

Latitude 7490

Owner's Manual



Notes, cautions, and warnings

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

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

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

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Working on your computer

Topics:

- [Safety precautions](#)
- [Before working inside your computer](#)
- [After working inside your computer](#)

Safety precautions

The safety precautions chapter details the primary steps to be taken before performing any disassembly instructions.

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

- Turn off the system and all attached peripherals.
- Disconnect the system and all attached peripherals from AC power.
- Disconnect all network cables, telephone, and telecommunications lines from the system.
- Use an ESD field service kit when working inside any notebook to avoid electrostatic discharge (ESD) damage.
- After removing any system component, carefully place the removed component on an anti-static mat.
- Wear shoes with non-conductive rubber soles to reduce the chance of getting electrocuted.

Standby power

Dell products with standby power must be unplugged before you open the case. Systems that incorporate standby power are essentially powered while turned off. The internal power enables the system to be remotely turned on (wake on LAN) and suspended into a sleep mode and has other advanced power management features.

Unplugging, pressing and holding the power button for 15 seconds should discharge residual power in the system board, notebooks

Bonding

Bonding is a method for connecting two or more grounding conductors to the same electrical potential. This is done through the use of 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 non-metal surface. The wrist strap should be secure and in full contact with your skin, and ensure that you remove all jewelry such as watches, bracelets, or rings prior to bonding 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 DIMMs, and system boards. Very slight charges 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.

Due to the increased density of semiconductors used in recent Dell products, the sensitivity to static damage is now higher than in previous Dell products. For this reason, some previously approved methods of handling parts are no longer applicable.



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 DIMM that has received a static shock and immediately generates a "No POST/No Video" symptom with a beep code 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 DIMM receives a static shock, but the tracing is merely weakened and does not immediately produce outward symptoms 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, etc.

The more difficult type of damage to recognize and troubleshoot is the intermittent (also called latent or "walking wounded") failure.

Perform the following steps to prevent ESD damage:

- Use a wired ESD wrist strap that is properly grounded. The use of wireless anti-static straps is no longer allowed; they 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, ensure that you discharge static electricity from your body.
- 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.

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 mat and to any bare metal on the system being worked on. Once deployed properly, service parts can be removed from the ESD bag and placed directly on the mat. ESD-sensitive items are safe in your hand, on the ESD mat, in the system, or inside a bag.
- **Wrist Strap and Bonding Wire** – The wrist strap and bonding wire can be either directly connected between your wrist and bare metal on the hardware if the ESD mat is not required, or connected to the anti-static mat to protect hardware that is temporarily placed on the mat. The physical connection of the wrist strap and bonding wire between your skin, the ESD mat, and the hardware is known as bonding. Use only Field Service kits with a wrist strap, mat, and bonding wire. Never use wireless wrist straps. Always be aware 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 of an ESD strap are prone to damage over time. When using an unmonitored kit, it is a best practice to regularly test the strap prior to each service call, and at a minimum, test once per week. A wrist strap tester is the best method for doing this test. If you do not have your own wrist strap tester, check with your regional office to find out if they have one. To perform the test, plug the wrist-strap's bonding-wire into the tester while it is strapped to your wrist and push the button to test. A green LED is lit if the test is successful; a red LED is lit and an alarm sounds if the test fails.
- **Insulator Elements** – It is critical to keep ESD sensitive devices, such as plastic heat sink casings, away from internal parts that are insulators and often highly charged.
- **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 portable environment. Servers are typically installed in a rack within a data center; desktops or portables 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 system 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 part 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 ESD mat, in the system, or inside an anti-static bag.

- **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.

ESD protection summary

It is recommended that all field service technicians use the traditional wired ESD grounding wrist strap and protective anti-static mat at all times when servicing Dell products. In addition, it is critical that technicians keep sensitive parts separate from all insulator parts while performing service and that they use anti-static bags for transporting sensitive components.

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.

Before working inside your computer

- 1 Ensure that your work surface is flat and clean to prevent the computer cover from being scratched.
- 2 Turn off your computer.
- 3 If the computer is connected to a docking device (docked), undock it.
- 4 Disconnect all network cables from the computer (if available).

CAUTION: If your computer has an RJ45 port, disconnect the network cable by first unplugging the cable from your computer.

- 5 Disconnect your computer and all attached devices from their electrical outlets.
- 6 Open the display.
- 7 Press and hold the power button for few seconds, to ground the system board.

CAUTION: To guard against electrical shock unplug your computer from the electrical outlet before performing Step # 8.

CAUTION: To avoid electrostatic discharge, ground yourself by using a wrist grounding strap or by periodically touching an unpainted metal surface at the same time as touching a connector on the back of the computer.

- 8 Remove any installed ExpressCards or Smart Cards from the appropriate slots.

After working inside your computer

After you complete any replacement procedure, ensure that you connect external devices, cards, and cables before turning on your computer.

CAUTION: To avoid damage to the computer, use only the battery designed for this particular Dell computer. Do not use batteries designed for other Dell computers.

- 1 Connect any external devices, such as a port replicator or media base, and replace any cards, such as an ExpressCard.
- 2 Connect any telephone or network cables to your computer.

CAUTION: To connect a network cable, first plug the cable into the network device and then plug it into the computer.

- 3 Connect your computer and all attached devices to their electrical outlets.
- 4 Turn on your computer.



Removing and installing components

Topics:

- Recommended tools
- Screw size list
- Subscriber identification module card
- Base cover
- Battery
- PCIe solid state drive
- Speaker
- Coin cell battery
- WWAN card
- WLAN card
- Memory modules
- Heat sink
- LED board
- Smart card module
- Touchpad buttons board
- Power connector port
- Display Assembly
- Display Bezel
- Display hinge
- Display panel
- Camera
- System board
- Keyboard
- Palm rest

Recommended tools

The procedures in this document require the following tools:

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

NOTE: The #0 screw driver is for screws 0-1 and the #1 screw driver is for screws 2-4

Screw size list

Table 1. Latitude 7490 - Screw size list

Component	M2.5x 6.0	M2.5x5.0	M2.0 x 5.0	M2.5 x 4.0	M2.0x3.0	M2.0 x 2.5	M2.0 x 2.0
Back cover	8 (captive screw)						
Battery (3-cell)			1				
Battery (4-cell)			2				
SSD module					1		
Heat sink module					4		
System fan			2				
WWAN card					1		
WLAN card					1		
Power connector port					1		
ESD bracket						2	
EDP bracket			1				
Touchpad buttons					2		
Fingerprint reader					1		
LED board					1		
Smart card reader cage					2		
Display hinge				6			
Display panel					4		
Keyboard support plate						18	
Keyboard							5
System board			3				
USB Type C bracket					2		
Thermal module					4		
DC In bracket					1		
K-Lock bracket			1				

Subscriber identification module card

Removing SIM card or SIM card tray

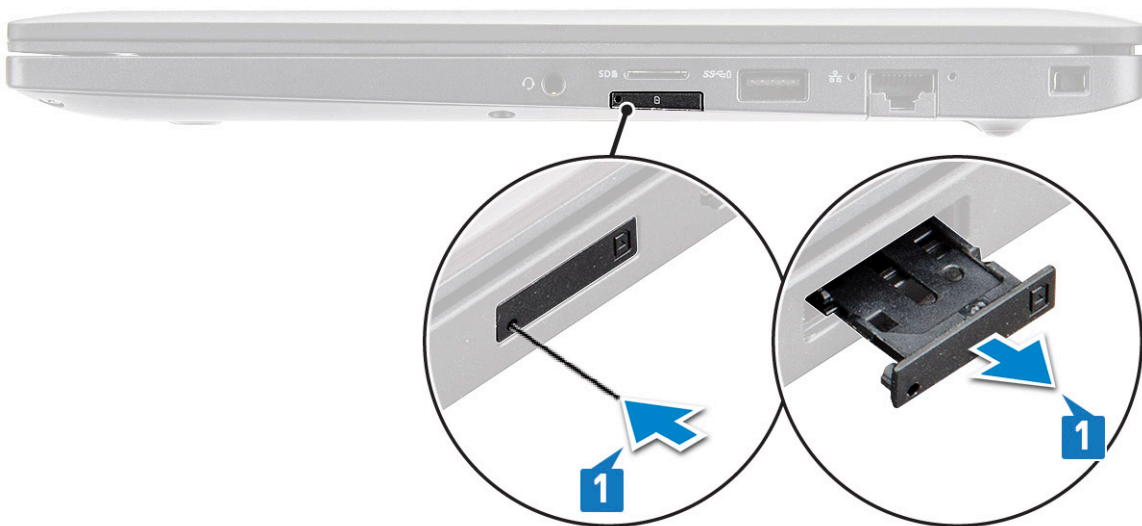
NOTE: SIM card or SIM card tray removal is only available on systems that are shipped with WWAN module. Hence, removing procedure is only applicable for systems that are shipped with WWAN module.

CAUTION: Removing the SIM card with the system is turned On, may cause data loss or damage to the card. Ensure that your system is turned off or the network connections are disabled.

- 1 Insert a paperclip or a SIM card removal tool into the pinhole on the SIM card tray.
- 2 Use a scribe to pull the SIM card tray.



- 3 If a SIM card is available, remove the SIM card from the SIM card tray.



Replacing SIM card

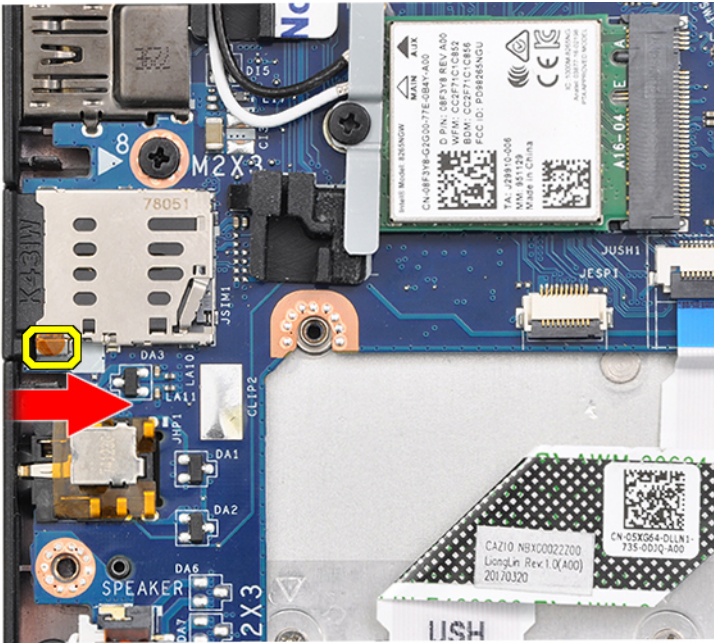
- 1 Insert a paperclip or a SIM card removal tool into the pinhole on the SIM card tray.
- 2 Use a scribe to pull the SIM card tray
- 3 Place on the SIM card on the tray.
- 4 Insert the SIM card tray into the slot.

Removing dummy SIM card tray

For models shipped with a WWAN card, the SIM card tray must first be removed from the system before removing the system board. To remove the SIM card tray from the system follow the steps outlined in the disassembly section.

NOTE: For models shipped with a wireless card only, a dummy SIM card tray must first be removed from the system before removing the system board. The following are the steps for removing the dummy SIM card tray:

- 1 Push the release latch located on the SIM card slot inwards.



- 2 Slide the dummy SIM card tray out of the system.

Base cover

Removing base cover

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 To release the base cover:
 - a Loosen the eight (M2.5 x 6.0) captive screws that secure the base cover to the system [1].

Remember: Exercise caution when loosening the screws. Angle the screw driver to match the head of the screw to avoid a possible stripped screw head.
 - b Use a plastic scribe to release the base cover from the edge [2].



3 Lift the base cover from the system.



Installing base cover

- 1 Align the base cover tabs to the slots on the edges of the system.
- 2 Press the edges of the cover until it clicks into place.
- 3 To secure the base cover to the system, tighten the eight (M2.5 x 6.0) captive screws .

ⓘ Remember: Exercise caution when tightening the screws. Angle the screw driver to match the head of the screw to avoid a possible stripped screw head.

- 4 Follow the procedure in [After working inside your computer](#).

