. Adhere the tape that secures the sensor-board cable to the I/O board.

Post-requisites

1. Follow the procedure from step 3 to step 4 in "Replacing the hard drive".
2. Replace the battery.
3. Replace the base cover.

Removing the wireless card

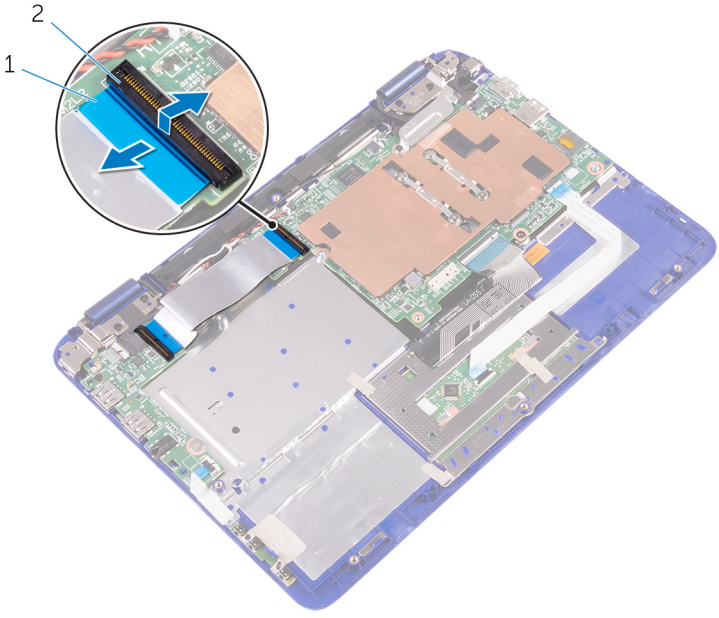
WARNING: Before working inside your computer, read the safety information that shipped with your computer and follow the steps in Before working inside your computer. After working inside your computer, follow the instructions in After working inside your computer. For more safety best practices, see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

Prerequisites

1. Remove the base cover.
2. Remove the battery.

Procedure

1 Open the latch and disconnect the I/O-board cable from the system board to access the wireless card.



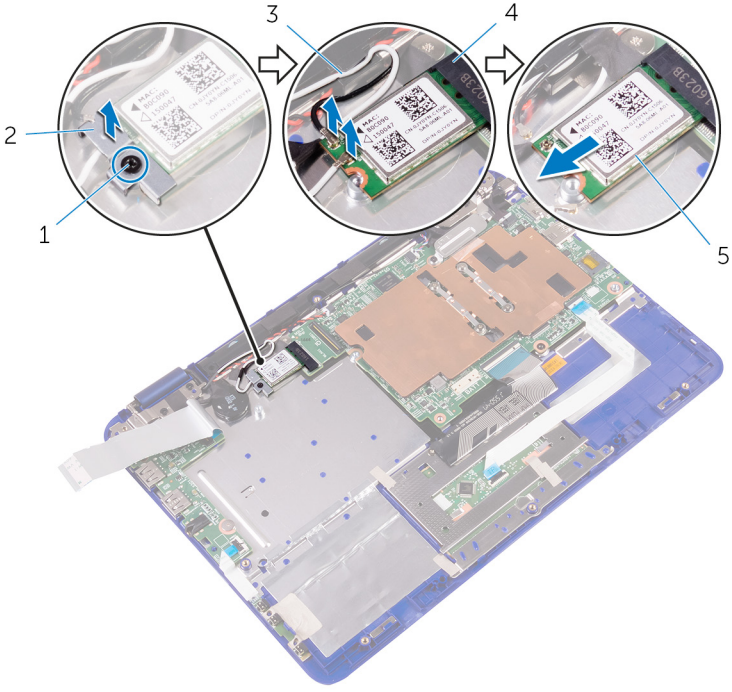
1 I/O-board cable 2 latch

2 Loosen the captive screw from the wireless-card bracket.

3 Disconnect the antenna cables from the wireless card.

4 Remove the screw that secures the wireless card to the system board.

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



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

Replacing the wireless card

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Post-requisites

1. Replace the battery.
2. Replace the base cover.

Procedure

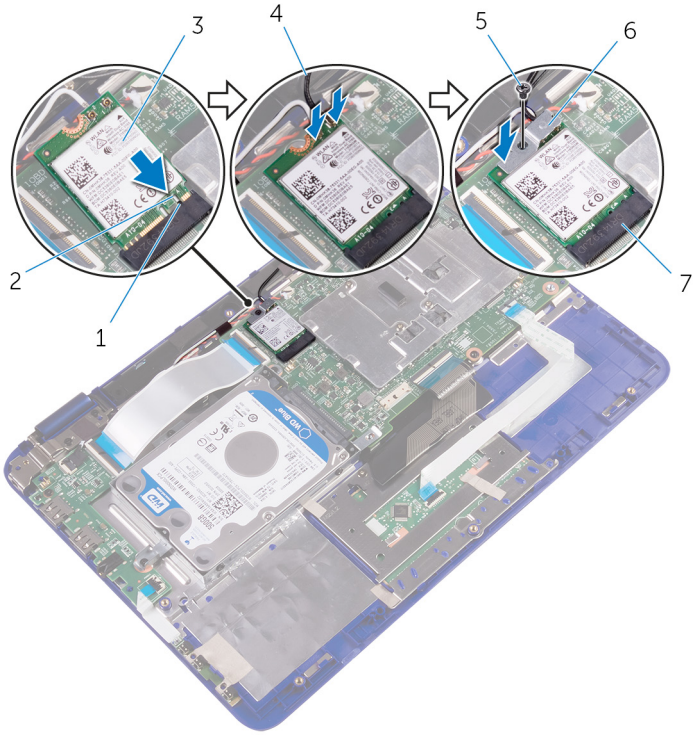
CAUTION: To avoid damage to the wireless card, do not place any cables under it.

1. Align the notch on the wireless card with the tab on the wireless-card slot on the system board.
2. Insert the wireless card at an angle into the wireless-card slot.
3. Align the screw hole on the wireless card with the screw hole on the system board.
4. Replace the screw that secures the wireless card to the system board.
5. Connect the antenna cables to the wireless card.
6. Align the screw hole on the wireless-card bracket with the screw hole on the wireless card and tighten the captive screw that secures the wireless-card bracket to the wireless card.

7 Slide the I/O-board cable into its slot on the system board and press down the latch to secure the cable.

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

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



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

Removing the coin-cell battery

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

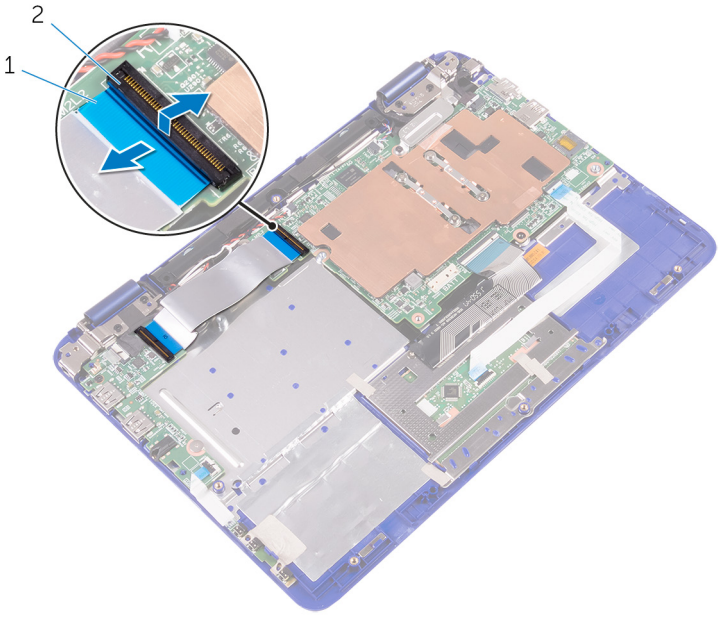
Prerequisites

1. Remove the base cover.
2. Remove the battery.

Procedure

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

2 Turn the I/O-board cable over to expose the coin-cell battery.

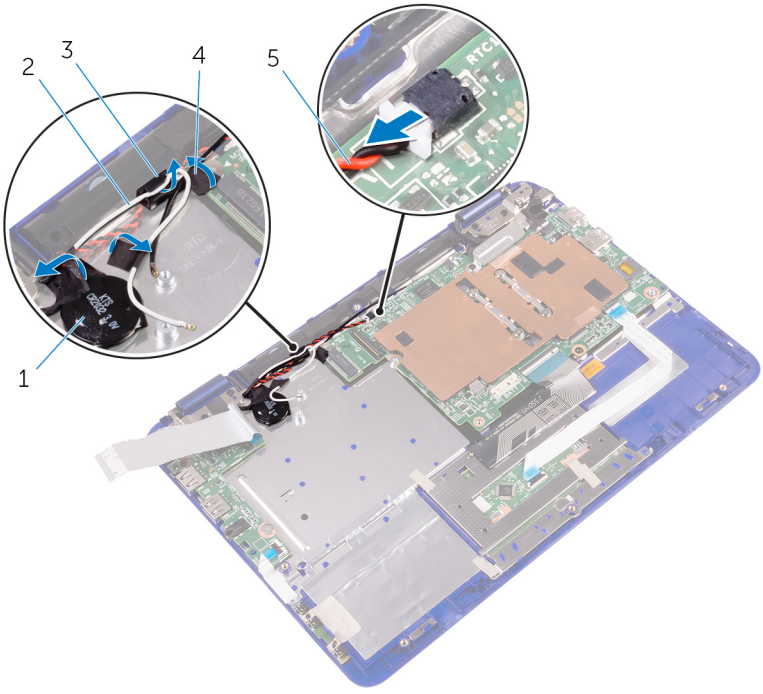


1 I/O-board cable 2 latch

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

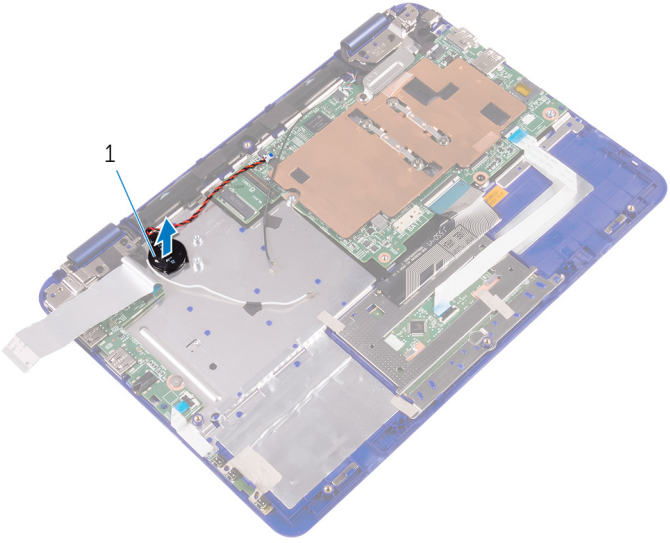
4 Take out the antenna and coin-cell battery cables from its routing guide on the right speaker.

5 Peel the tape from the antenna cables and coin-cell battery.



1	coin-cell battery	2	antenna cable
3	routing guide	4	tape
5	coin-cell battery cable		

6 Pry the coin-cell battery from the palm-rest assembly.



1 coin-cell battery

Replacing the coin-cell battery

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

Procedure

1. With the positive-side facing up, place the coin-cell battery into the battery socket on the system board.
2. Route the coin-cell battery cable through its routing guides on the right speaker.
3. Connect the coin-cell battery cable to the system board.
4. Turn the I/O-board cable over to cover the coin-cell battery.
5. Slide the I/O-board cable into its slot on the system board and press down the latch to secure the cable.