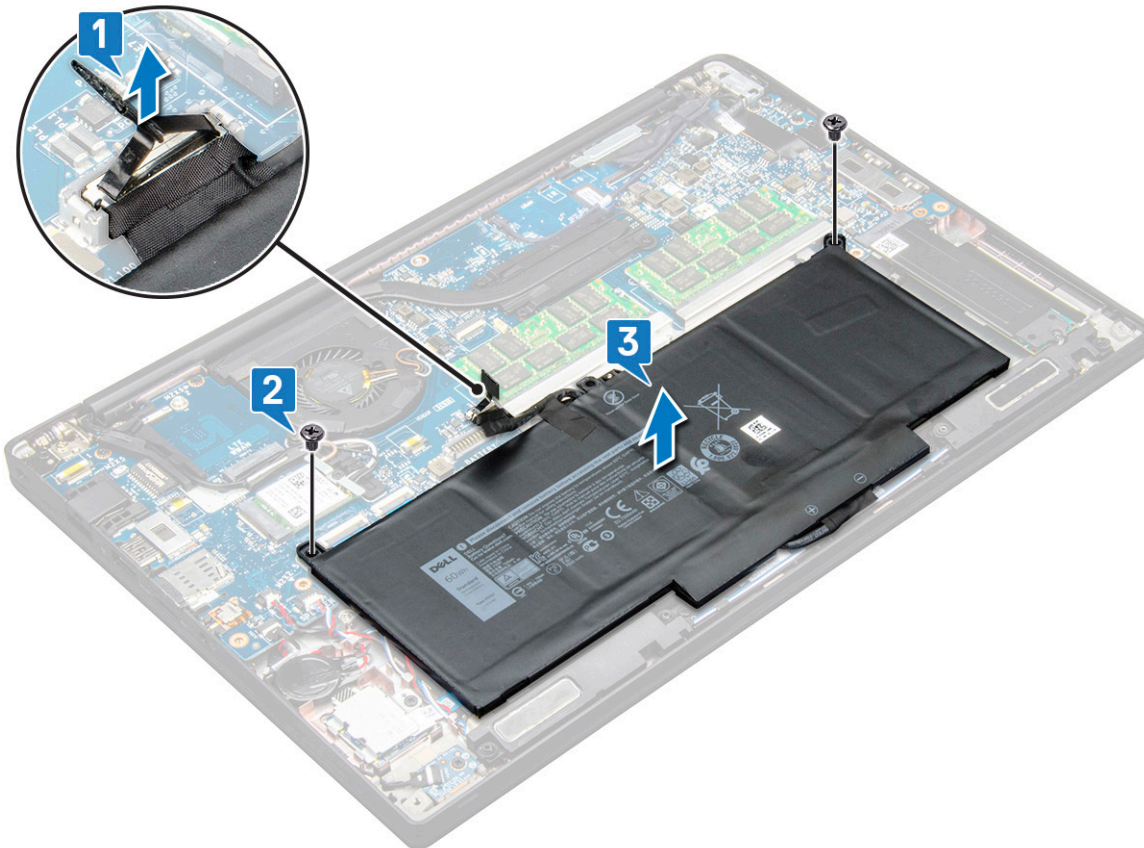
Battery

Removing battery

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the [base cover](#).
- 3 To remove the battery:
 - a Disconnect the battery cable from the connector on the system board [1].
 - b Remove the two (M2.0 x 5.0) screws that secure the battery to the computer [2].

ⓘ NOTE: A 3-cell battery has a single screw, and a 4-cell battery has two screws. Hence, the image displayed below is a 4-cell battery.

- c Lift the battery from the system [3].



Installing battery

- 1 Insert the battery into the slot on the system.
- 2 Route the battery cable through the routing clip and connect the battery cable to the connector on the system board.

 **NOTE: Route the battery cable, if the cable at the base of the battery is un routed.**

- 3 Tighten the two (M2.0 x 5.0) screws to secure the battery to the system.

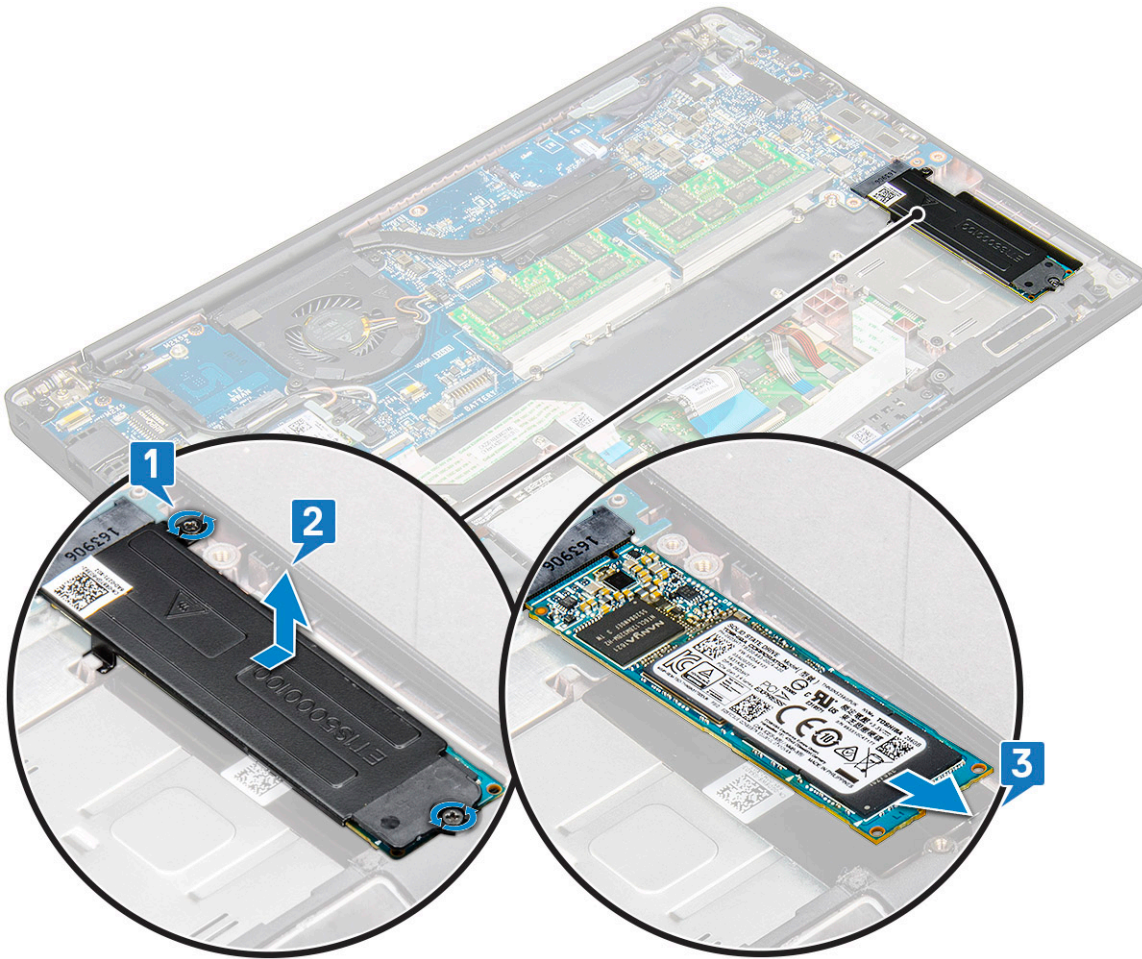
 **NOTE: A small battery (3-cell) has a single screw, a larger battery (4-cell) has two screws.**

- 4 Install the [base cover](#)
- 5 Follow the procedure in [After working inside your computer](#).

PCIe solid state drive

Removing PCIe SSD

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the following components:
 - a [base cover](#)
 - b [battery](#)
- 3 To remove the PCIe solid state drive (SSD):
 - a Loosen the two (M2.0 x 3.0) captive screws that secure the SSD bracket [1].
 - b Remove the SSD bracket (optional) [2].
 - c Remove the PCIe SSD from the system [3].



Installing PCIe SSD

- 1 Insert the PCIe SSD card into the connector.
- 2 Install the SSD bracket over the PCIe SSD card.
 - ⓘ **NOTE:** When installing the SSD bracket, ensure that the tab on the bracket is held securely with the tab on the palm rest.
- 3 Tighten the two (M2.0 x 3.0) screws to secure the PCIe SSD card to the SSD bracket.
- 4 Install the following components:
 - [battery](#)
 - [base cover](#)
- 5 Follow the procedure in [After working inside your computer](#).

Speaker

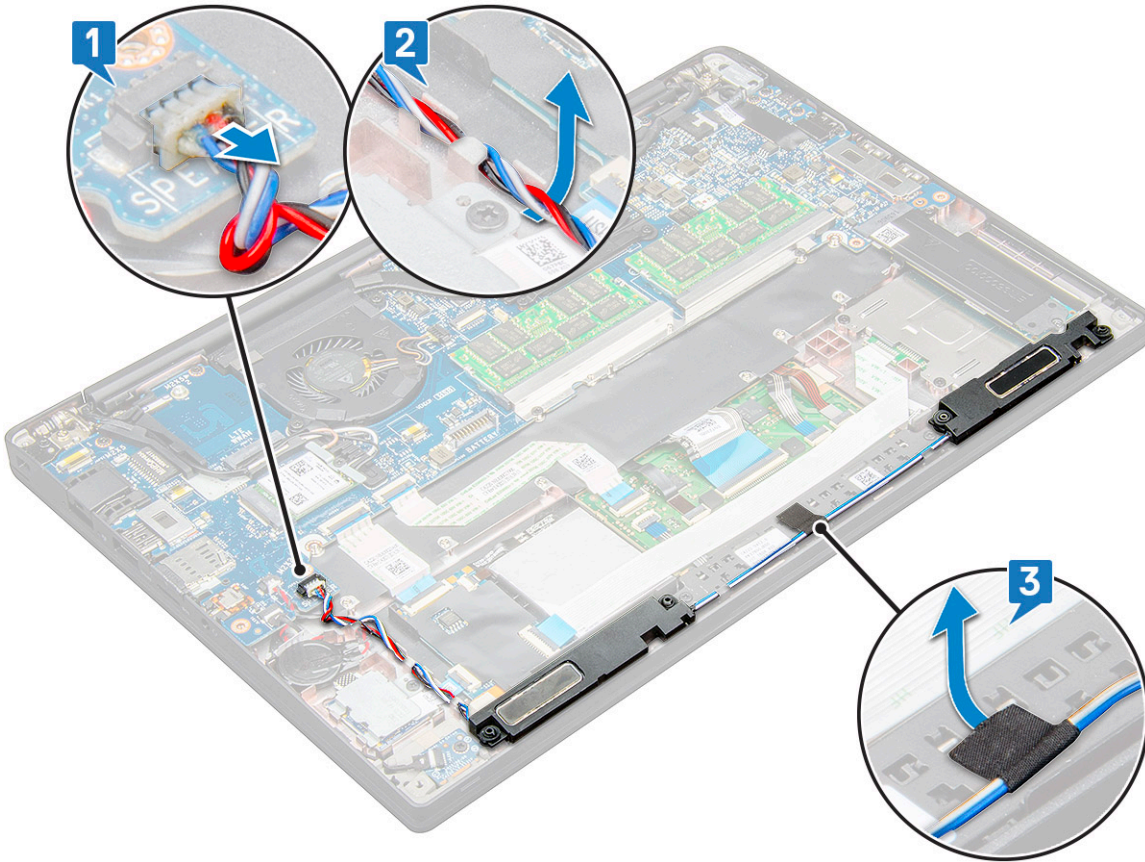
Removing speaker module

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [base cover](#)
 - b [battery](#)

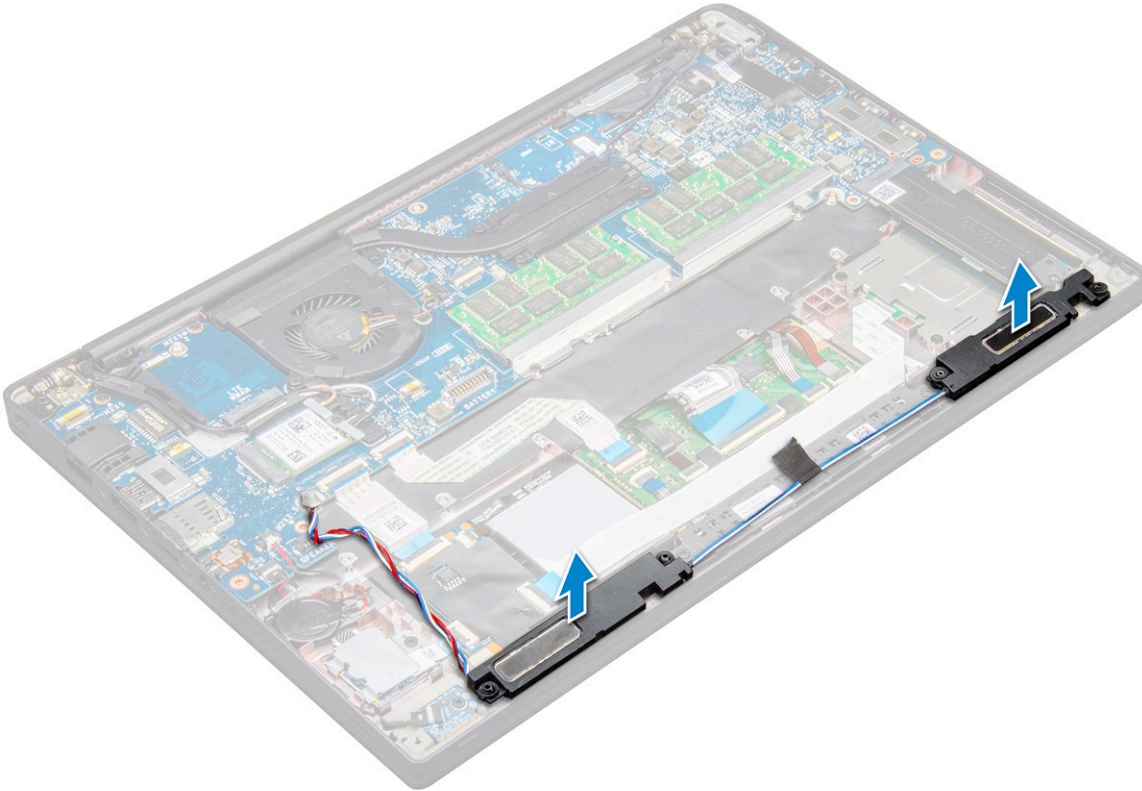


- 3 To release the speaker module:
- a Disconnect the speaker cable from the connector on the system board [1].
 - b Un-route the speaker cable from the routing clips [2].
 - c Remove the tape that secures the speaker cables to the touchpad board [3].

① **NOTE:** Use a plastic scribe to release the cable from the connector. Do not pull the cable as it may result in breakage



- 4 Lift the speaker module from the computer.



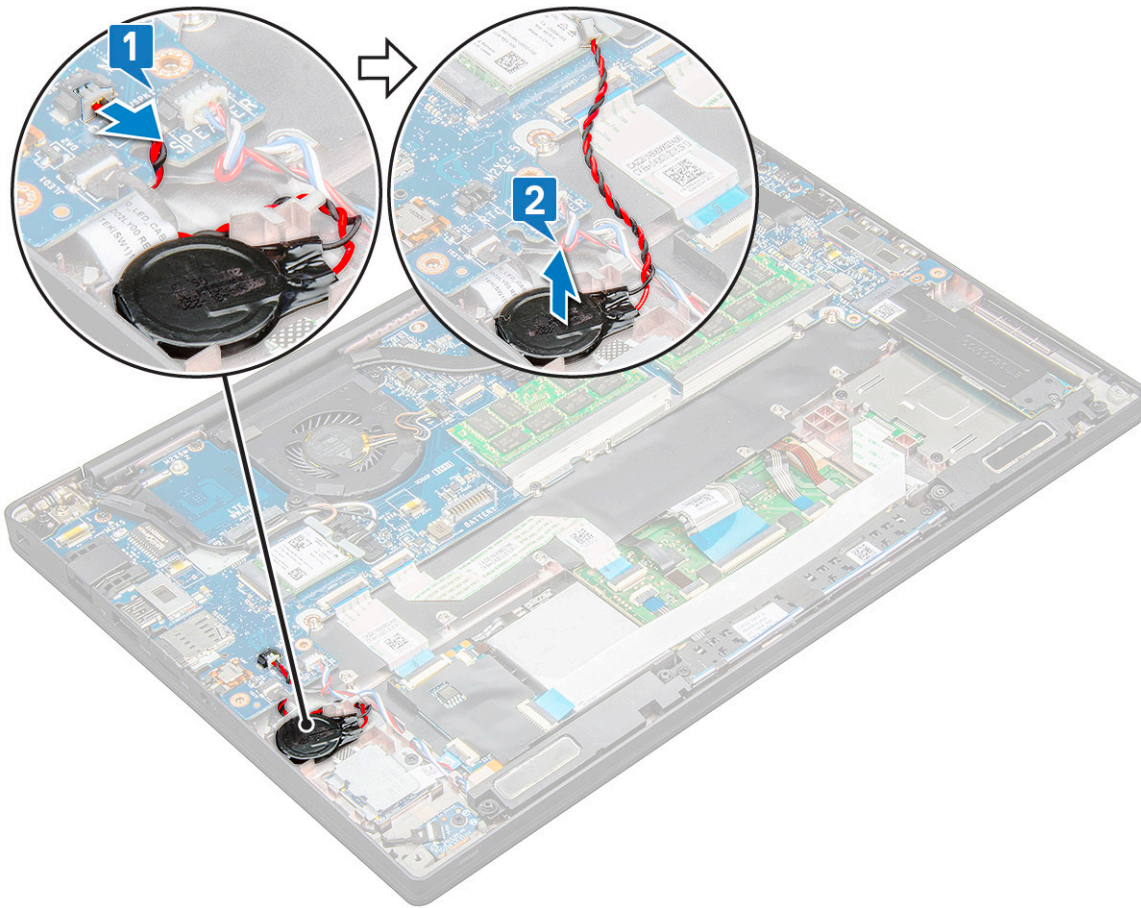
Installing speaker module

- 1 Place the speaker module into the slots on the system.
- 2 Route the speaker cable through the retention clips on the system.
- 3 Connect the speaker cable to the connector on the system board.
- 4 Install the:
 - a battery
 - b base cover
- 5 Follow the procedure in [After working inside your computer](#).

Coin cell battery

Removing the coin cell battery

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a base cover
 - b battery
- 3 To remove the coin cell battery:
 - a Disconnect the coin cell battery cable from the connector on the system board [1].
ⓘ | NOTE: You must un-route the coin cell battery cable from the routing channel.
 - b Lift the coin cell battery to release it from the adhesive [2].



Installing coin cell battery

- 1 Affix the coin cell battery on the slot inside the computer.
- 2 Route the coin cell battery cable through the routing channel before connecting the cable.
- 3 Connect the coin cell battery cable to the connector on the system board.
- 4 Install the:
 - a battery
 - b base cover
- 5 Follow the procedure in [After working inside your computer](#).

WWAN card

Removing WWAN card

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the following components:
 - a base cover
 - b battery
- 3 To remove the WWAN card:
 - a Remove the M2.0 x 3.0 screw that secures the WWAN bracket to the WWAN card.
 - b Lift the WWAN bracket that secures the WWAN card.
 - c Disconnect the WWAN cables from the connectors on the WWAN card .

Installing WWAN card

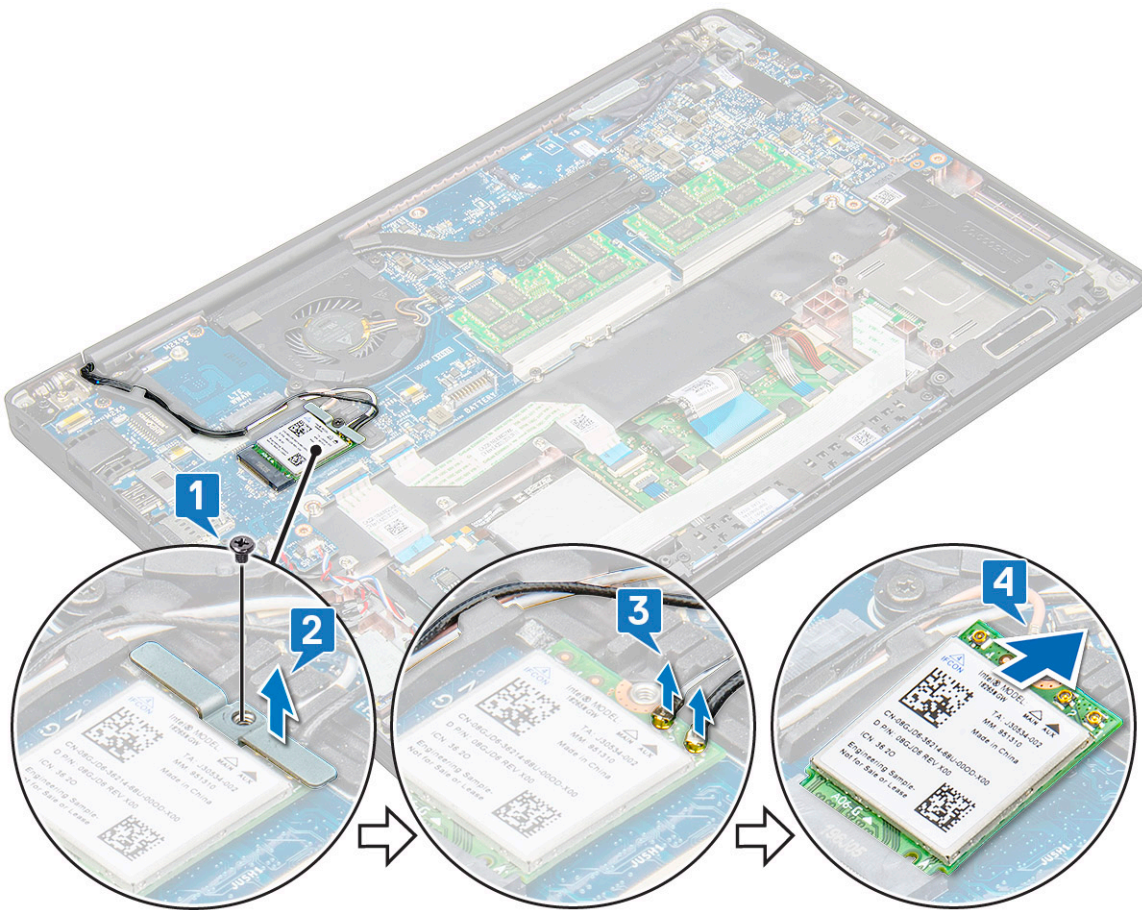
- 1 Insert the WWAN card into the connector on the system board.
- 2 Connect the WWAN cables to the connectors on the WWAN card.
- 3 Place the metal bracket and tighten the M2.0 x 3.0 screw to secure it to the computer.
- 4 Install the:
 - a battery
 - b base cover
- 5 Follow the procedure in [After working inside your computer](#).

 **NOTE:** The IMEI number can also be found on the WWAN card.

WLAN card

Removing WLAN card

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the
 - a base cover
 - b battery
- 3 To remove the WLAN card:
 - a Remove the M2.0 x 3.0 screw that secures the metal bracket to the WLAN card [1].
 - b Lift the metal bracket [2].
 - c Disconnect the WLAN cables from the connectors on the WLAN card [3].
 - d Remove the WLAN card from the system [4].



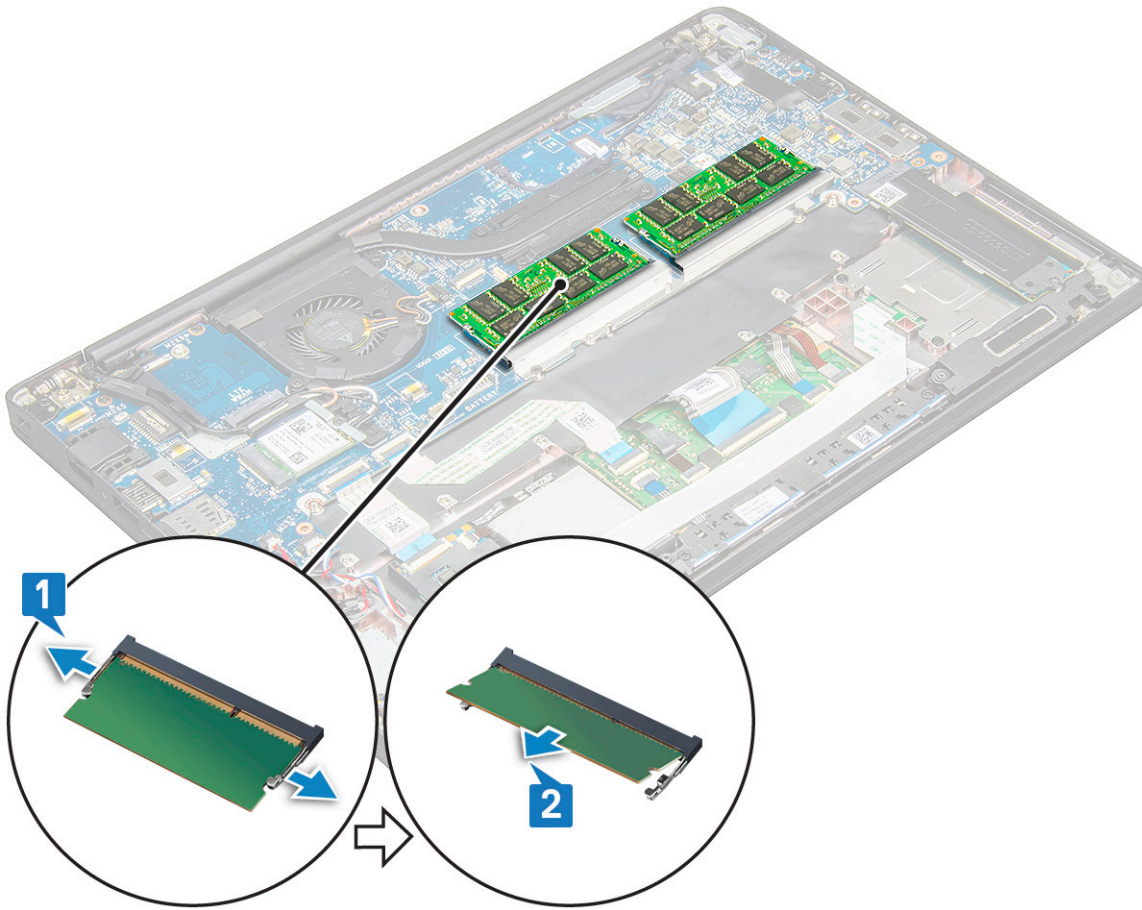
Installing WLAN card

- 1 Insert the WLAN card into the connector on the system board.
- 2 Connect the WLAN cables to the connectors on the WLAN card.
- 3 Place the metal bracket and tighten the M2.0 x 3.0 screw to secure it to the WLAN card.
- 4 Install the following:
 - a battery
 - b base cover
- 5 Follow the procedure in [After working inside your computer](#).

Memory modules

Removing memory module

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the following:
 - a base cover
 - b battery
- 3 To remove the memory module:
 - a Pull the clips securing the memory module until the module snaps-out [1].
 - b Remove the memory module from the connector on the system board [2].



Installing memory module

- 1 Insert the memory module into the connector until snaps in.
- 2 Install the following:
 - a battery
 - b base cover
- 3 Follow the procedures in [After working inside your computer](#).

Heat sink

Removing heat sink assembly

Heat sink assembly comprises of heat sink and the system fan.

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the following:
 - a base cover
 - b battery
- 3 To remove the heat sink assembly:

NOTE: To identify the number of screws, see the [screw list](#).