Post-requisites

1. Replace the battery.
2. Replace the base cover.

Removing the speakers

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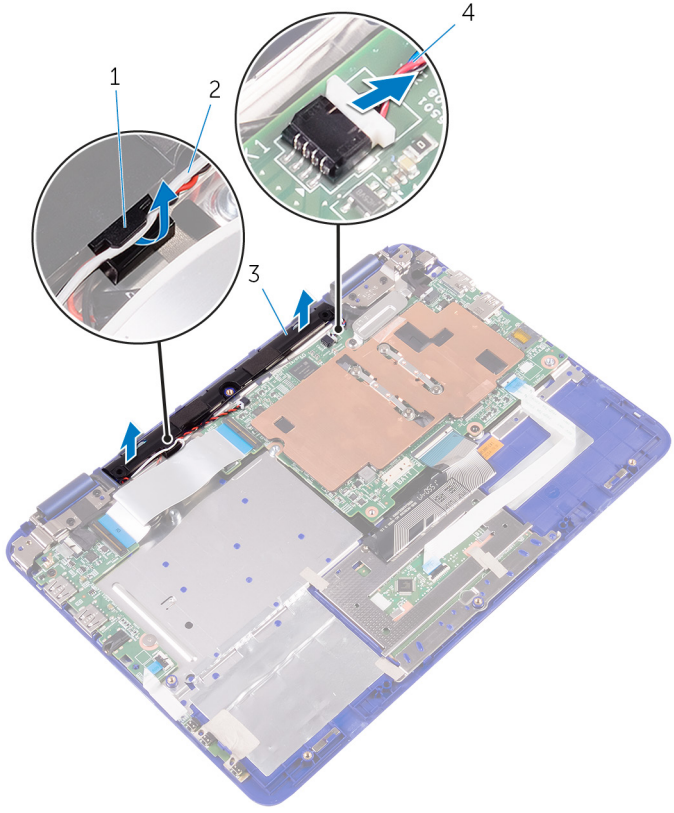
Prerequisites

1. Remove the base cover.
2. Remove the battery.

Procedure

1. Disconnect the speaker cable from the system board.
2. Remove the coin-cell battery and antenna cables from the routing guides on the right speaker.

3 Release the speakers from the alignment posts and lift the speakers off the palmrest and keyboard assembly.



1	routing guide	2	coin-cell battery and antenna cables
3	speakers (2)	4	speaker cable

Replacing the speakers

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

Procedure

1. Using the alignment posts on the palmrest and keyboard assembly, place the speakers on the palmrest and keyboard assembly.
2. Route the coin-cell battery and antenna cables through the routing guides on the palmrest and keyboard assembly.
3. Connect the speaker cable to the system board.

Post-requisites

1. Replace the battery.
2. Replace the base cover.

Removing the touch pad

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

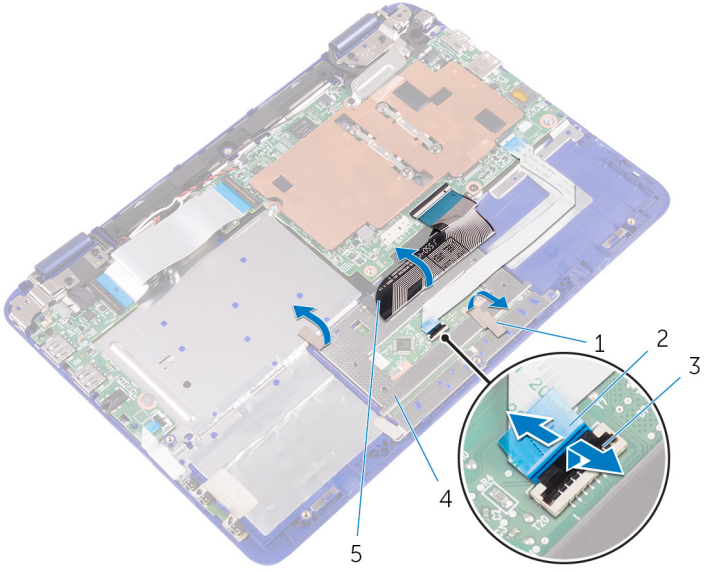
Prerequisites

1. Remove the base cover.
2. Remove the battery.

Procedure

1. Open the latch and disconnect the touch-pad cable from the touch pad.
2. Peel the pieces of tapes from the touch pad.

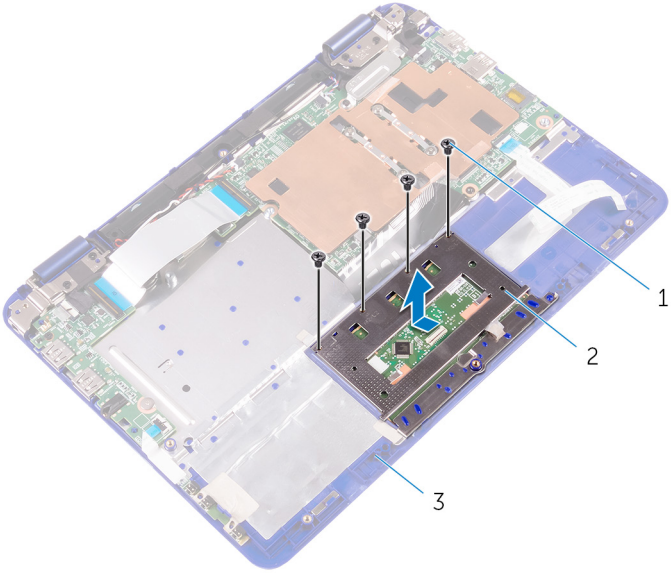
3 Turn the keyboard cable over and place it on the system board.



1	pieces of tapes	2	touch-pad cable
3	latch	4	touch pad
5	keyboard cable		

4 Remove the screws that secure the touch pad to the palmrest and keyboard assembly.

5 Slide and remove the touch pad away from the palmrest and keyboard assembly.



1	screws (4)	2	touch pad
3	palmrest and keyboard assembly		

Replacing the touch pad

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Procedure

1. Slide the tabs on the touch pad into the slots on the palmrest and keyboard assembly.
2. Align the screw holes on the touch pad with the screw holes on the palmrest and keyboard assembly.
3. Replace the screws that secure the touch pad to the palmrest and keyboard assembly.
4. Place the keyboard cable over the touch pad.
5. Adhere the tapes over the touch pad.
6. Slide the touch-pad cable into its slot on the touch pad and press down the latch to secure the cable.

Post-requisites

1. Replace the battery.
2. Replace the base cover.

Removing the display assembly

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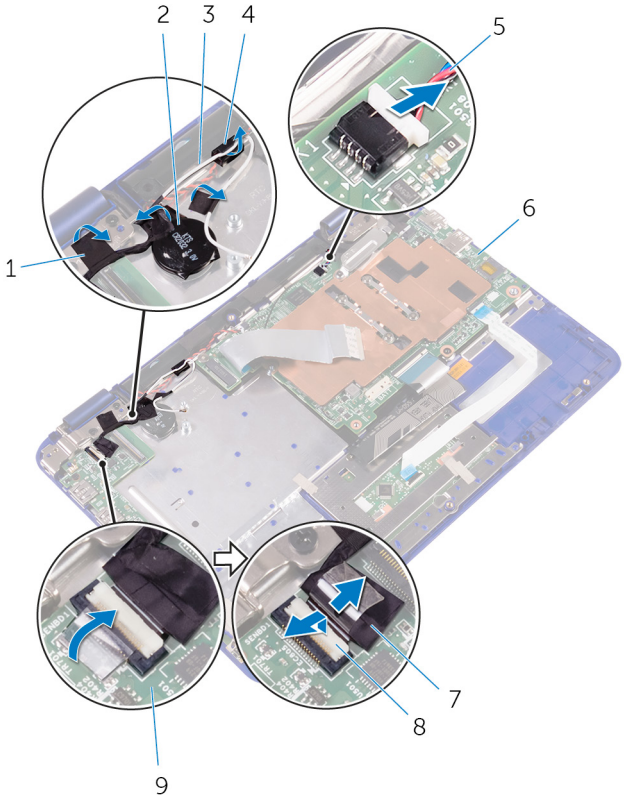
Prerequisites

1. Remove the base cover.
2. Remove the battery.
3. Remove the wireless card.

Procedure

1. Disconnect the speaker cable from the system board.
2. Remove the antenna cable from the routing guide on the right speaker.
3. Peel off the tapes from the antenna cables and coin-cell battery.
4. Peel off the tape from the sensor-board cable.

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



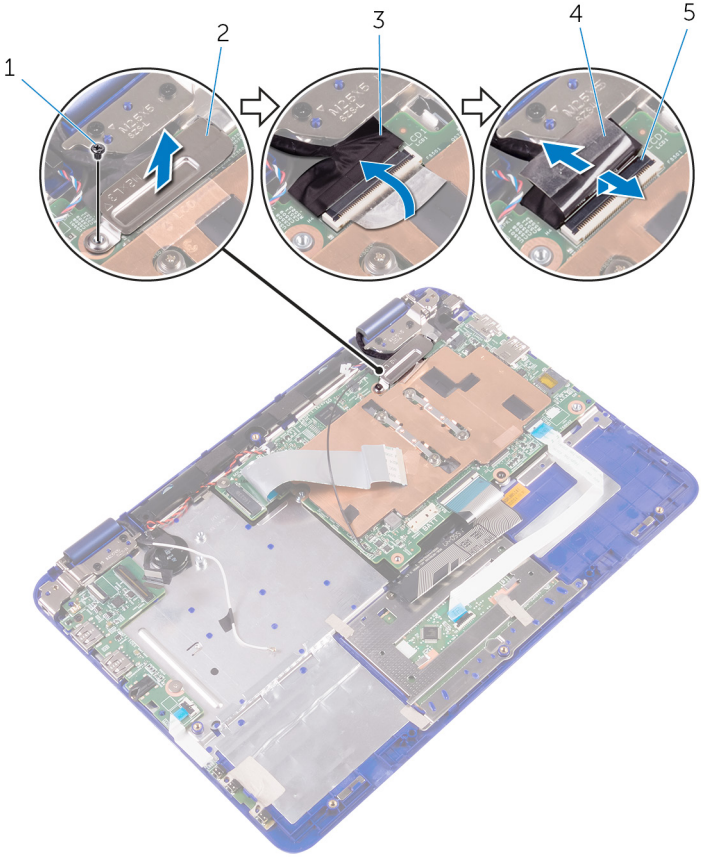
1	tape	2	coin-cell battery
3	antenna cable	4	routing guide
5	speaker cable	6	system board
7	sensor-board cable	8	latch
9	I/O board		

6 Remove the screw that secures the display-cable bracket to the system board.

7 Open the display-cable bracket off the system board.

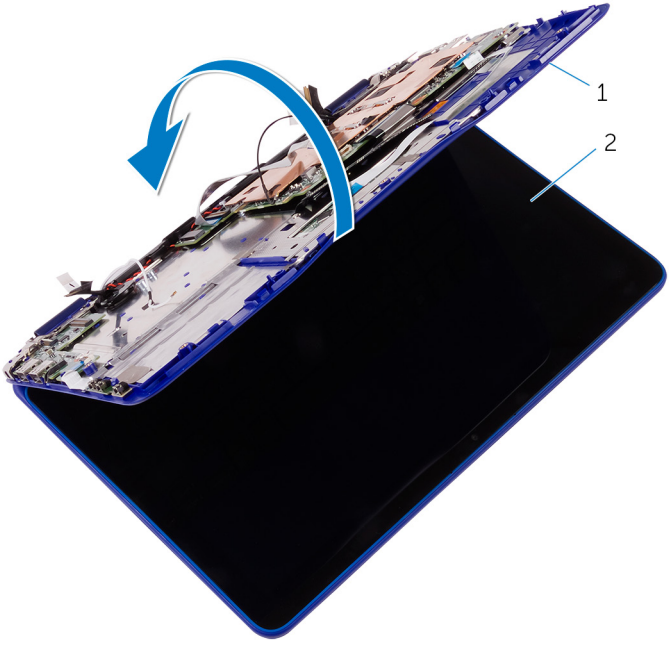
8 Peel off the tape to access the display cable.