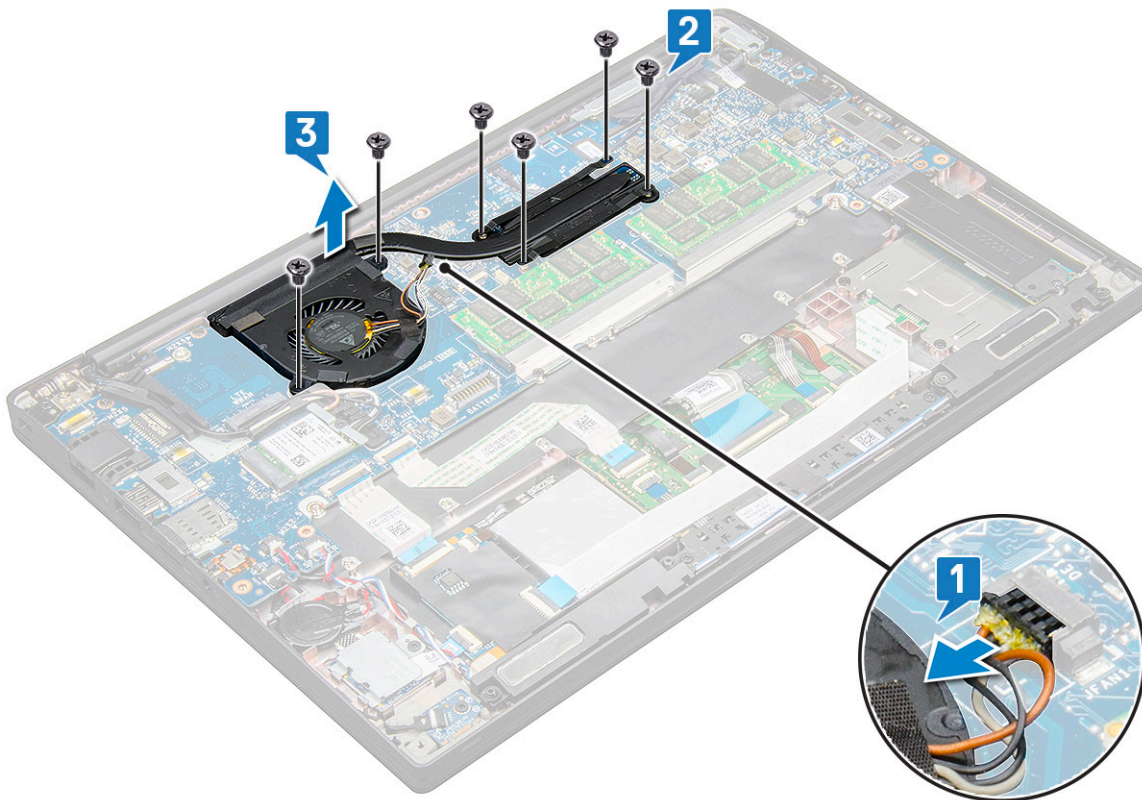
- a Disconnect the fan cable from the system board [1].



b Remove the M2.0 x 5.0 screws that secure the heat sink assembly to the system board [2].

NOTE: Remove the screws in the order of the callout numbers [1, 2, 3, 4] as indicated on the heat sink.

c Lift the heat sink assembly from the system board [3].



Installing heat sink assembly

Heat sink assembly comprises of heat sink and the system fan.

- 1 Align the heat sink assembly with screw holders on the system board.
- 2 Replace the M2.0 x 3.0 screws to secure the heat sink assembly to the system board.

NOTE: Replace the screws in the order of the callout numbers [1, 2, 3, 4] as indicated on the heat sink.

- 3 Connect the fan cable to the connector on the system board.
- 4 Install the following:
 - a battery
 - b base cover
- 5 Follow the procedure in [After working inside your computer](#).

LED board

Removing LED board

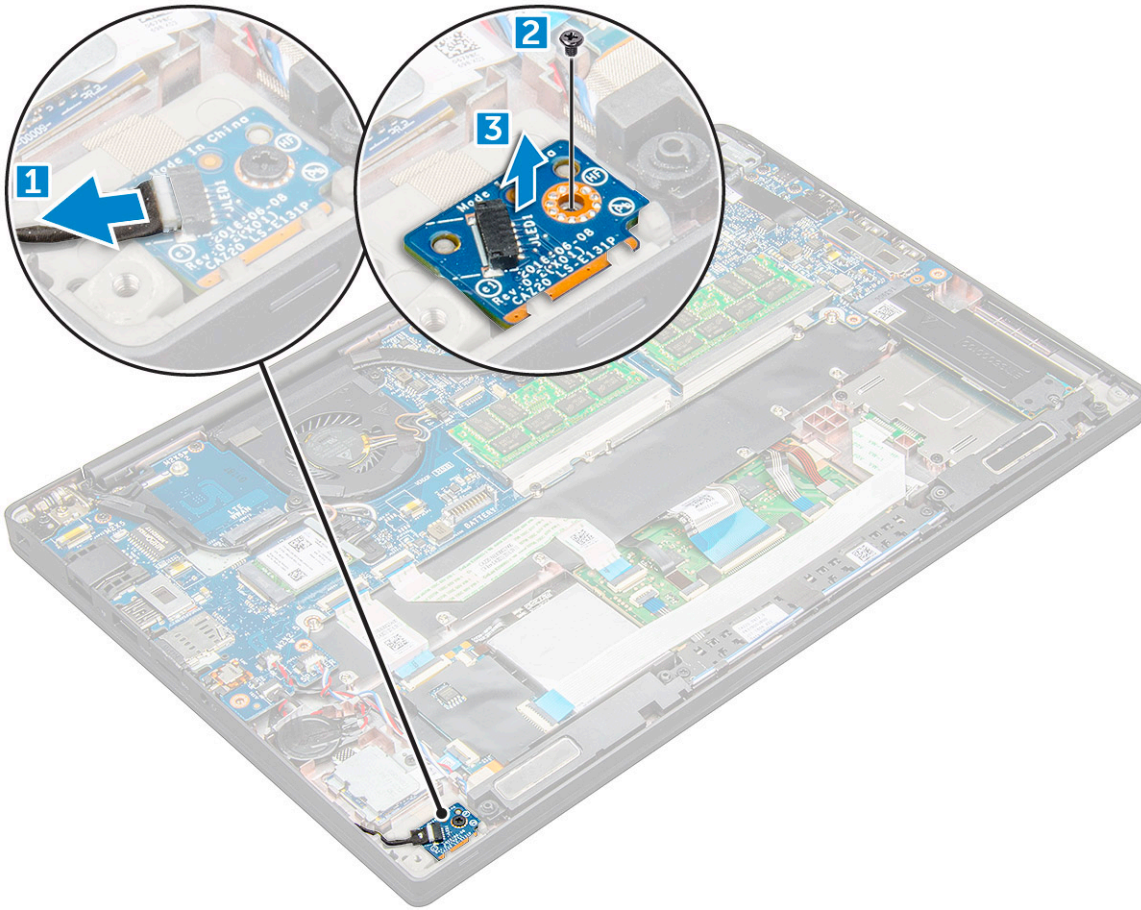
- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the following:
 - a base cover
 - b battery

3 To remove the LED board:

- a Disconnect the LED cable from the LED board [1].

CAUTION: Avoid pulling the cable as it would result in breaking the cable connector. Instead, use a scribe to push the edges of the cable connector to release the LED cable.

- b Remove the M2.0 x 3.0 screw that secures the LED board to the system [2].
- c Lift the LED board from the system [3].



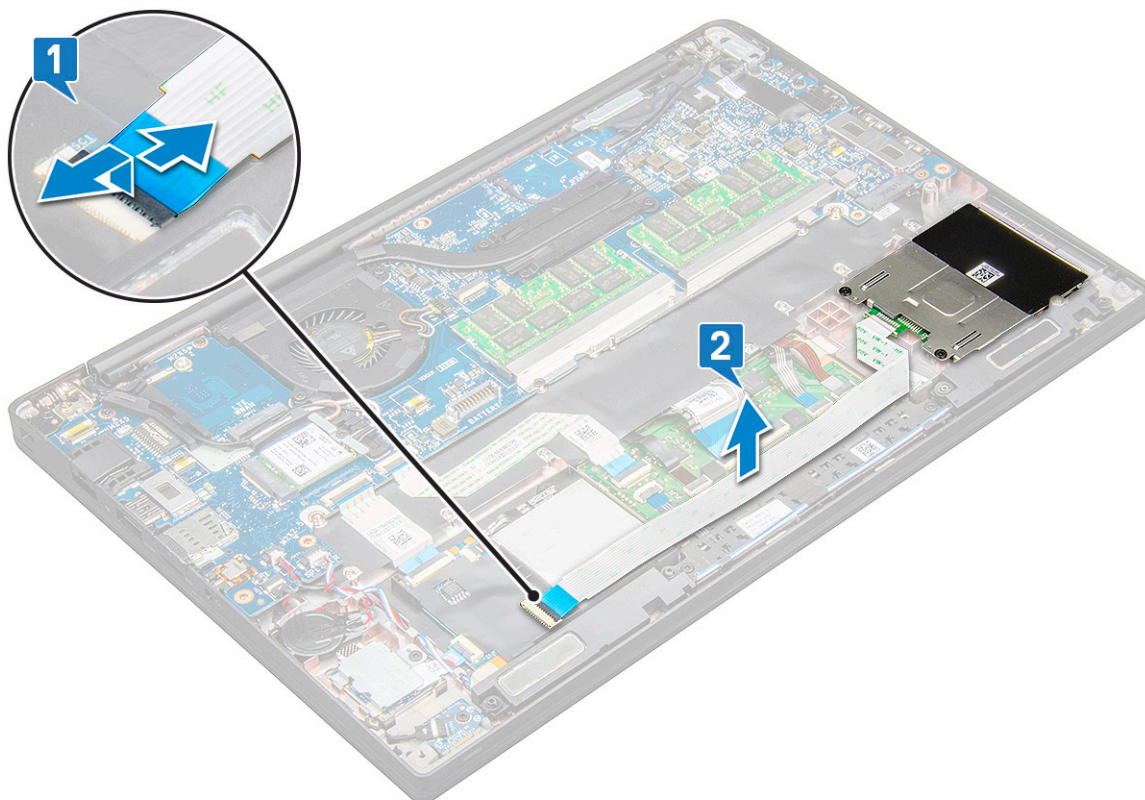
Installing LED board

- 1 Insert the LED board into the slot on the computer.
- 2 Replace the M2.0 x 3.0 screw to secure the LED board.
- 3 Connect the LED cable to the LED board.
- 4 Install the following:
 - a [battery](#)
 - b [base cover](#)
- 5 Follow the procedure in [After working inside your computer](#).

Smart card module

Removing smart card cage

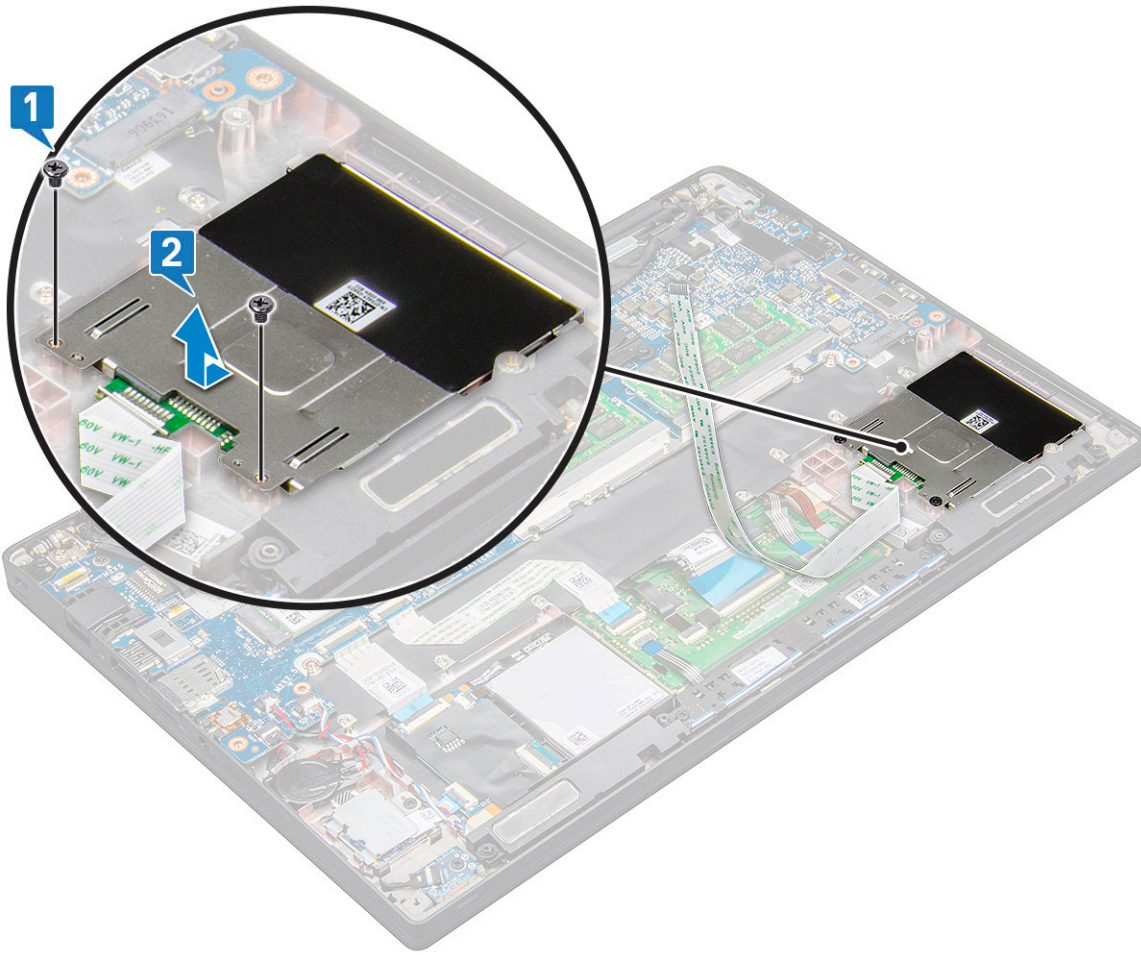
- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the following:
 - a [base cover](#)
 - b [battery](#)
 - c [PCIe SSD card](#)
- 3 To disconnect the smart card cable:
 - a Disconnect the smart card cable [1].
 - b Lift the smart card cable that is affixed to the touchpad module [2].



- 4 To remove the smart card cage:

NOTE: To identify the number of screws, see [screw list](#)

- a Remove the two (M2.0 x 3.0) screws that secure the smart card cage to the system [1].
- b Slide and lift the smart card cage from the system [2].



Installing smart card cage

- 1 Slide the smart card cage into the slot to align with the tabs on the system.
- 2 Replace the two (M2.0 x 3.0) screws to secure the smart card cage to the system.
- 3 Affix the smart card cable and connect it to the connector on the system .
- 4 Install the following:
 - a [PCIe SSD card](#)
 - b [battery](#)
 - c [base cover](#)
- 5 Follow the procedure in [After working inside your computer](#).

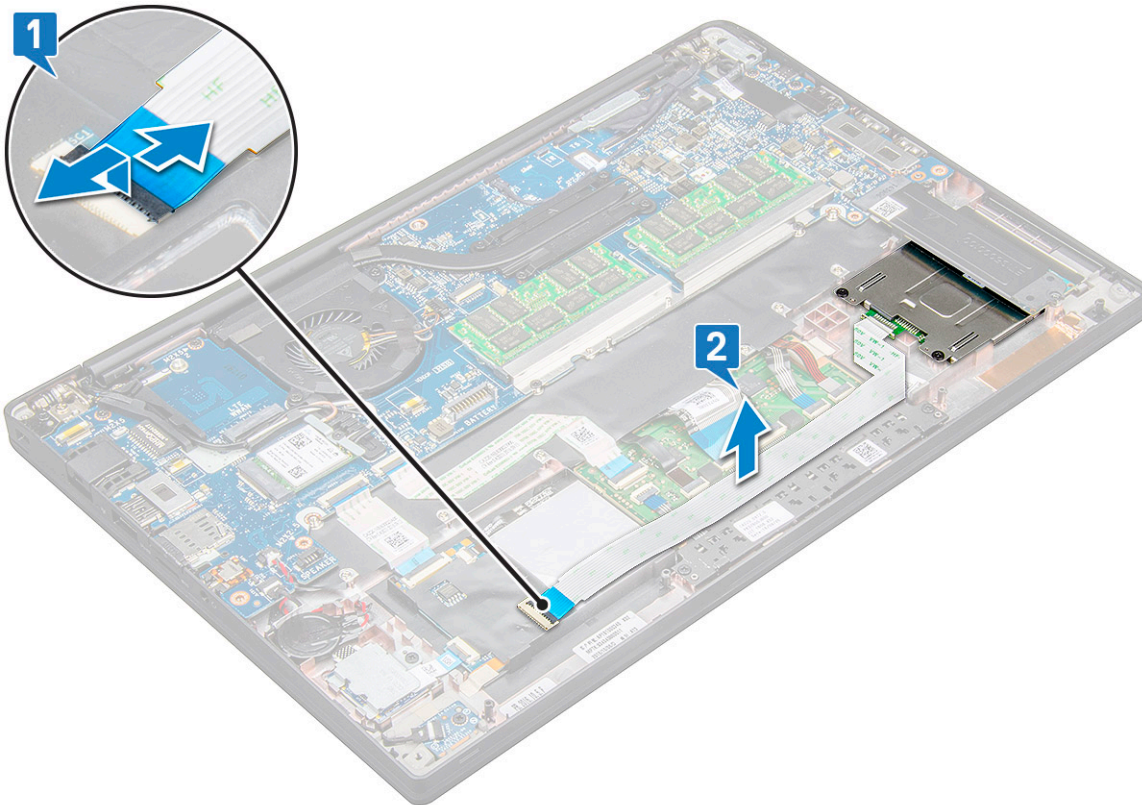
Touchpad buttons board

Removing touchpad buttons board

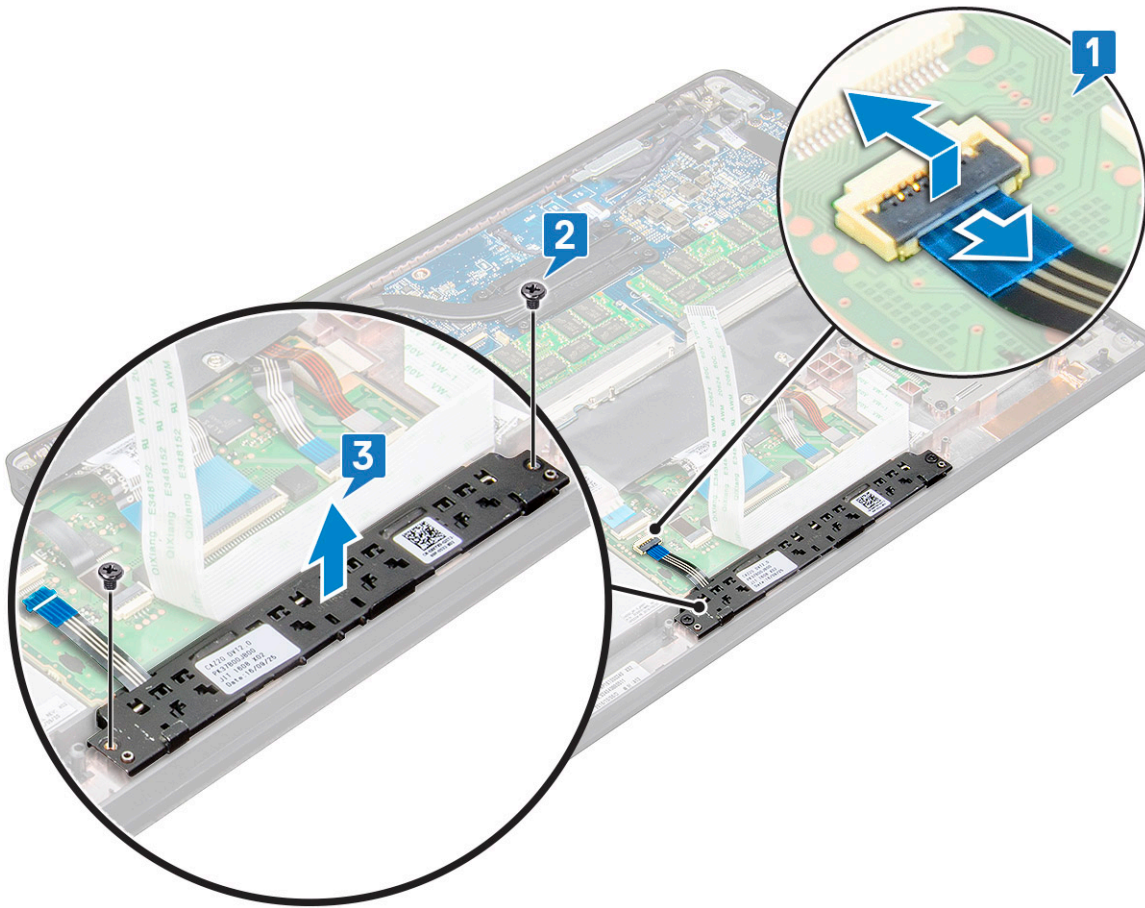
- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [base cover](#)
 - b [battery](#)
 - c [speaker](#)



- 3 To disconnect the smart card cable:
 - a Disconnect the smart card cable [1].
 - b Lift the smart card cable that is affixed to the system [2] to reveal the touchpad buttons board cable.



- 4 To remove the touchpad buttons board:
 - a Disconnect the touchpad buttons board cable from the touchpad board [1].
NOTE: The touchpad buttons board cable is below the smart card cable.
 - b Remove the two (M2.0 x 3.0) screws that secure the touchpad buttons board [2].
NOTE: To identify the screws, see [screw list](#).
 - c Lift the touchpad buttons board from the system [3].



Installing touchpad buttons board

- 1 Insert the touchpad buttons board into the slot to align the tabs with the grooves on the system.
- 2 Replace the two (M2.0 x 3.0) screws to secure the touchpad buttons board to the system.
- 3 Connect the touchpad buttons board cable to the connector on the touchpad board.
- 4 Affix the smart card cable and connect it to the connector on the system.
- 5 Install the:
 - a [speaker](#)
 - b [battery](#)
 - c [base cover](#)
- 6 Follow the procedure in [After working inside your computer](#).

Power connector port

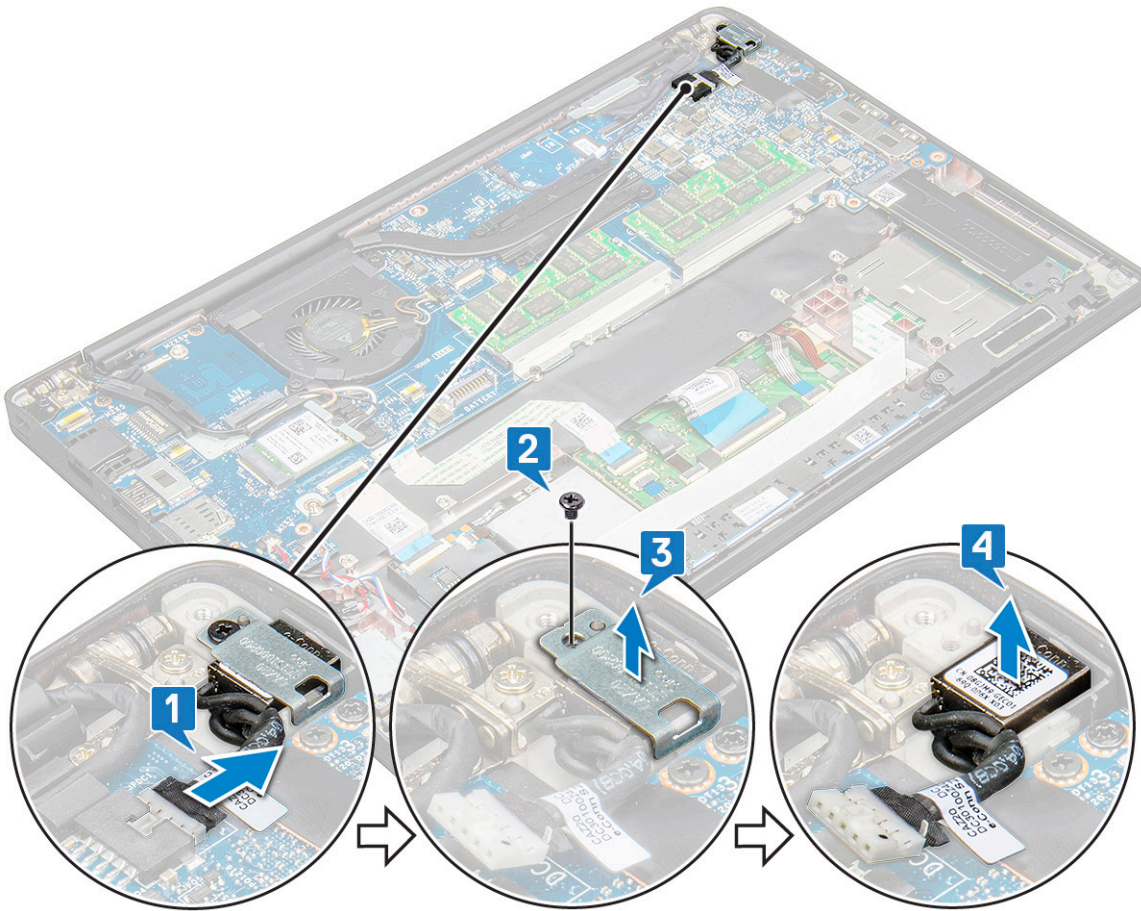
Removing power connector port

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the following:
 - a [base cover](#)
 - b [battery](#)
- 3 To remove the power connector port:
 - a Disconnect the power connector port cable from the system board [1].



NOTE: Use a plastic scribe to release the cable from the connector. Do not pull the cable as it may result in breakage

- b Remove the M2.0 x 3.0 screw to release the metal bracket on the power connector port [2].
- c Lift the metal bracket from the system [3].
- d Remove the power connector port from the computer [4].



Installing power connector port

- 1 Install the power connector port into the slot on the system.
- 2 Place the metal bracket on the power connector port.
- 3 Replace the M2.0 x 3.0 screw to secure the power connector port to the system.
- 4 Connect the power connector port cable to the connector on the system board.
- 5 Install the following:
 - a battery
 - b base cover
- 6 Follow the procedure in [After working inside your computer](#).