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



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

10 Turn the computer over and open the display as far as possible.



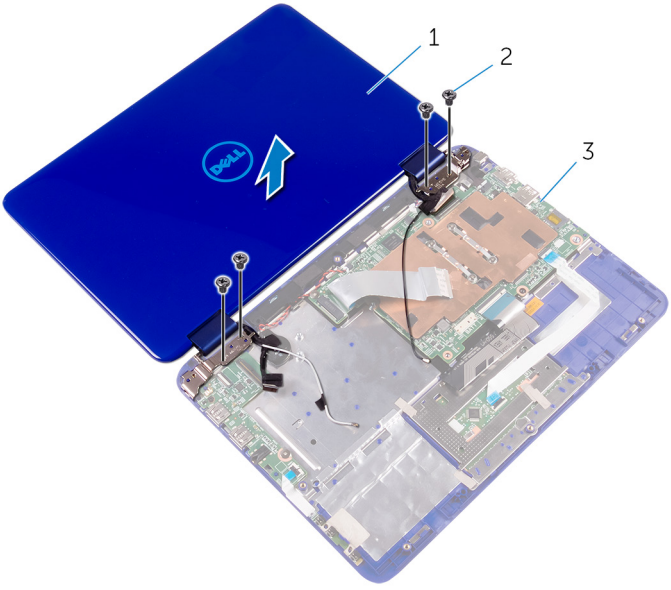
1	palmrest and keyboard assembly	2	display assembly

CAUTION: Place the computer on a soft and clean surface to avoid scratching the display.

11 Place the computer face down on a flat surface.

12 Remove the screws that secure the display assembly to the palmrest and keyboard assembly.

13 Lift the display assembly off the palmrest and keyboard assembly.



1	display assembly	2	screws (4)
3	palmrest and keyboard assembly		

Replacing the display assembly

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Post-requisites

1. Replace the wireless card.
2. Replace the battery.
3. Replace the base cover.

Procedure

CAUTION: Place the computer on a soft and clean surface to avoid scratching the display.

1. Place the display assembly on the palmrest and keyboard assembly.
2. Align the screw holes on the display hinges with the screw holes on the palmrest and keyboard assembly.
3. Replace the screws that secure the display assembly to the palmrest and keyboard assembly.
4. Turn the computer over and close the display.
5. Slide the display cable into its slot on the system board and press down the latch to secure the cable.
6. Adhere the tape on the display cable.
7. Align the screw hole on the display-cable bracket with the screw hole on the system board.
8. Replace the screw that secures the display-cable bracket to the system board.
9. Slide the I/O-board cable into its slot on the system board and press down the latch to secure the cable.
10. Route the antenna cable through its routing on the right speaker.

11 Slide the sensor-board cable into its slot on the I/O board and press down the latch to secure the cable.

Removing the memory module

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Prerequisites

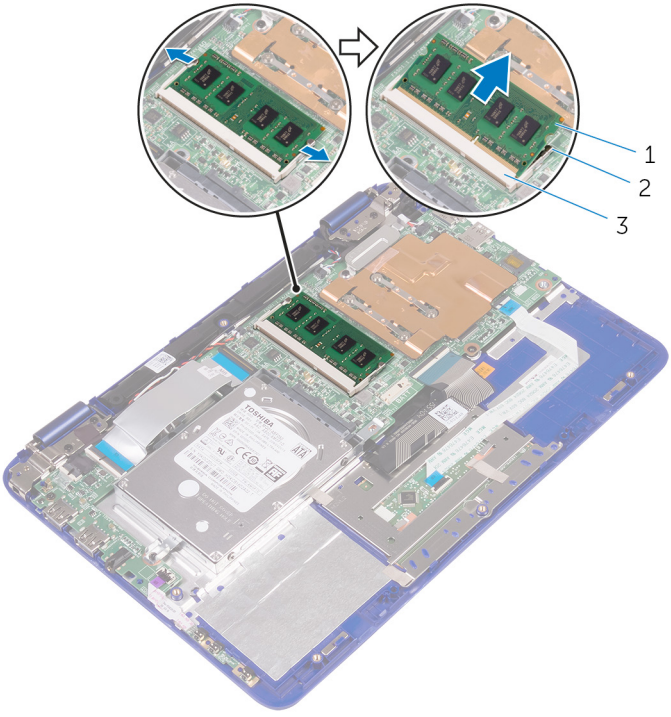
NOTE: The memory module slot is available only on Inspiron 11–3168 shipped with a 2.5-inch hard drive or a solid state drive.

1. Remove the base cover.
2. Remove the battery.

Procedure

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

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



1 memory module
2 securing clips (2)
3 memory-module slot

Replacing the memory module

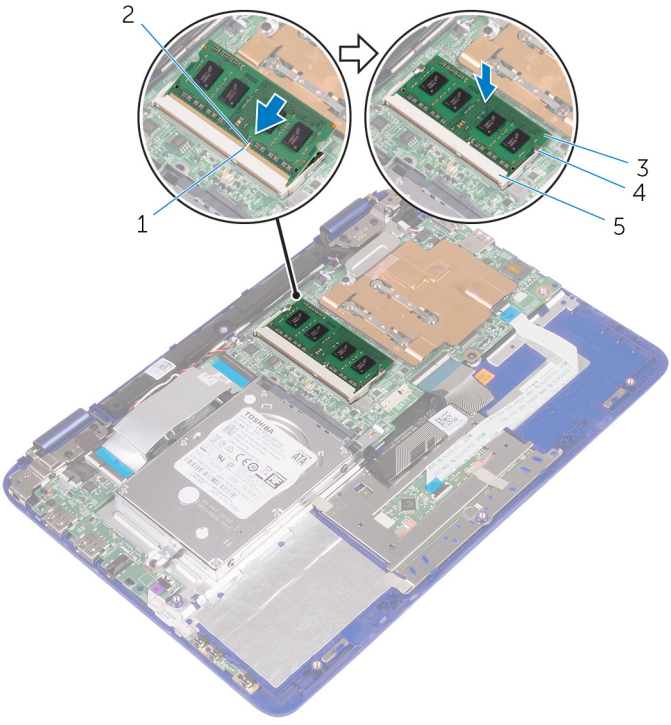
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Procedure

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

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

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



1	tab	2	notch
3	memory module	4	securing clips (2)
5	memory-module slot		

Post-requisites

1 Replace the battery.
2 Replace the base cover.

Removing the system board

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

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

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

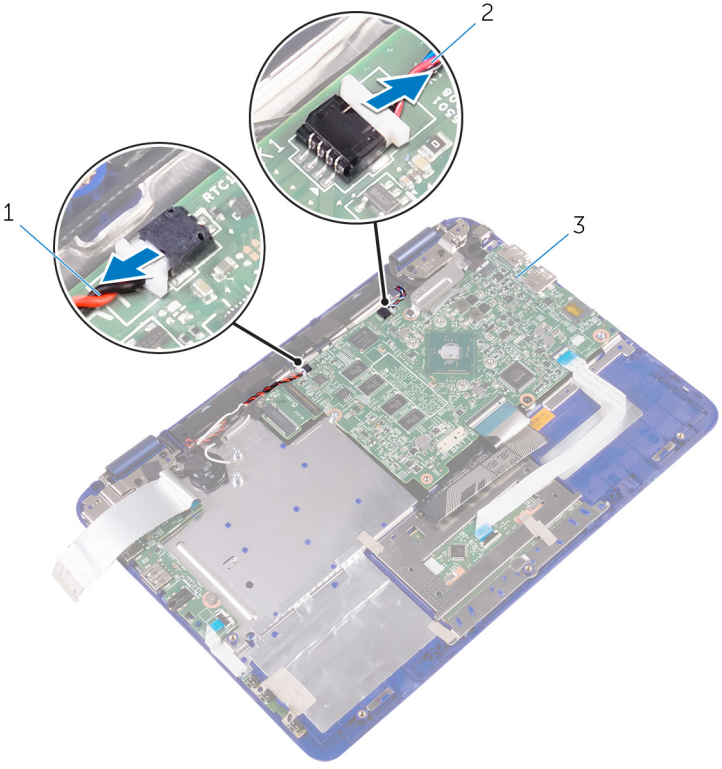
Prerequisites

1. Remove the base cover.
2. Remove the battery.
3. Remove the wireless card.
4. Follow the procedure from "Removing the hard drive" (Only for computers shipped with a hard drive).
5. Remove the memory module.

Procedure

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

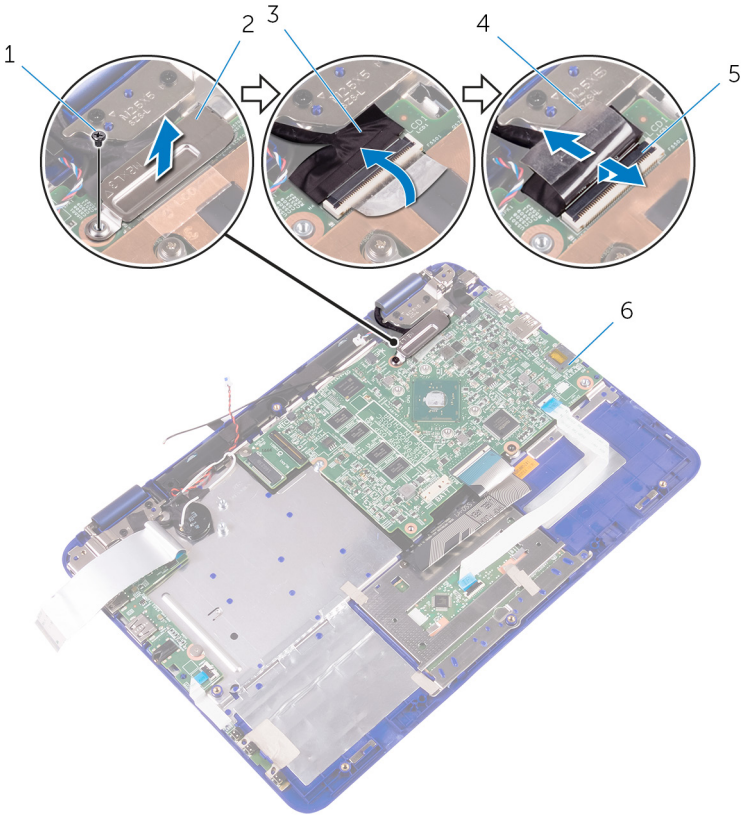
2 Disconnect the coin-cell battery and speaker cables from the system board.



1 coin-cell battery cable
2 speaker cable
3 system board

3 Remove the screws that secure the display-cable bracket to the system board and lift the display-cable bracket off the system board.

4 Disconnect the display cable from the system board.

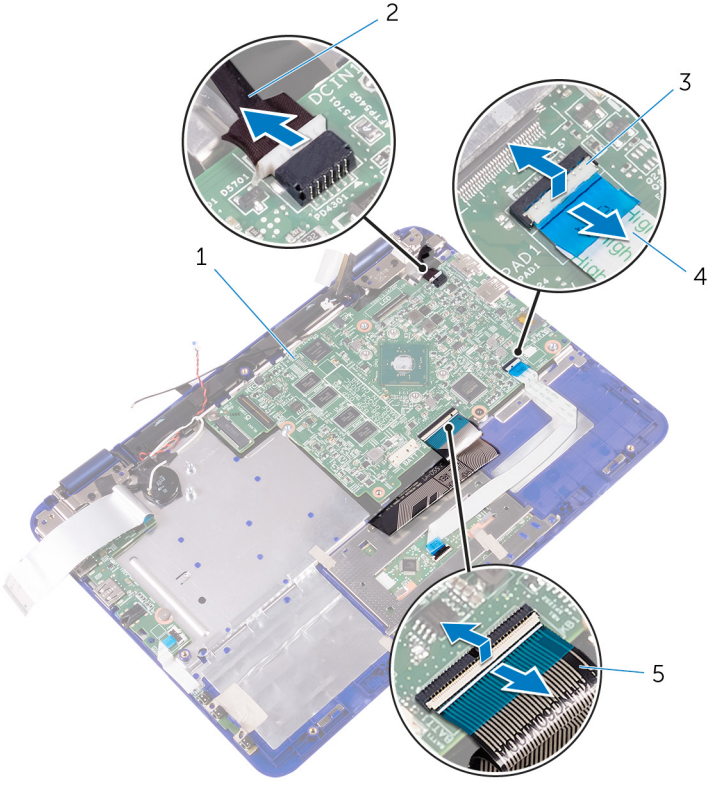


1	screw	2	display-cable bracket
3	display cable	4	tape
5	latch	6	system board

5 Open the connector latch and disconnect the touch-pad cable from the system board.

6 Open the connector latch and disconnect the keyboard cable from the system board.

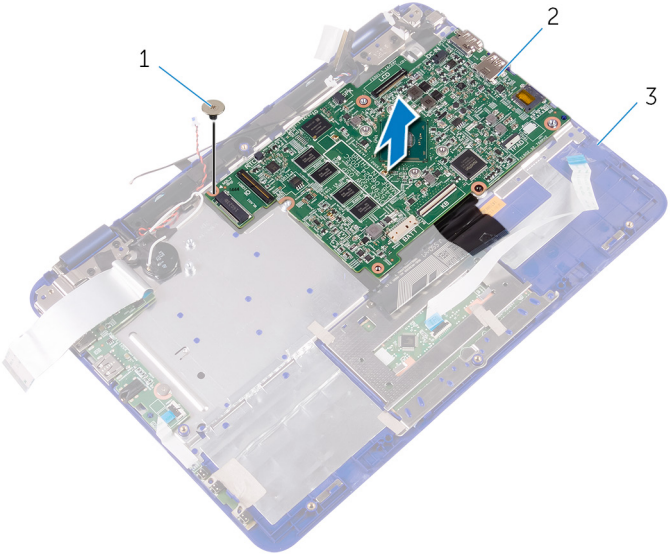
7 Disconnect the power-adapter port cable from the system board.