Display Assembly

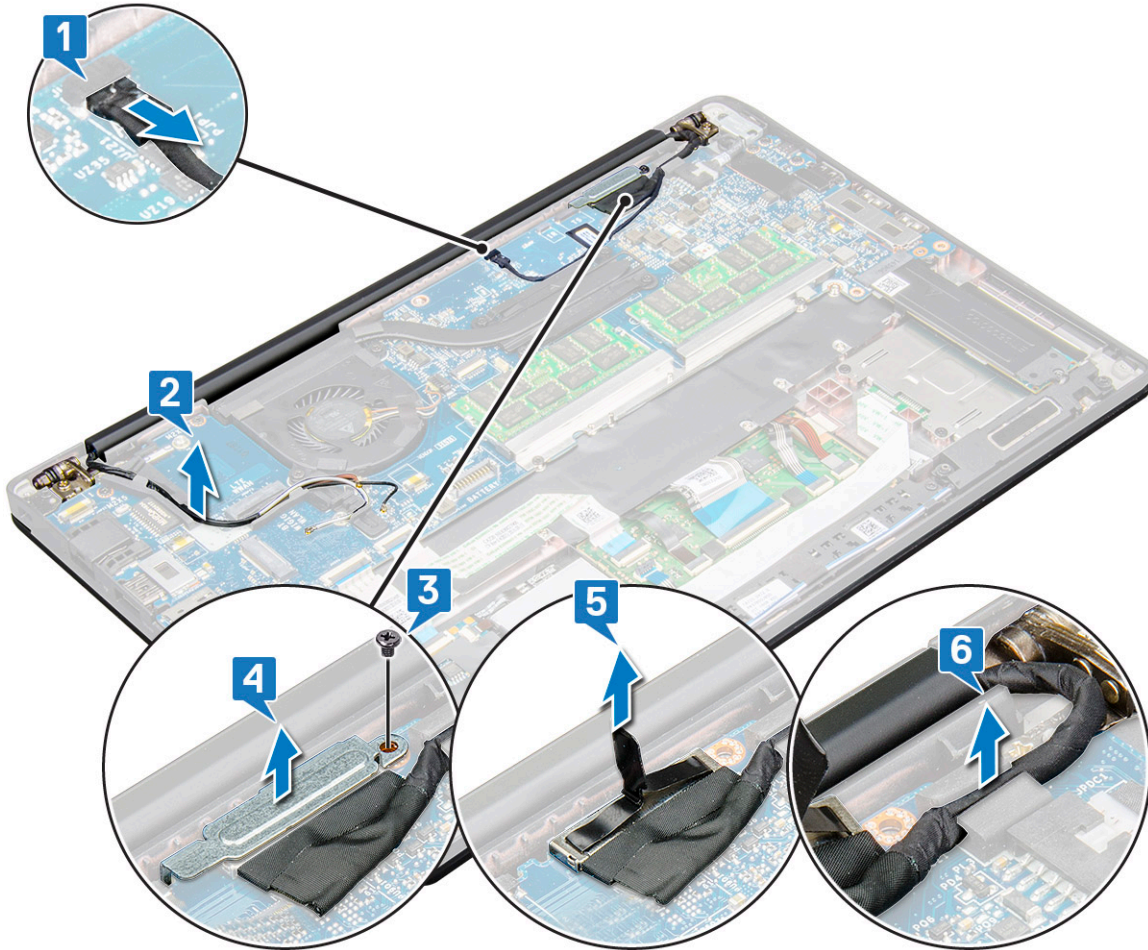
Removing display assembly with touch

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:

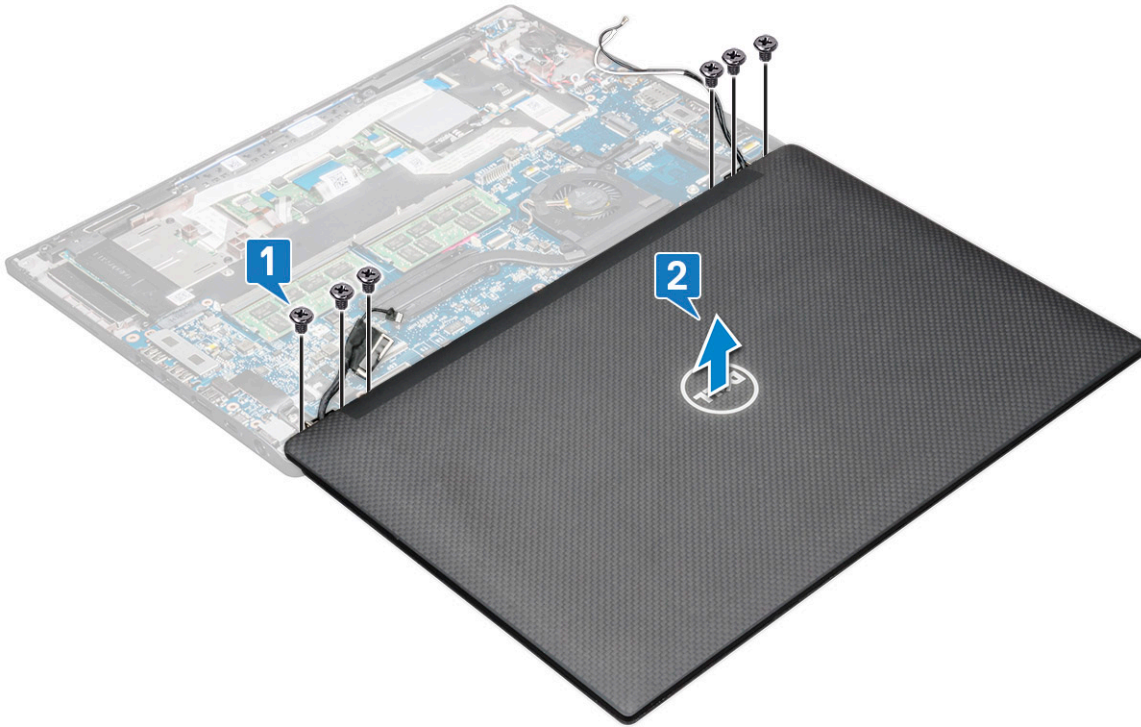
- a base cover
- b battery
- c WLAN card
- d WWAN card

NOTE: To identify the number of screws, see [screw list](#)

- 3 To remove the display assembly:
- a Disconnect the IR camera cable from the system board [1].
 - b Un route the WLAN and WWAN cables from the routing channels [2].
 - c Remove the M2.0x3.0 screw that secures the eDP bracket [3].
 - d Lift the eDP bracket from the eDP cable [4].
 - e Lift the eDP cable to disconnect it from the connector on the system board [5].
 - f Un route the eDP cable from the routing channel [6].



- 4 To remove the display assembly:
- a Open the display of the computer and lay it on a flat surface at 180 degree angle
 - b Remove the six (M2.5 x 4.0) screws that secure the display hinge to the display assembly [1].
 - c Lift the display assembly from the system.



Installing display assembly with touch

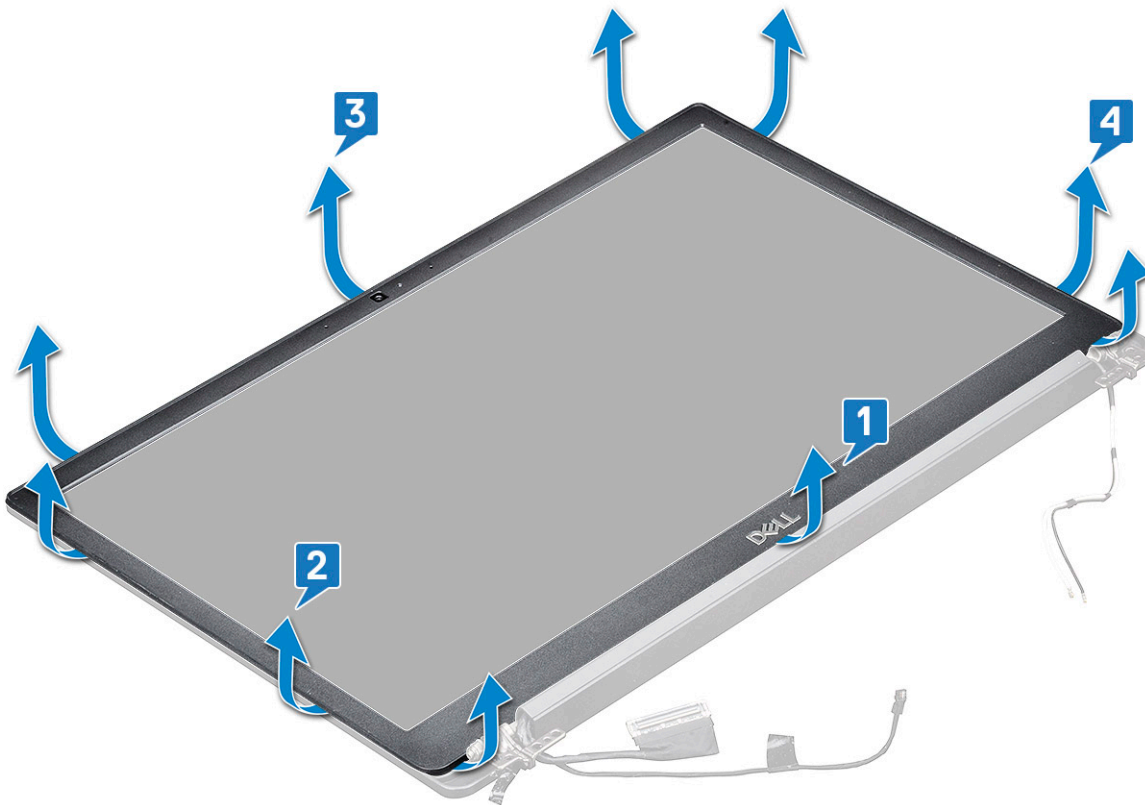
- 1 Place the base of the computer on a plane surface of a table and position it closer to the edge of the table.
- 2 Install the display assembly to align it with the display hinge holders on the system.
- 3 Holding the display assembly, replace the six (M2.5 x 4.0) screws to secure the display hinges on the system display assembly with the system unit.
- 4 Route the eDP cable from the routing channel.
- 5 Affix the tapes to secure the eDP cable (display cable) to the system board.
- 6 Connect the eDP cable to the connector on the system board.
- 7 Install the eDP metal bracket on the eDP cable and tighten the M2.0 x 3.0 screws.
- 8 Connect the IR camera cable to the system board.
- 9 Route the WLAN and WWAN cables through the routing channels.
- 10 Install the:
 - a WLAN card
 - b WWAN card
 - c battery
 - d base cover
- 11 Follow the procedure in [After working inside your computer](#).

Display Bezel

Removing display bezel

① **NOTE:** The display bezel removal procedure is applicable only for non-touch systems.

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a [base cover](#)
 - b [battery](#)
 - c [WLAN card](#)
 - d [WWAN card](#)
 - e [display assembly](#)
- 3 To remove the display bezel:
 - a Use a plastic scribe, find recess to loosen the bottom edge of the display bezel [1].
 - b Loosen the tabs on the edges of the display [2,3,4].



① **NOTE:** Adhesive is used to secure the display bezel to the display panel.

- 4 Remove the display bezel from the display assembly.

Installing display bezel

① **NOTE:** The display bezel installation procedure is applicable only for non-touch systems.

- 1 Place the display bezel on the display assembly.
- 2 Press the edges of the display bezel until it clicks onto the display assembly.



NOTE: Adhesive is used to secure the display bezel to the display panel.

- 3 Install the:
 - a display assembly
 - b WLAN card
 - c WWAN card
 - d battery
 - e base cover
- 4 Follow the procedure in [After working inside your computer](#).

Display hinge

Removing the display hinge cap

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the following components:
 - a base cover
 - b battery
 - c WLAN card
 - d WWAN card
 - e display assembly
- 3 Slide and remove the display hinge cap from the display panel.



Installing the display hinge cap

- 1 Place the display hinge cap on the slot and slide it back to fit on the display assembly.
- 2 Install the:

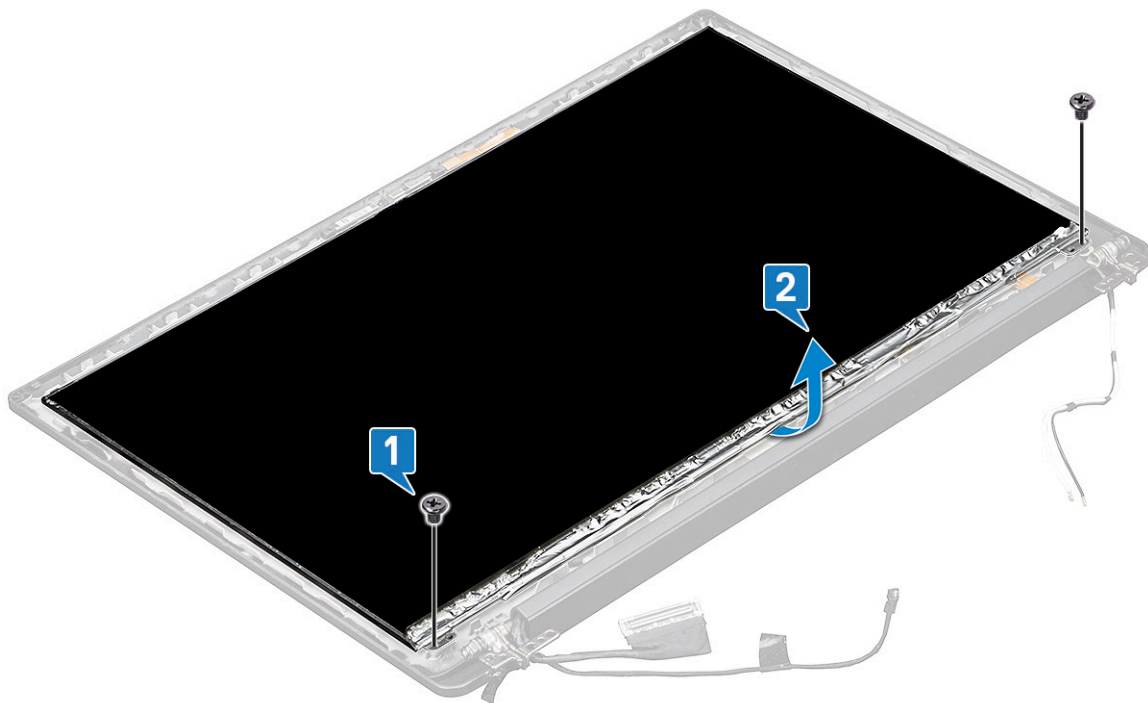
- a display assembly
- b WLAN card
- c WWAN card
- d battery
- e base cover

3 Follow the procedure in [After working inside your computer](#).

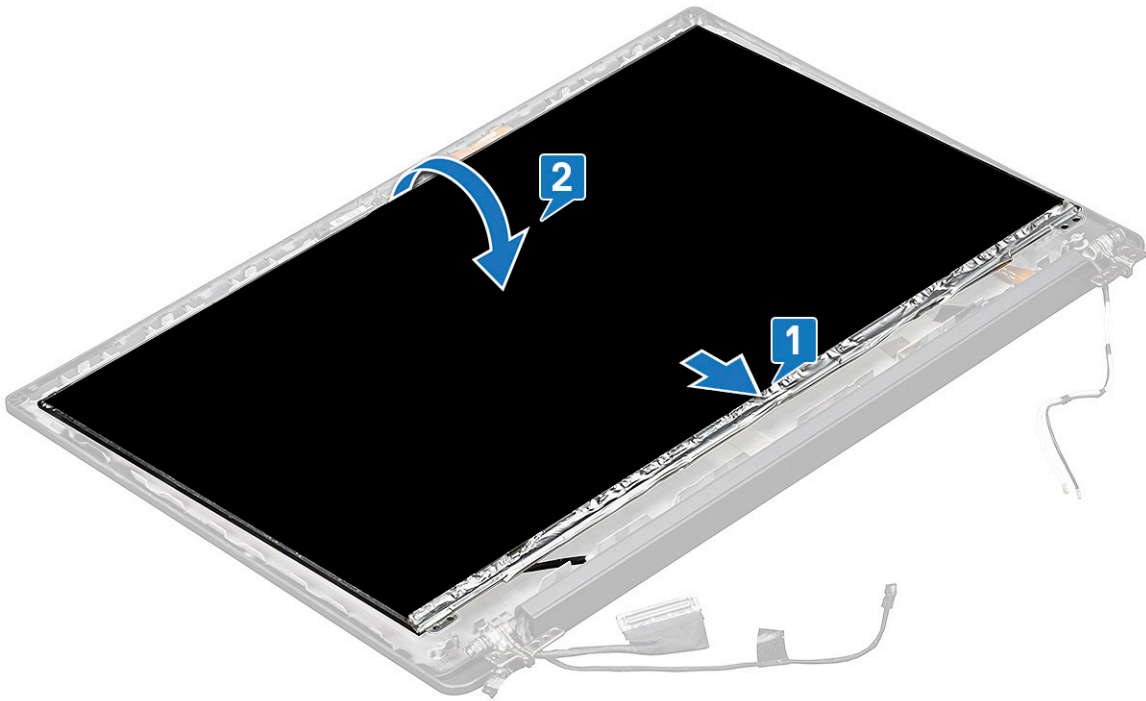
Display panel

Removing the display panel

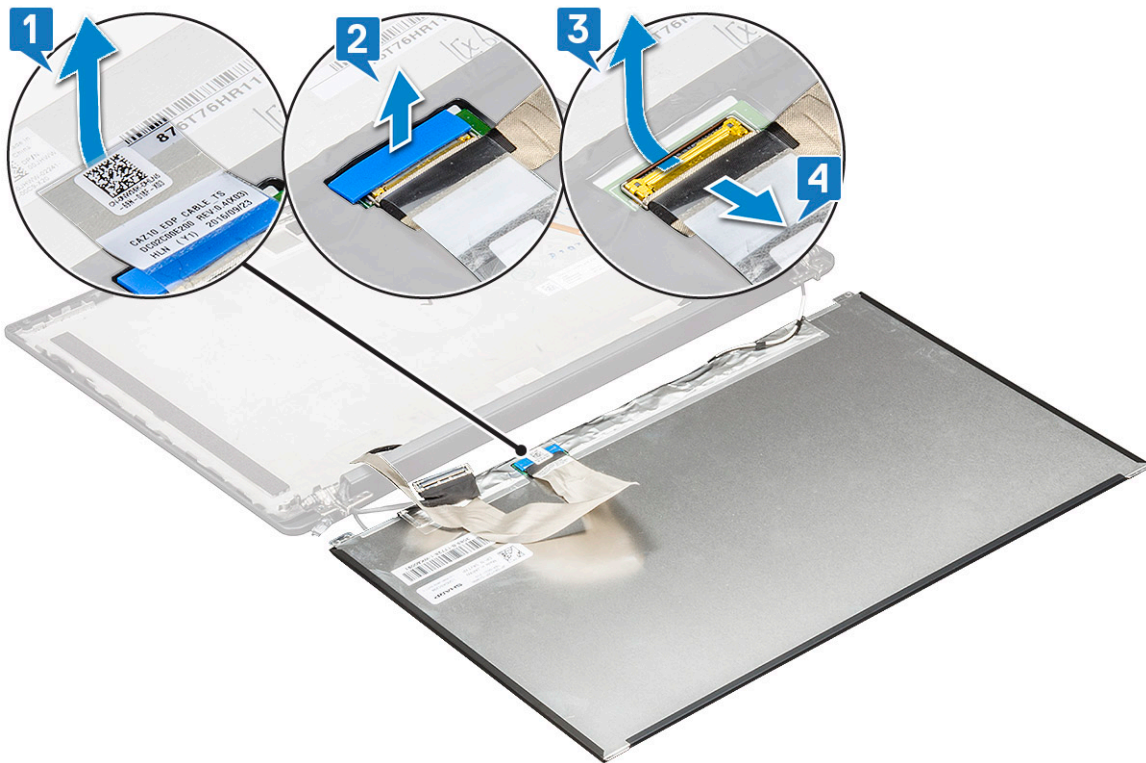
- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the following components:
 - a base cover
 - b battery
 - c WLAN card
 - d WWAN card
 - e display assembly
- 3 To remove the display panel:
 - a Remove the two (M2.0 x 3.0) screws on the panel [1].
 - b Lift up the bottom edge of the display panel [2].



- c Slide the display panel away from the system from the bottom [1], and flip the display panel over [2].



- d Peel off the display connector adhesive strip from the display panel [1]
- e Peel off the mylar tape securing the display cable on the back of the display panel [2].
- f Lift the metal tab and disconnect the display cable from the back of the display panel [3,4].



- g Remove the display panel.

Installing the display panel

- 1 Connect the display cable on the back of the display panel.
- 2 Affix the mylar tape securing the display cable on the back of the display panel.
- 3 Affix display connector adhesive strip to the display panel.
- 4 Flip the display panel over and slide the display panel towards the system.
- 5 Replace the two (M2.0 x 3.0) screws on the panel
- 6 Install the:
 - a display assembly
 - b WLAN card
 - c WWAN card
 - d battery
 - e base cover
- 7 Follow the procedure in [After working inside your computer](#).

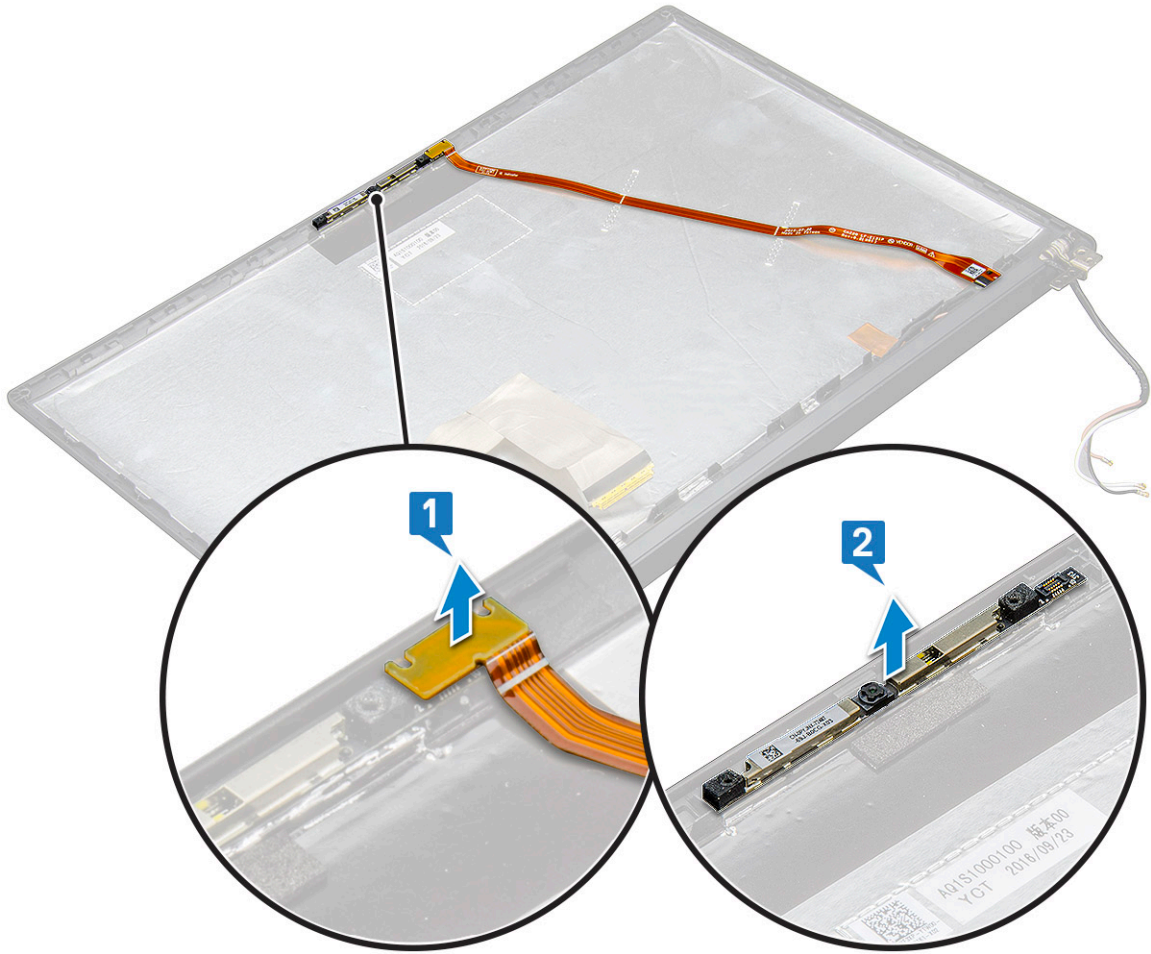
Camera

Removing camera

The removal procedure of the camera is only for a touch display.

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the following:
 - a base cover
 - b battery
 - c WLAN card
 - d WWAN card
 - e display assembly
- 3 To remove the camera module:
 - a Lift the plastic bracket to disconnect the FPC from the camera module [1].
 - b Using a plastic scribe, pry up the camera module from the top side of the compartment on the display back cover [2].
 - c Remove the camera module.



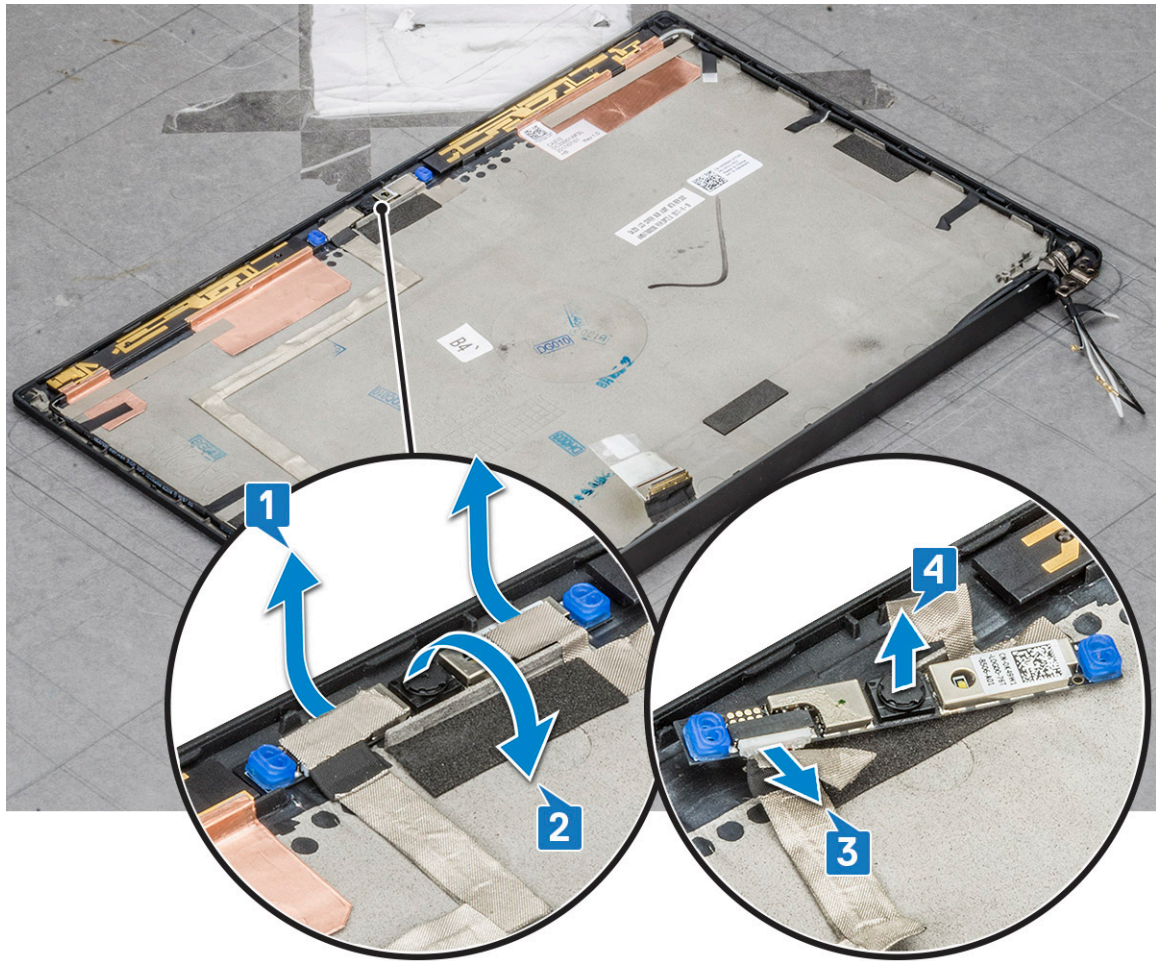


4 To remove the camera module:

- a Peel off the two pieces of conductive tape covering the camera module [1].

NOTE: The conductive tape is a separate part from the camera module that must be removed and then re-attached when replacing the camera module.

- b Flip the camera module [2].
- c Disconnect the camera FPC from the camera module [3].
- d Lift and remove the camera module [4].



Installing camera

The installation procedure is applicable only for systems shipping with touch display assembly.

- 1 Insert the camera module into the slot on the display assembly.
- 2 Connect the camera cable.
- 3 Install the following:
 - a display bezel
 - b display assembly
 - c WLAN card
 - d WWAN card
 - e battery
 - f base cover
- 4 Follow the procedure in [After working inside your computer](#).