1	system board	2	power-adapter port cable
3	latch	4	touch-pad cable
5	keyboard cable		

8 Remove the screw that secures the system board to the palmrest and keyboard assembly.

9 Lift the system board off the palmrest and keyboard assembly.



1	screw	2	system board
3	palmrest and keyboard assembly		

Replacing the system board

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

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

Procedure

1. Align the screw holes on the system board with the screw holes on the palmrest and keyboard assembly.
2. Replace the screw that secures the system board to the palmrest and keyboard assembly.
3. Connect the power-adapter port cable and the speaker cable to the system board.
4. Slide the touch-pad cable into the slot on the system board and press down the latch to secure the cable.
5. Slide the keyboard cable into its slot on the system board and press down the latch to secure the cable.
6. Slide the I/O-board cable into the slot on the system board and press down the latch to secure the cable.
7. Align the screw hole on the display-cable bracket to the screw holes on the system board.
8. Replace the screw that secures the display-cable bracket to the screw holes on the system board.
9. Connect the display cable to the system board.
10. Connect the coin-cell battery and speaker cables from the system board.

Post-requisites

1. Replace the memory module.
2. Follow the procedure from step 3 to step 4 in "Replacing the hard drive".
3. Replace the wireless card.
4. Replace the battery.
5. Replace the base cover.

Entering the Service Tag in the BIOS setup program

1. Turn on or restart your computer.
2. Press F2 when the Dell logo is displayed to enter the BIOS setup program.
3. Navigate to the **Main** tab and enter the Service Tag in the **Service Tag Input** field.

Removing the palm rest and keyboard assembly

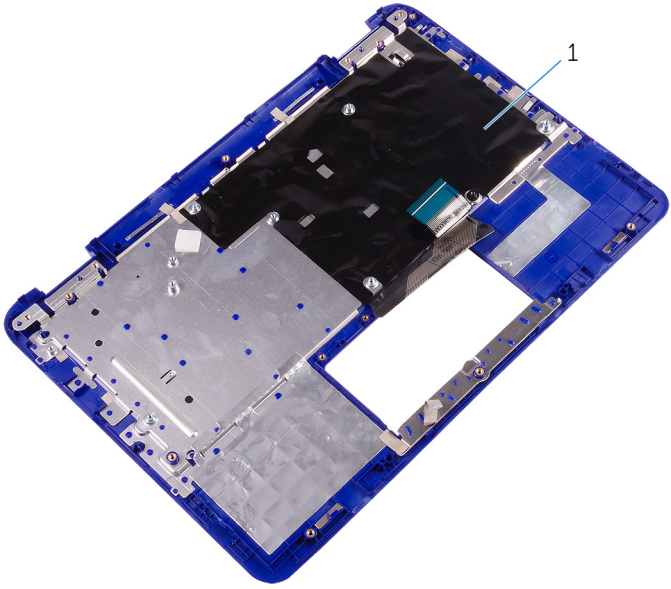
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Prerequisites

1. Remove the base cover.
2. Remove the battery.
3. Remove the power and volume-buttons board.
4. Remove the wireless card.
5. Follow the procedure from "Removing the hard drive" (Only for computers shipped with a hard drive).
6. Remove the I/O board.
7. Remove the power-adapter port.
8. Remove the touch pad.
9. Remove the speakers.
10. Remove the system board.
11. Remove the display assembly.

Procedure

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



1 palmrest and keyboard assembly

Replacing the palm rest and keyboard assembly

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Procedure

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

Post-requisites

1. Replace the display assembly.
2. Replace the system board.
3. Replace the speakers.
4. Replace the touch pad.
5. Replace the power-adapter port.
6. Replace the I/O board.
7. Follow the procedure from step 3 to step 4 in "Replacing the hard drive".
8. Replace the wireless card.
9. Replace the power and volume-buttons board.
10. Replace the battery.
11. Replace the base cover.

Removing the display panel

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Prerequisites

1. Remove the base cover.
2. Remove the battery.
3. Remove the wireless card.
4. Remove the display assembly.

Procedure

1. Release the sensor-board cable from the routing guide on the right hinge.
2. Release the display cable from the routing guides on the left hinge.

3 Using a plastic scribe, pry the display panel off the display-back cover.



1	display panel	2	display hinges (2)
3	routing guide	4	sensor-board cable
5	plastic scribe	6	display cable
7	display-back cover		

Replacing the display panel

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Procedure

CAUTION: Place the computer on a soft and clean surface to avoid scratching the display.

1. Align the display panel on the display-back cover and snap the display panel into place.
2. Route the display cable through the routing guide on the left hinge.
3. Route the sensor-board cable through the routing guide on the right hinge.

Post-requisites

1. Replace the display assembly.
2. Replace the wireless card.
3. Replace the battery.
4. Replace the base cover.

Removing the display hinges

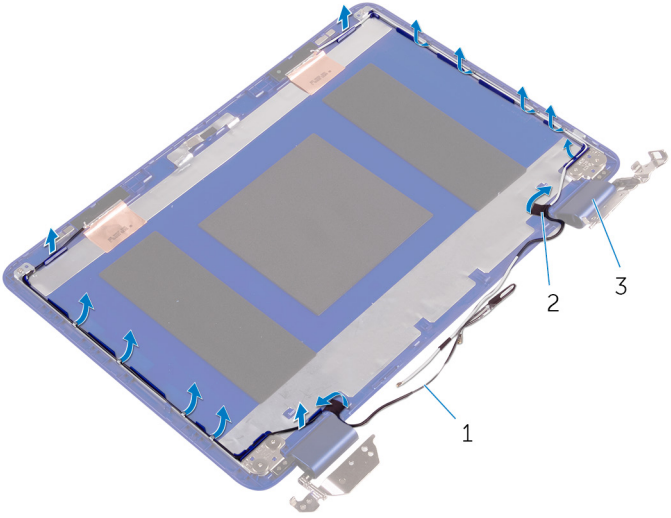
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Prerequisites

1. Remove the base cover.
2. Remove the battery.
3. Remove the wireless card.
4. Remove the display assembly.
5. Remove the display panel.

Procedure

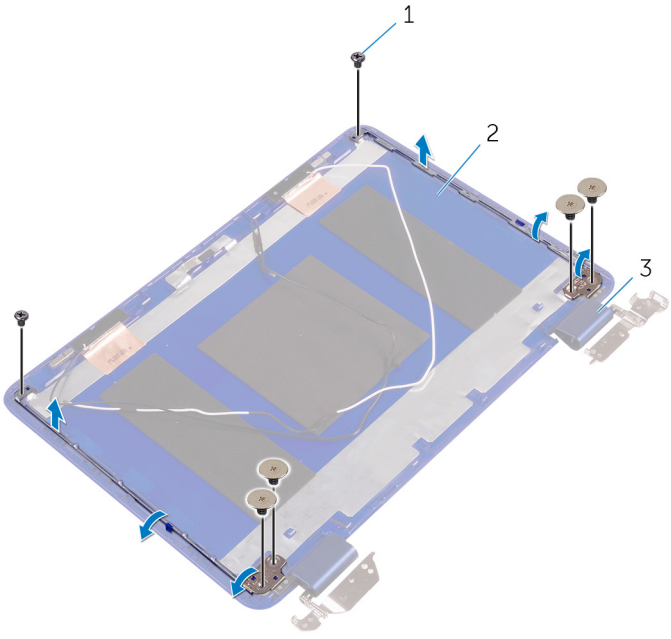
1 Peel the tapes and remove the antenna cables from the routing guide on the hinge cover.



1	antenna cables (2)	2	tape
3	hinge cover (2)		

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

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



1	screws (6)	2	display back-cover and antenna assembly
3	hinges (2)		

Replacing the display hinges

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Procedure

1. Align the screw holes on the display hinges with the screw holes on the display back-cover and antenna assembly.
2. Replace the screws that secure the display hinges to the display back-cover and antenna assembly.
3. Route the antenna cables through the routing guide on the hinge cover and secure it in place.

Post-requisites

1. Replace the display panel.
2. Replace the display assembly.
3. Replace the wireless card.
4. Replace the battery.
5. Replace the base cover.

Removing the camera

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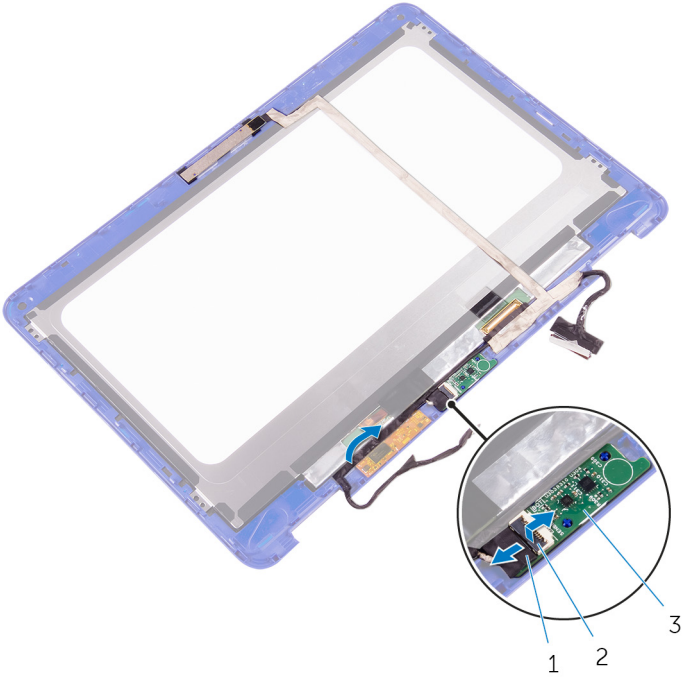
Prerequisites

1. Remove the base cover.
2. Remove the battery.
3. Remove the wireless card.
4. Remove the display assembly.
5. Remove the display panel.

Procedure

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

1 Open the latch and disconnect the sensor-board cable from the sensor board.

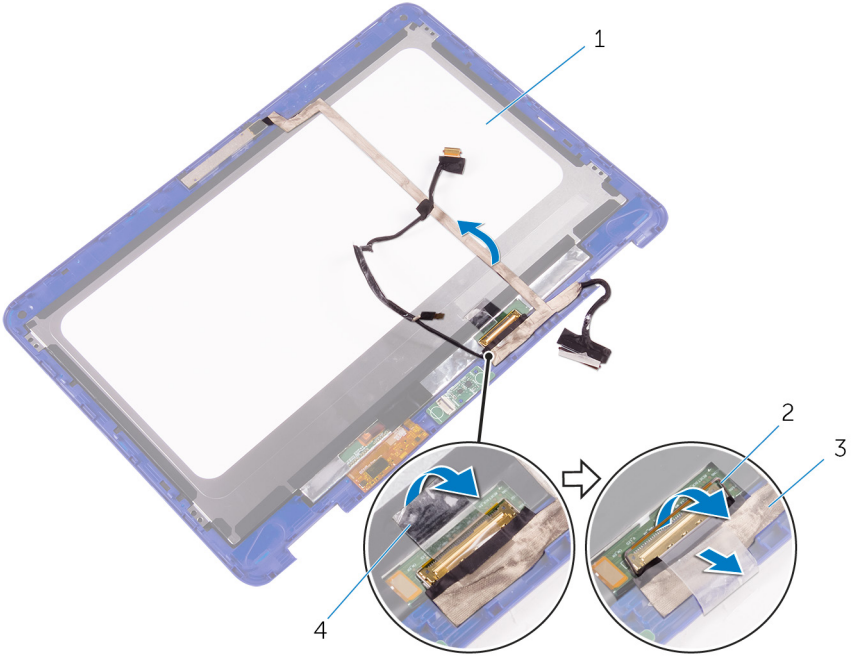


1	sensor-board cable	2	latch
3	sensor board		

2 Peel the tape to access the latch for the display cable.

3 Open the latch and disconnect the display cable.

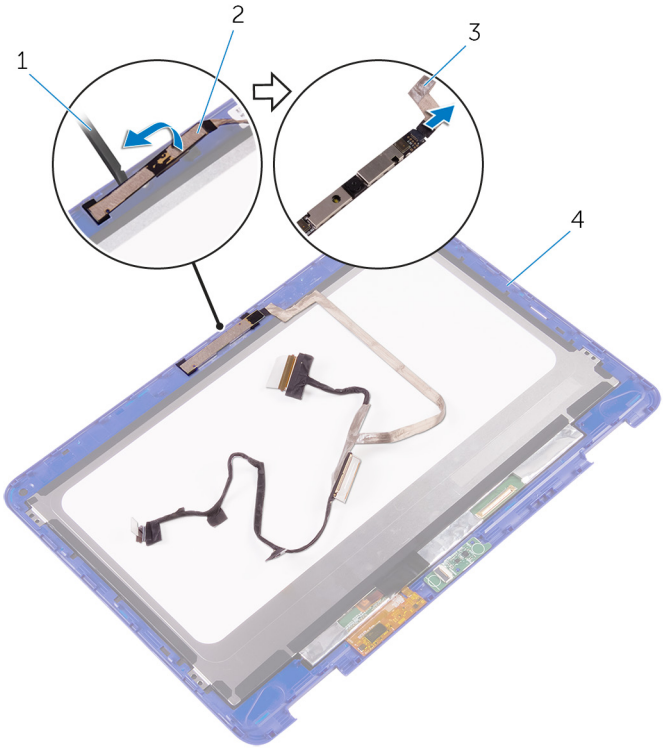
4 Peel the tape that secures the display cable to the display panel.



1	display panel	2	latch
3	display cable	4	tape

5 Using a plastic scribe, pry the camera off the display-back cover.

6 Turn over the camera and disconnect the camera cable from the camera.



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

Replacing the camera

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Procedure

1. Connect the camera cable to the camera.
2. Using the alignment post, place the camera on the display-back cover and snap it into place.
3. Slide the display cable into its slot on the display-back cover and close the latch to secure the cable.
4. Adhere the tape on the display-cable connector.
5. Adhere the tape to secure the display cable to the display panel.
6. Slide the sensor-board cable into its slot on the sensor board and close the latch to secure the cable.

Post-requisites

1. Replace the display panel.
2. Replace the display assembly.
3. Replace the wireless card.
4. Replace the battery.
5. Replace the base cover.

Removing the sensor board

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

Prerequisites

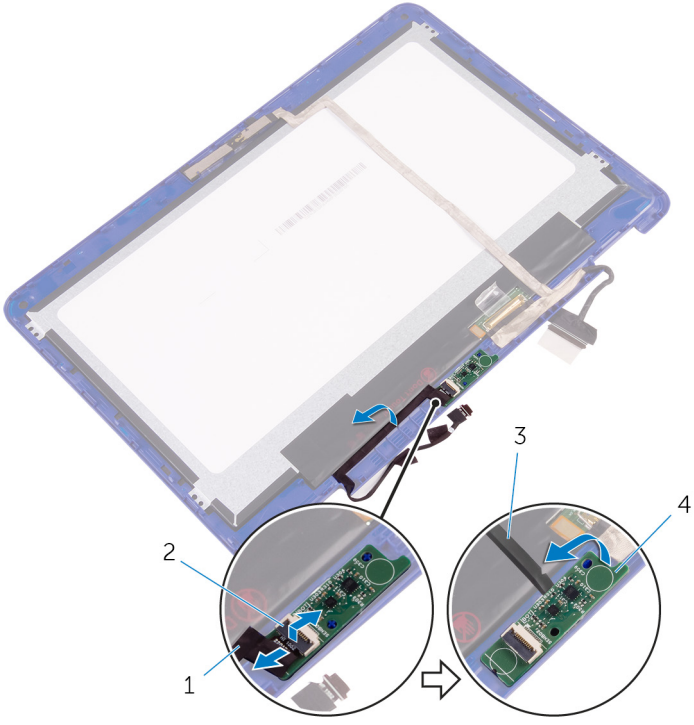
1. Remove the base cover.
2. Remove the battery.
3. Remove the wireless card.
4. Remove the display assembly.
5. Remove the display panel.

Procedure

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

1. Open the latch and disconnect the sensor-board cable from the sensor board.

2 Using a plastic scribe, pry the sensor board off the display-back cover.



1	sensor-board cable	2	latch
3	plastic scribe	4	sensor board

Replacing the sensor board

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

Procedure

1. Align the sensor board on the display-back cover and snap the sensor board into place.
2. Slide the sensor-board cable into the slot on the sensor board and press down the latch to secure the cable.

Post-requisites

1. Replace the display panel.
2. Replace the display assembly.
3. Replace the wireless card.
4. Replace the battery.
5. Replace the base cover.

Flashing the BIOS

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

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

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

Technology and components

Audio

The Inspiron 11-3168 is shipped with Realtek ALC3246 with Waves MaxxAudio, which is the utility to adjust various audio settings.

NOTE: The audio drivers are already installed when you receive your computer.

Downloading the audio driver

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

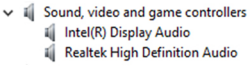
   NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.
4. Click **Drivers & downloads** → **Find it myself**.
5. Scroll down the page and expand **Audio**.
6. Click **Download** to download the audio driver for your computer.
7. After the download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

Identifying the audio controller

1. On the taskbar, click or tap the search box, and then type `Device Manager`.
2. Click or tap **Device Manager**.

   The **Device Manager** window is displayed.

3 Expand **Sound, video and game controllers** to view the audio controller.

Before installation	After installation
	

Changing the audio settings

1 On the taskbar, click the search box, and then type `Dell Audio`.

2 Click **Dell Audio** and change the audio settings as required.

Camera

The Inspiron 11-3168 is shipped with an integrated 0.92 megapixel high-speed camera with a maximum of 1280 x 720 HD resolution at 30 FPS. The camera has built-in digital-array microphones.

The depth-sensing feature of the camera enhances security when paired with Windows Hello.

NOTE: You must replace the camera module if you encounter any issues with the built-in microphones.

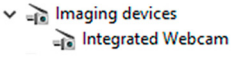
Identifying the webcam in device manager

1 On the taskbar, click the search box, and then type `Device Manager`.

2 Click **Device Manager**.

The **Device Manager** window is displayed.

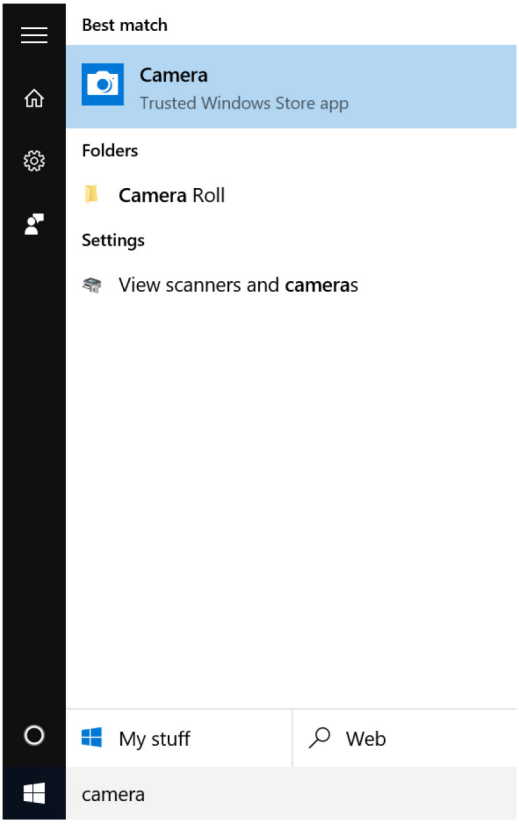
3 Expand **Imaging devices**.



Starting the camera application

1 On the taskbar, click the search box, and then type `Camera`.

2 Click **Camera**.



Getting the Dell Webcam Central

A CD is shipped along with your computer, which contains the Dell Webcam Central software. If you do not have the software, you can download it by registering through My Account on the Dell website.

NOTE: The Dell Webcam Central is not available for download from the support site or the resource CD.

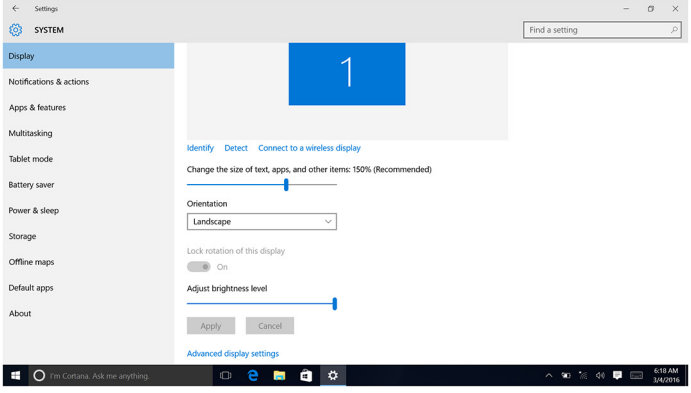
Display

The Inspiron 11-3168 is shipped with 11.6-inch full HD touch screen with 1366 x 768 resolution.

Adjusting the brightness

1 Right-click on the desktop and select **Display settings**.

2 Drag or swipe the **Adjust brightness level** slider to adjust the brightness.



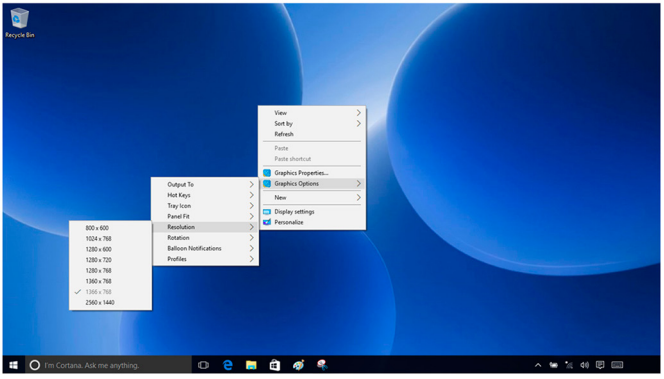
You can press F11 to decrease brightness and F12 to increase brightness.

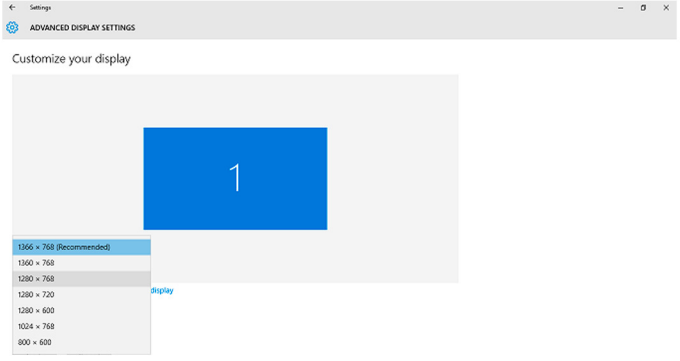
Changing the screen resolution

1 Right-click on the desktop and select **Display settings**.

2 Click **Advanced display settings**.

3 Select the desired resolution from the drop-down list.





Rotating the display

1 Right-click on the desktop.

2 Select **Graphics Options** → **Rotation** and select from the following options.

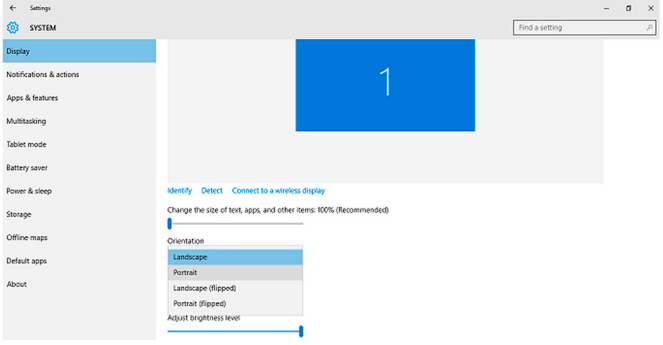


The display can also be rotated using the following key combinations:

- Ctrl+Alt+Up arrow key (Rotate to 0 Degrees)
- Ctrl+Alt+Right arrow key (Rotate to 90 Degrees)
- Ctrl+Alt+Down arrow key (Rotate to 180 Degrees)
- Ctrl+Alt+Left arrow key (Rotate to 270 Degrees)

3 Right-click on the desktop.

4 Select **Display** → **Orientation** and select from the following options.



Cleaning the display

CAUTION: To avoid damaging the display, do not apply force when cleaning.

CAUTION: To avoid damaging the display, do not leave any liquid or excess moisture on the screen after cleaning.

1 Turn off your computer.

2 Identify any smudges or areas that have to be cleaned.

3 Use a microfiber cloth to remove any obvious dust and gently brush off any dirt particles.

4 Spray distilled water or cleaning solution to the cloth .

NOTE: Proper cleaning kits should be used to clean and keep your display in an optimal condition.

5 Gently wipe the screen in a circular motion.

6 For tough spots, repeat this procedure several times till the display is clean.

7 Let the display dry thoroughly before you turn it on.

HDMI

The Inspiron 11-3168 supports HDMI to connect a TV or another HDMI-in enabled device. It provides video and audio output. The HDMI port is located on the left side of your computer.

NOTE: Appropriate converters (sold separately) are required to connect standard DVI and DisplayPort devices.

Connecting to external display devices

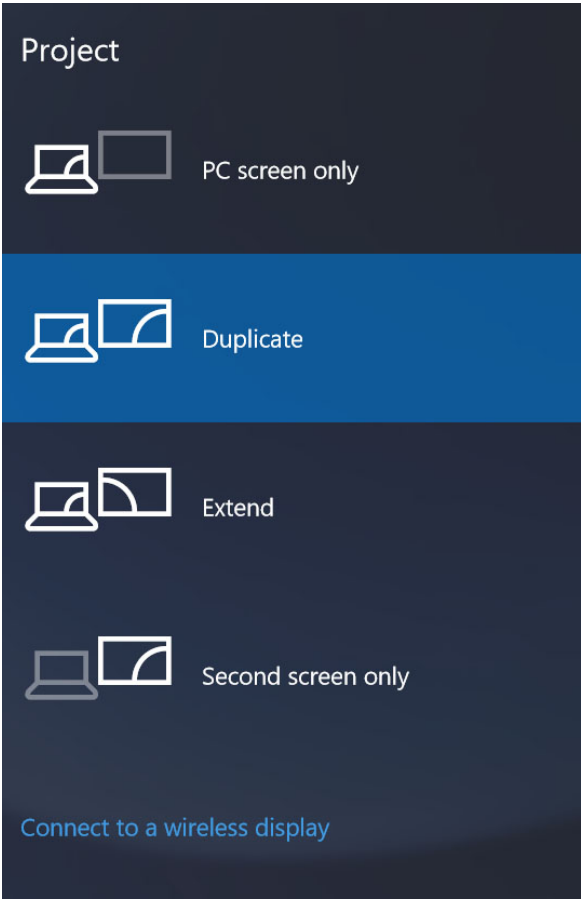
1 Connect the HDMI cable to your computer and the external display device.

2 Press F8 to display different display modes.

3 Select one of the following display modes:

- PC screen only
- Duplicate
- Extend
- Second screen only

NOTE: For more information, see the document that shipped with your display device.



Graphics

The Inspiron 11-3168 is shipped with Intel HD Graphics - Intel Celeron Dual Core and Intel Pentium Quad Core.

Downloading the graphics driver

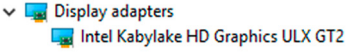
1. Turn on your computer.
2. Go to www.dell.com/support.
3. Click **Product support**, enter the Service Tag of your computer, and then click **Submit**.

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

Identifying the display adapter

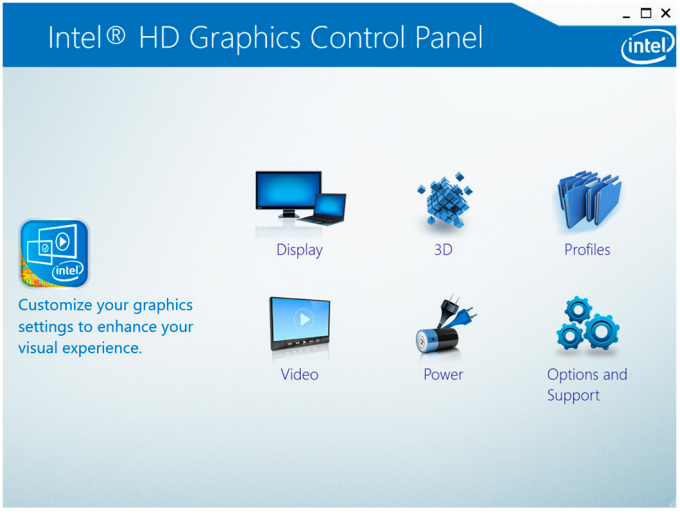
1. On the taskbar, click the search box, and then type `Device Manager`.
2. Click **Device Manager**.

   The **Device Manager** window is displayed.
3. Expand **Display adapters**.



Changing the display settings in Intel HD Graphics Control Panel

1 Right-click on the desktop and select **Graphics Properties** to launch the **Intel HD Graphics Control Panel**.



2 Click **Display**.

3 Change the display settings as required.

Intel WiDi

The wireless display feature allows you to share your computer display with a compatible TV without using cables. You must connect a wireless display adapter to your TV before setting up the wireless display. To check if your TV supports this feature, see the documentation that is shipped with the TV.

The following table provides the basic system requirements for a wireless display.

Processor	• Intel Celeron Dual Core • Intel Pentium Quad Core
Video controller	Intel HD Graphics

WLAN card	Intel 2230 or Intel 6150
Operating system	Windows 7 or later
Driver	Download and install the latest driver for “Intel Wireless Display Connection Manager” available at www.dell.com/support

Downloading the WiDi application

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

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

Setting up the wireless display

1. Turn on your computer.

   NOTE: Ensure that Wi-Fi is enabled.
2. Connect the wireless display adapter to the TV.
3. Turn on the TV and the wireless display adapter.
4. Select the appropriate video source for your TV, such as HDMI1, HDMI2, or S-Video.
5. Double-click the Intel Wireless Display icon on the desktop.

   The **Intel Wireless Display** window is displayed.
6. Click **Scan for available displays**.
7. Select your wireless display adapter from the **Detected Wireless Displays** list.
8. Enter the security code that is displayed on your TV.

USB

The following table shows the USB ports available in Inspiron 11-3168.

Ports	Location
USB 3.0 port	Left side
USB 2.0 ports (2)	Right side

NOTE: USB 3.0 needs the driver to be installed before it can detect any USB devices.

Downloading the USB 3.0 driver

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

   NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.
4. Click **Drivers & downloads → Find it myself**.
5. Scroll down the page and expand **Chipset**.
6. Click **Download** to download the USB 3.0 driver for your computer.
7. After the download is complete, navigate to the folder where you saved the USB 3.0 driver file.
8. Double-click double-tap the driver file icon and follow the instructions on screen.

Enabling or disabling the USB in system setup

1. Turn on or restart your computer.
2. Press F2 when the Dell logo is displayed on the screen to enter the System Setup.

   The System Setup is displayed.
3. On the left pane, select **Settings → System Configuration → USB Configuration**.

   The USB configuration is displayed on the right pane.

4 Check the **Enable External USB Port** check box to either enable or disable it.

5 Save the system setup settings and exit.

Fixing a no-boot issue caused by USB emulation

Sometimes the computer does not boot to the operating system when USB devices are connected to the computer during startup. This behavior occurs because the computer is looking for bootable files in the USB devices. Follow these steps to fix the no-boot issue:

1 Turn on or restart your computer.

2 Press F2 when the Dell logo is displayed on the screen to enter the System Setup.

The System Setup is displayed.

3 On the left pane, select **Settings** → **System Configuration** → **USB Configuration**

The USB configuration is displayed on the right pane.

4 Clear the **Enable Boot Support** check box to either enable or disable it.

5 Save the settings and exit.

WiFi

The Inspiron 11-3168 is shipped with Wi-Fi 802.11 ac.

Turning WiFi on or off

NOTE: There is no physical switch to enable or disable WiFi. It has to be done through computer settings.

1 Swipe-in from the right edge of the display, or click the **Action Center** icon on the taskbar to access the Action Center.

2 Click **Wi-Fi** to turn Wi-Fi on or off.

Downloading the WiFi driver

1 Turn on your computer.

2 Go to www.dell.com/support.

3 Click **Product support** enter the Service Tag of your computer, and then click **Submit**.

NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.

4 Click **Drivers & downloads** → **Find it myself**.

5 Scroll down the page and expand **Network**.

6 Click **Download** to download the WiFi driver for your computer.

7 After the download is complete, navigate to the folder where you saved the WiFi driver file.

8 Double-click the driver file icon and follow the on-screen instructions to install the driver.

Configuring the Wi-Fi

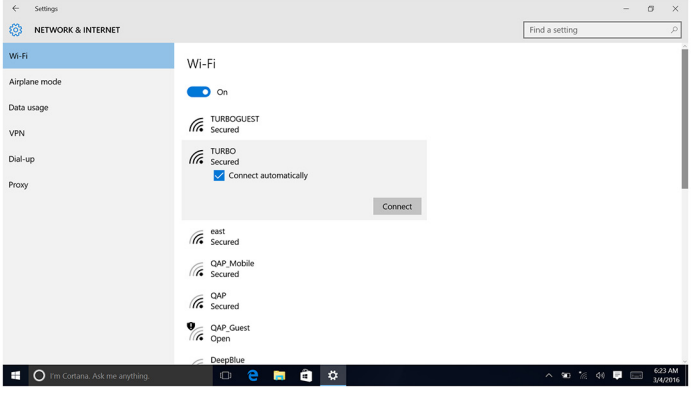
1 Turn on Wi-Fi. For more information, see Turning Wi-Fi on or off.

2 Swipe-in from the right edge of the display, or click the **Action Center** icon on the taskbar to access the Action Center.

3 Press and hold **Wi-Fi**, and then click **Go to settings**.

A list of available networks is displayed.

4 Select your network and click **Connect**.



NOTE: Type the network security key, if prompted.

Bluetooth

This computer is shipped with Bluetooth 4.0.

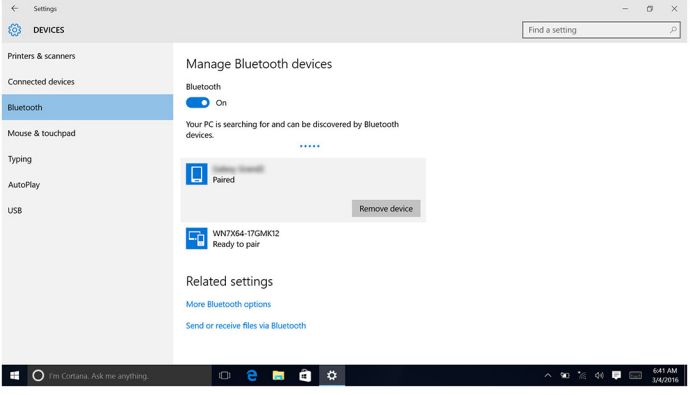
Turning Bluetooth on or off

NOTE: There is no physical switch to enable or disable Bluetooth. It has to be done through the computer settings.

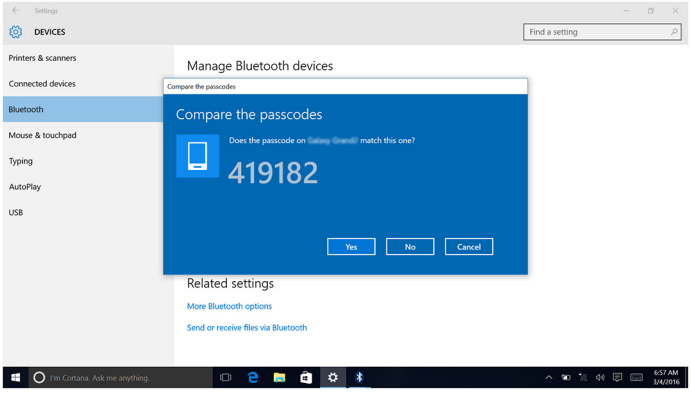
1. Swipe-in from the right edge of the display, or click the **Action Center** icon on the taskbar to access the Action Center.
2. Click **Bluetooth** to turn Bluetooth on or off.

Pairing the Bluetooth-enabled devices

1. Turn on Bluetooth. For more information, see Turning Bluetooth on or off.
2. Swipe-in from the right edge of the display, or click the **Action Center** icon on the taskbar to access the Action Center.
3. Touch and hold **Bluetooth**, and then click **Go to settings**.
4. Select the desired Bluetooth device.
5. Click **Pair** to pair the bluetooth devices.



6 Click **Yes** to confirm the passcodes on both the devices.

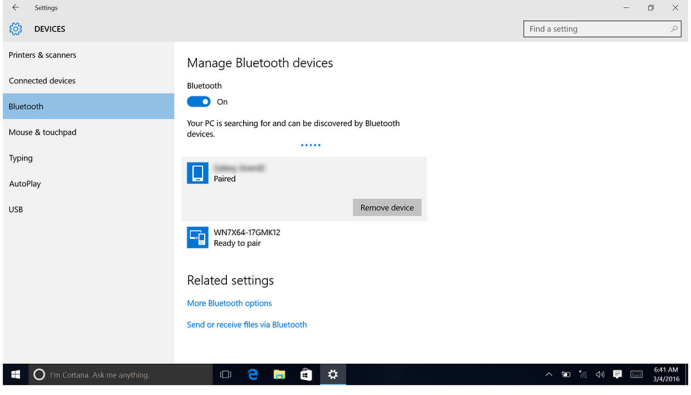


Removing the Bluetooth device

1 Swipe-in from the right edge of the display, or click the **Action Center** icon on the taskbar to access the Action Center.

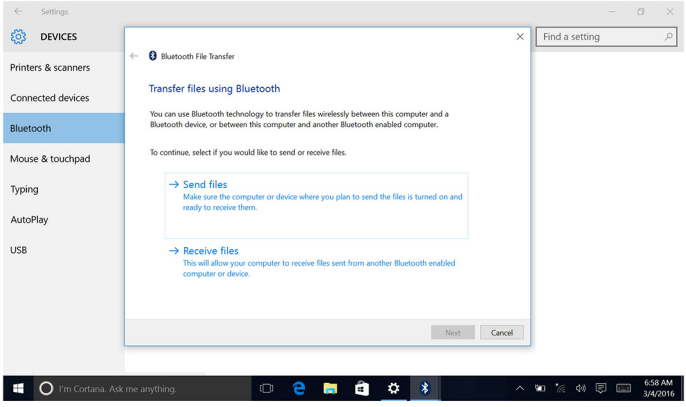
2 Touch and hold **Bluetooth**, and then click **Go to settings**.

3 Click the device you want to remove, and then click **Remove device**.



Transferring files between devices using Bluetooth

1. Swipe-in from the right edge of the display, or click the **Action Center** icon on the taskbar to access the Action Center.
2. Touch and hold **Bluetooth**, and then click **Go to settings**.
3. Select your Bluetooth device.
4. Click **Send or receive files via Bluetooth**.
5. In the **Bluetooth File Transfer** window, click **Send files**, and then select the desired file.



Hard drive

The following table shows the hard-drive options available in Inspiron 11-3168

Options	Dimensions
SSD	2.5-inch Solid State Drive
HDD	2.5-inch drive

Identifying the hard drive in BIOS setup program

1. Turn on or restart your computer.

2 Press F2 when the Dell logo is displayed on the screen to enter the BIOS setup program.

A list of hard drives is displayed under the **System Information** in the **General** group.

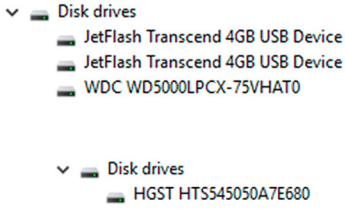
Identifying the hard drive

1 On the taskbar, click the search box, and then type `Device Manager`.

2 Click **Device Manager**.

The **Device Manager** window is displayed.

3 Expand **Disk drives**.



Media-card reader

The Inspiron 11-3168 has one microSD-card slot located on the right side of your computer.

Downloading the media-card reader driver

1 Turn on your computer.

2 Go to www.dell.com/support.

3 Click **Product support** enter the Service Tag of your computer, and then click **Submit**.

NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.

4 Click **Drivers & downloads** → **Find it myself**.

5 Scroll down the page and expand **Chipset**.

6 Click **Download** to download the media-card reader driver for your computer.

7 After the download is complete, navigate to the folder where you saved the media-card reader driver file.

8 Double-click the card reader driver file icon and follow the instructions on the screen.

Browsing a media card

1 Insert the media card with the metal contacts facing down.

The card will auto-play and a notification appears on the screen.

2 Follow the instructions on the screen.

Keyboard

The Inspiron 11-3168 is shipped with a backlit keyboard.

Changing the keyboard language

1 Click **Start** .

2 Click **Settings** .

3 Click **Time & language** → **Region & language**.

4 Click **Add a language**.

5 Choose the language you want to add and select a country for the language.

6 Under **Languages**, click the language that you want to set as the default language.

7 Click **Set as default**.

Keyboard shortcuts

Icons	Description
	Mute audio
	Decrease volume
	Increase volume

Icons	Description
	Play previous track/chapter
	Play/Pause
	Play next track/chapter
	Switch to external display
	Search
	Decrease brightness
	Increase brightness
	Pause/Break
	Toggle Fn-key lock
	Sleep
	Turn off/on wireless
	Scroll lock

Touch pad

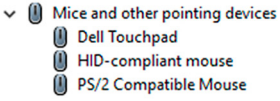
The Inspiron 11–3168 is shipped with a Precision touch pad.

A precision touch pad is a new class of input device that provides high precision pointer input and gesture functionality. Precision touch pads interact with the operating system directly without a driver.

The operating system handles the overall functionality of the touch pad and there are no separate drivers available for download.

Identifying the touch pad

1. On the taskbar, click the search box, and then type `Device Manager`.
2. Click **Device Manager**.
   The **Device Manager** window is displayed.
3. Expand **Mice and other pointing devices**.



Touch pad gestures

Gesture	Procedure	Result
Tap to click	Tap on the touch pad.	Selects an item.
Tap, tap-slide to highlight or drag	Tap, tap-slide on the touch pad.	Highlights text, and drags and drops an item.
Slide to scroll	Place two fingers on the touch pad, and then slide.	Scrolls the page. Pages can scroll left and right, up and down, or both.
Pinch or stretch to zoom	Place two fingers on the touch pad and move them toward each other or away from each other.	Zooms out or zooms in on the touch pad.
Swipe for Action Center	Swipe in from the right edge.	Opens the Action Center. Swipe again to hide the Action Center.
Swipe for adding new desktop	Swipe in from the left edge.	Click **New desktop** to add a new desktop.

Power adapter

The Inspiron 11–3168 is shipped with a 45 W or a 65 W power adapter.

WARNING: When you disconnect the power adapter cable from the computer, pull on its connector, not the cable itself. When disconnecting cable, keep it evenly aligned to avoid bending any connector pins. When connecting the cable, ensure that the port and the connector are correctly oriented and aligned.

WARNING: The power adapter works with electrical outlets worldwide. However, power connectors and power strips vary among countries. Using an incompatible cable or improperly connecting the cable to the power strip or electrical outlet may cause fire or equipment damage.

Battery

The Inspiron 11-3168 is shipped with a 2-cell 32 WHr smart lithium ion battery.

NOTE: Batteries are covered for a period of one year from the invoice date unless stated otherwise in the invoice.

Chipsets

The chipset is virtually divided into two sections — Northbridge and Southbridge. All computer components communicate with the CPU through the chipset.

The Inspiron 11-3168 is shipped with the chipset that is integrated in the processor.

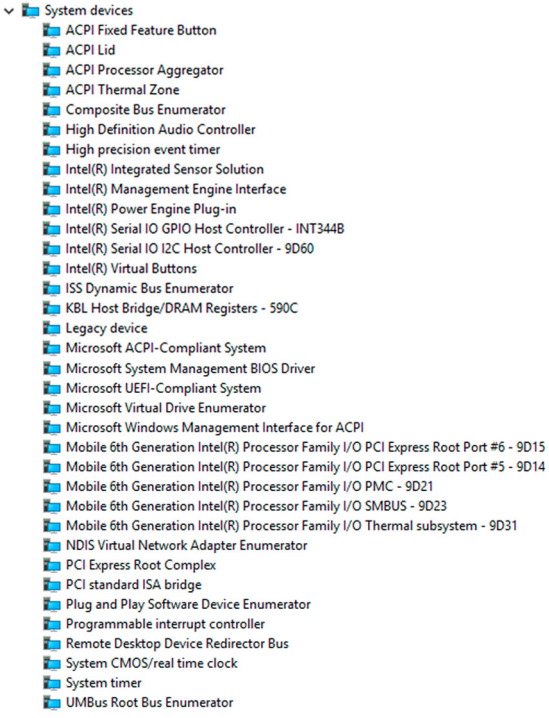
Downloading the chipset driver

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

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

Identifying the chipset

1. On the taskbar, click the search box, and then type `Device Manager`.
2. Click **Device Manager**.
   The **Device Manager** window is displayed.
3. Expand **System devices**.



Memory

The Inspiron 11-3168 has one SODIMM (RAM) slot, which is accessible by removing the base cover. Your computer supports 2 GB, and 4 GB, DDR3L memory of up to 1600 MHz.

Checking the system memory in Windows

1. Click **Start**.
2. Select **Settings**.
3. Click **System** → **About**.

Checking the system memory in system setup

1. Turn on or restart your computer.
2. Press F2 when the Dell logo is displayed on the screen to enter the system setup.
3. On the left pane, select **Settings** → **General** → **System Information**.
   The memory information is displayed on the right pane.

Testing memory using ePSA

1. Turn on or restart your computer.
2. Press F12 after the Dell logo is displayed on the screen to access the boot menu.
3. Use the arrow keys to highlight the **Diagnostics** menu option and press **Enter**.
4. Follow the instructions on the screen to complete the ePSA Pre-boot System Assessment (PSA).

   NOTE: If the operating system logo appears, wait until you see the desktop. Turn off your computer and try again.

Processors

The Inspiron 11-3168 is shipped with the following processor options.

- Intel Celeron Dual Core
- Intel Pentium Quad Core

Identifying the processors in Windows

1. On the taskbar, click or tap the search box, and then type `Device Manager`.
2. Click or tap **Device Manager**.
   The **Device Manager** window is displayed.

3 Expand **Processors** .



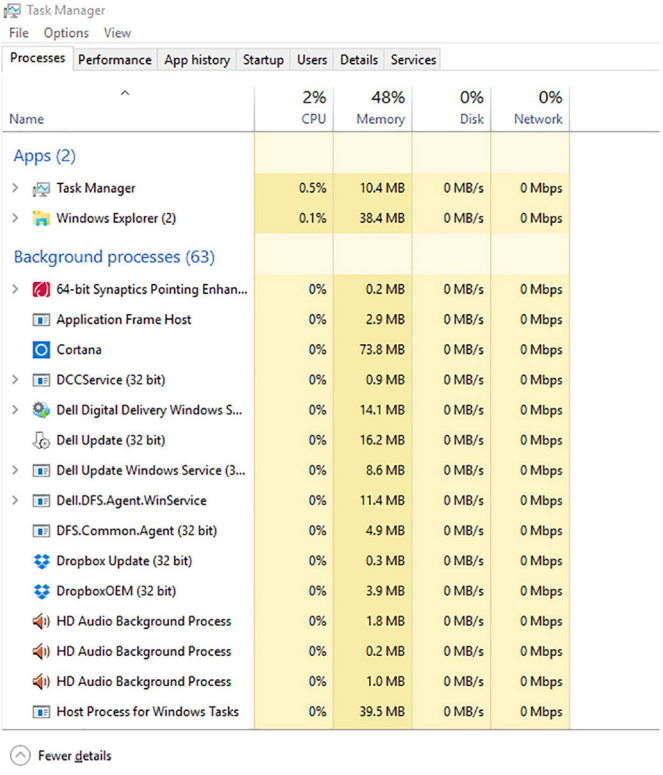
Checking the processor usage in the task manager

1 Right-click or double-tap on the taskbar.

2 Click or tap **Task Manager**.

The **Task Manager** window is displayed.

3 Click or tap the **Performance** tab to display the processor performance details.

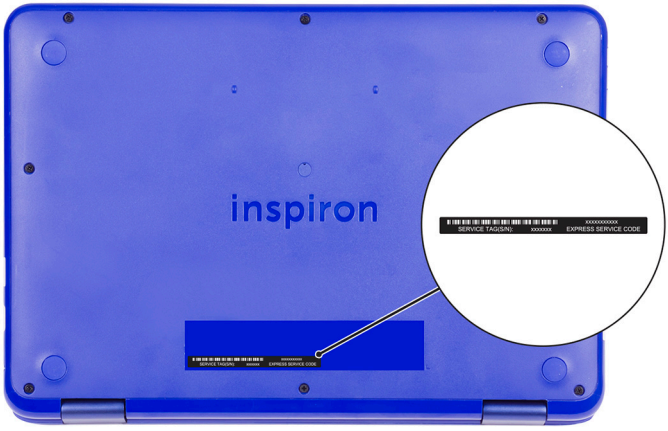


Operating System

The Inspiron 11-3168 is shipped with the Windows 10 factory installation.

Service Tag location

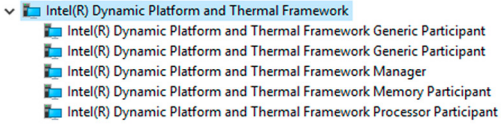
The service tag is a unique alphanumeric identifier that allows Dell service technicians to identify the hardware components in your computer and access warranty information.



Device driver

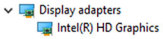
Intel Dynamic Platform and Thermal Framework

In the Device Manager, check if the Intel Dynamic Platform and Thermal Framework is installed. Install the driver updates from www.dell.com/support.



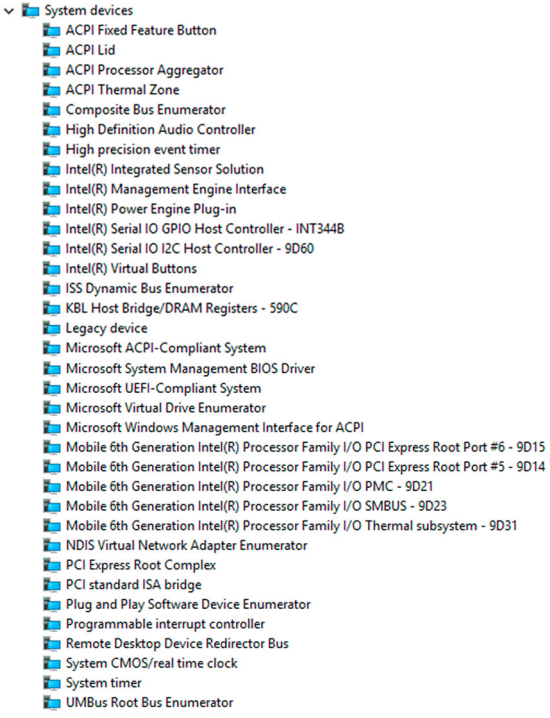
Intel HD Graphics 515 driver

In the Device Manager, check if the video driver is installed. Install the video driver update from www.dell.com/support.



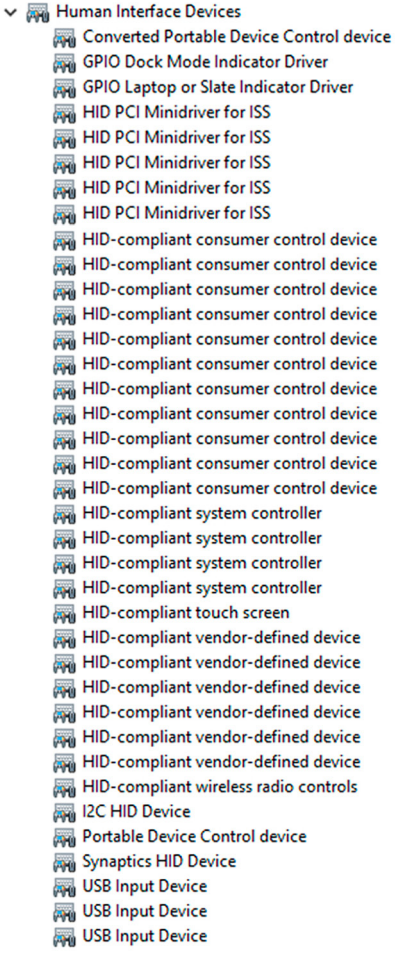
Intel Chipset Software Installation Utility

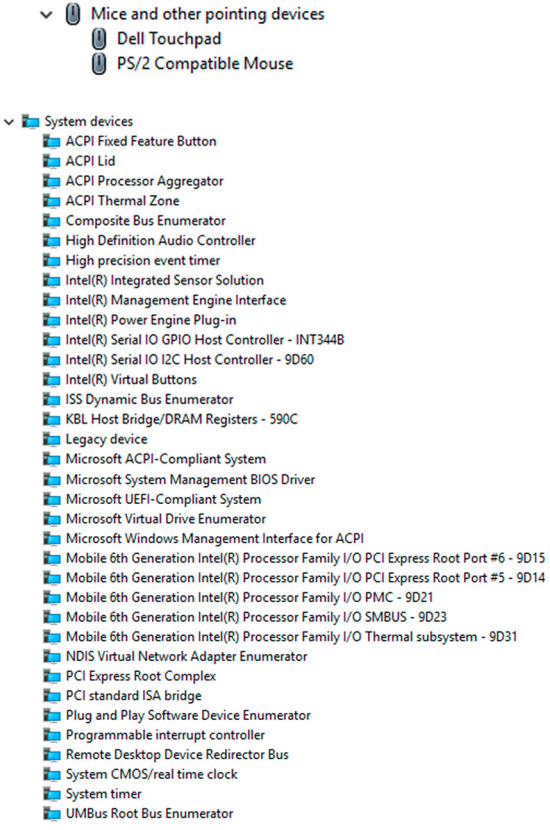
In the Device Manager, check if the chipset driver is installed. Install the Intel chipset updates from www.dell.com/support.



Intel Serial IO driver

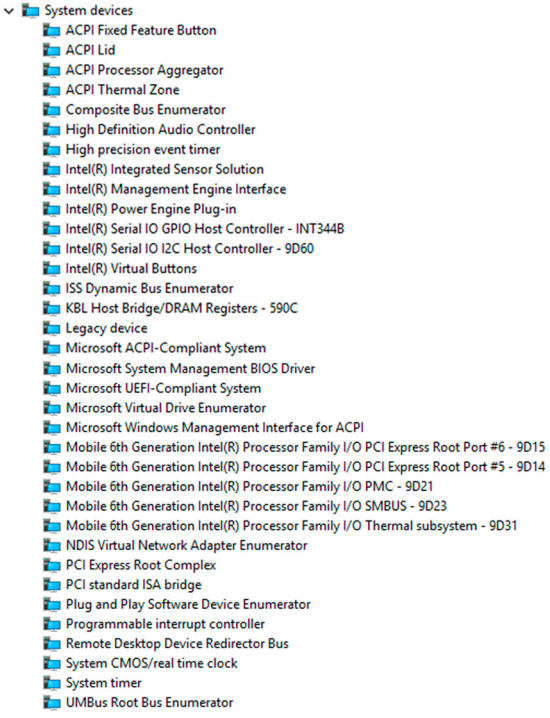
In the Device Manager, check if the Intel Serial IO driver is installed. Install the driver updates from www.dell.com/support.





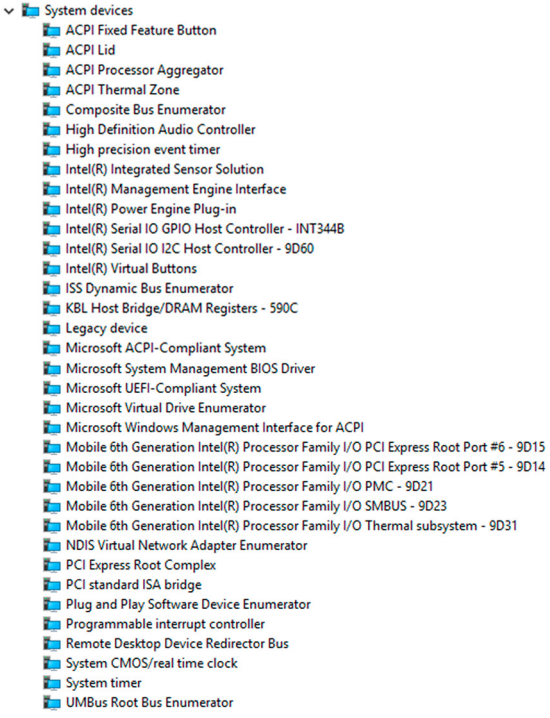
Intel Trusted Execution Engine Interface

In the Device Manager, check if the Intel Trusted Execution Engine Interface driver is installed. Install the driver update from www.dell.com/support.



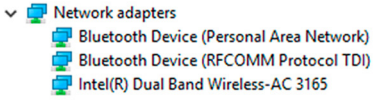
Intel Virtual Button driver

In the Device Manager, check if the Intel Virtual Button driver is installed. Install the driver updates from www.dell.com/support.

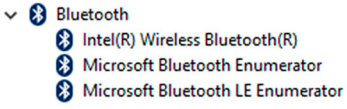


Intel Wireless 3165 WiFi and Bluetooth drivers

In the Device Manager, check if the network card driver is installed. Install the driver updates from www.dell.com/support.



In the Device Manager, check if the Bluetooth driver is installed. Install the driver updates from www.dell.com/support.



BIOS overview

The BIOS manages data flow between the computer's operating system and attached devices such as hard disk, video adapter, keyboard, mouse, and printer.

Entering the BIOS setup program

1. Turn on or restart your computer.
2. Press F2 when the Dell logo is displayed on the screen to enter the BIOS setup program.

   You can change the user-defined settings in BIOS setup program.

Boot menu

The Inspiron 11-3168 includes a one-time boot menu. By using this feature, you can change the sequence of devices that your computer attempts to boot from, for example, floppy, CD-ROM, or hard drive.

Boot menu enhancements

The boot menu enhancements are as follows:

- **Easier Access** — Press F12 to access the boot selection menu.
- **User Prompting** — The user is prompted to use the keystroke on the BIOS screen.
- **Diagnostics Options** — The boot menu includes the ePSA diagnostic options.

Timing key sequences

The keyboard is not the first device initialized by Setup. As a result, if you press a keystroke too early, the keyboard is locked out. In such case, a keyboard error message is displayed on the screen, and you cannot restart your computer with the Ctrl+Alt+Del key combination.

To prevent the keyboard from locking, wait until the keyboard is initialized completely. The keyboard is initialized if one of the following occurs:

- The keyboard lights flash.
- The F2=Setup prompt appears in the top-right corner of the screen during boot.

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 1. Self-help resources.

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

Contacting Dell

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

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

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