System board

Removing system board

- 1 Follow the procedure in [Before working inside your computer](#).
- 1 If your computer is shipped with a WWAN card, then the removal of a blank SIM card tray is a requirement.

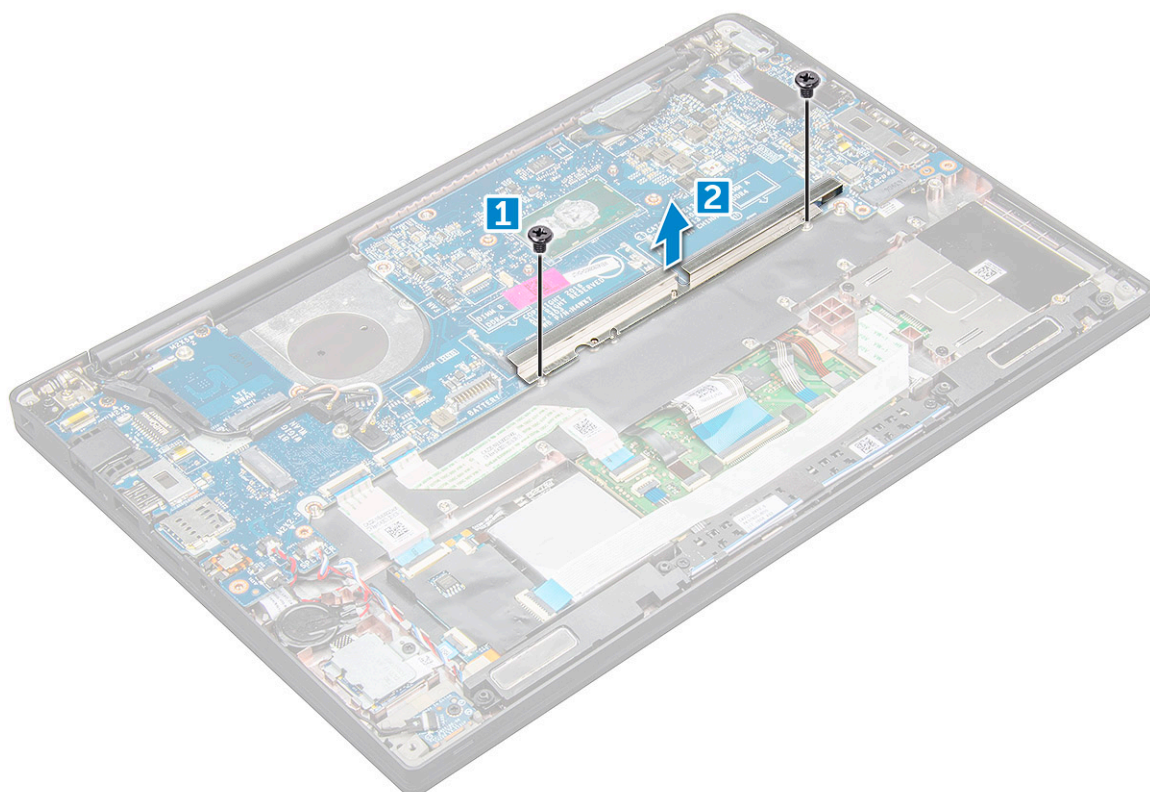


- 2 Remove the:
 - a SIM card
 - b dummy SIM card tray
 - c base cover
 - d battery
 - e memory module
 - f PCIe SSD
 - g WLAN card
 - h WWAN card
 - i heat sink assembly

2 To identify the screws, see [screw list](#)

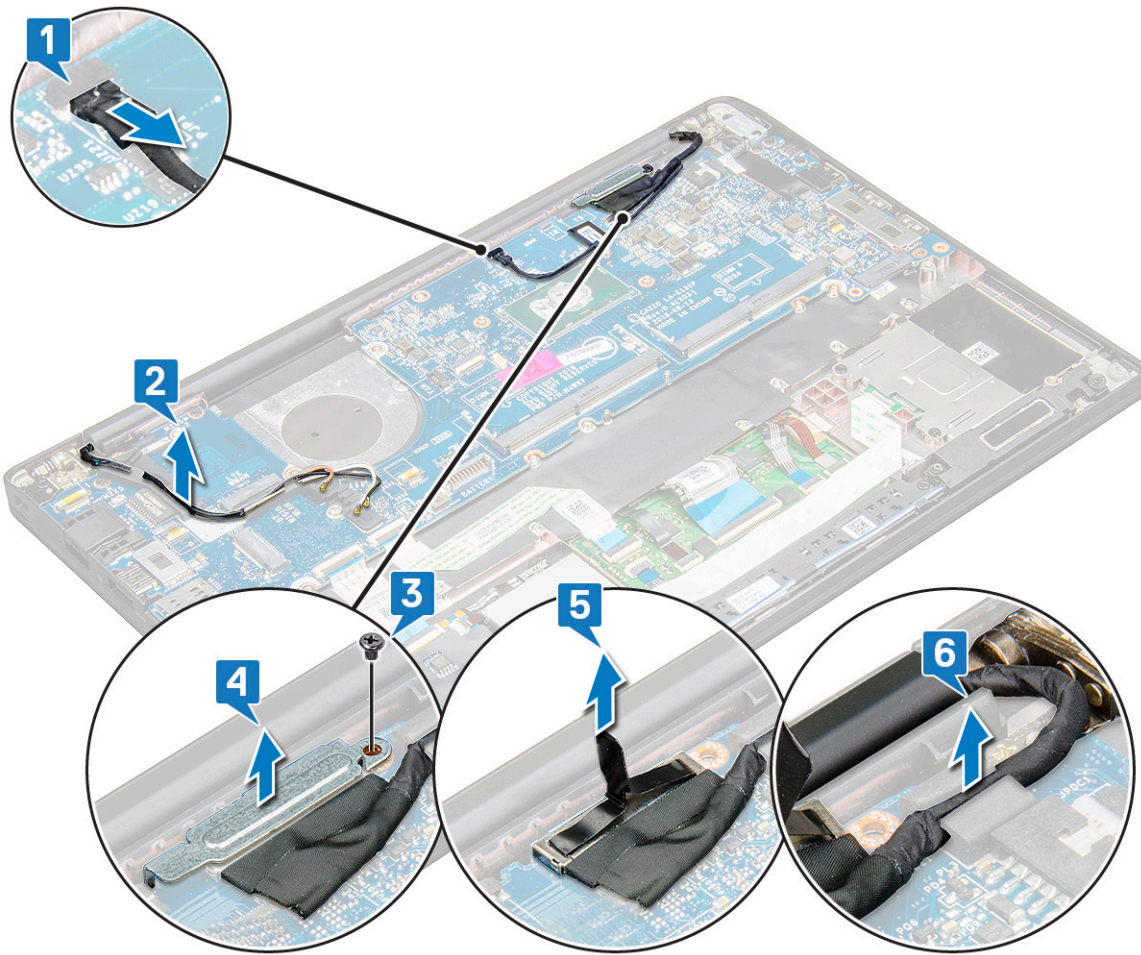
3 To remove the memory module bracket:

- a Remove the two (M2.0 x 3.0) screws that secure memory module bracket to the system board [1].
- b Lift the memory module bracket from the system board [2].



4 To disconnect the eDP cable:

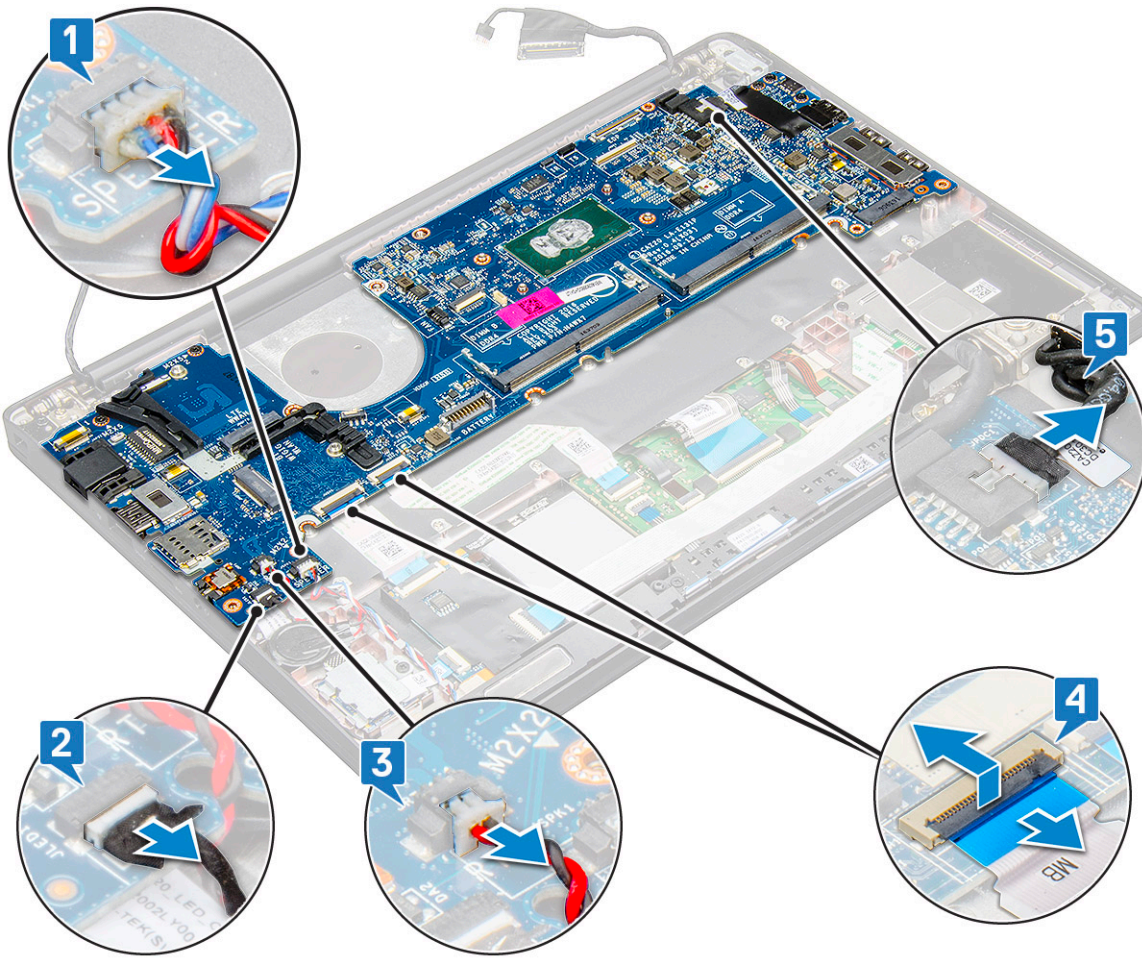
- a Un route the WLAN and WWAN cables from the routing channels [1].
- b Disconnect the IR cable from the system board [2].
- c Remove the M2.0 x 3.0 screw that secures the eDP cable [3].
- d Remove the eDP cable bracket [4].
- e Disconnect the eDP cable from the system board [5].
- f Un route the eDP cable from the routing clip [6].



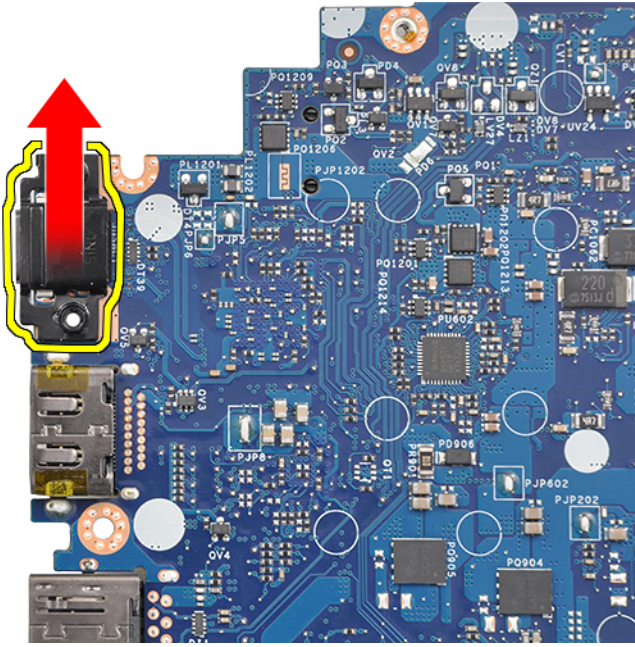
5 To disconnect the cables:

NOTE: To disconnect the speaker, LED board, coin cell battery and the power connector port cables, use a plastic scribe to release the cables from the connectors. Do not pull the cable as it may result in breakage

- a speaker cable [1]
- b LED board cable [2]
- c coin cell battery cable [3]
- d touchpad cable and USH board cable [4]
- e power connector port [5]



- 6 To remove the system board:
 - a Remove the USB type-C bracket.
Image does not display the USB type-C bracket removal.
 - b Remove the three (M2.0 x 5.0) screws that secure the system board [1].
 - c Lift the system board away from the computer [2].



NOTE: When removing or reinstalling the USB Type-C bracket to the system board, technicians must place the system board on an ESD mat to avoid damage.

Installing system board

- 1 Align the system board with the screw holders on the system.
- 2 Replace the M2.0 x 5.0 screws to secure the system board to the system.
- 3 Connect the speaker, LED board, coin cell battery, touchpad, and USB cables, and power connector, cables to the connectors on the system board.
- 4 Connect the eDP cable to the connector on the system board.
- 5 Place the metal bracket over the eDP cable and replace the M2.0 x 5.0 screws to secure it.
- 6 Place the metal bracket over the memory module connectors and replace the M2.0 x 3.0 screws to secure it to the system.

NOTE: If your computer has a WWAN card, then SIM card tray installation is a requirement.

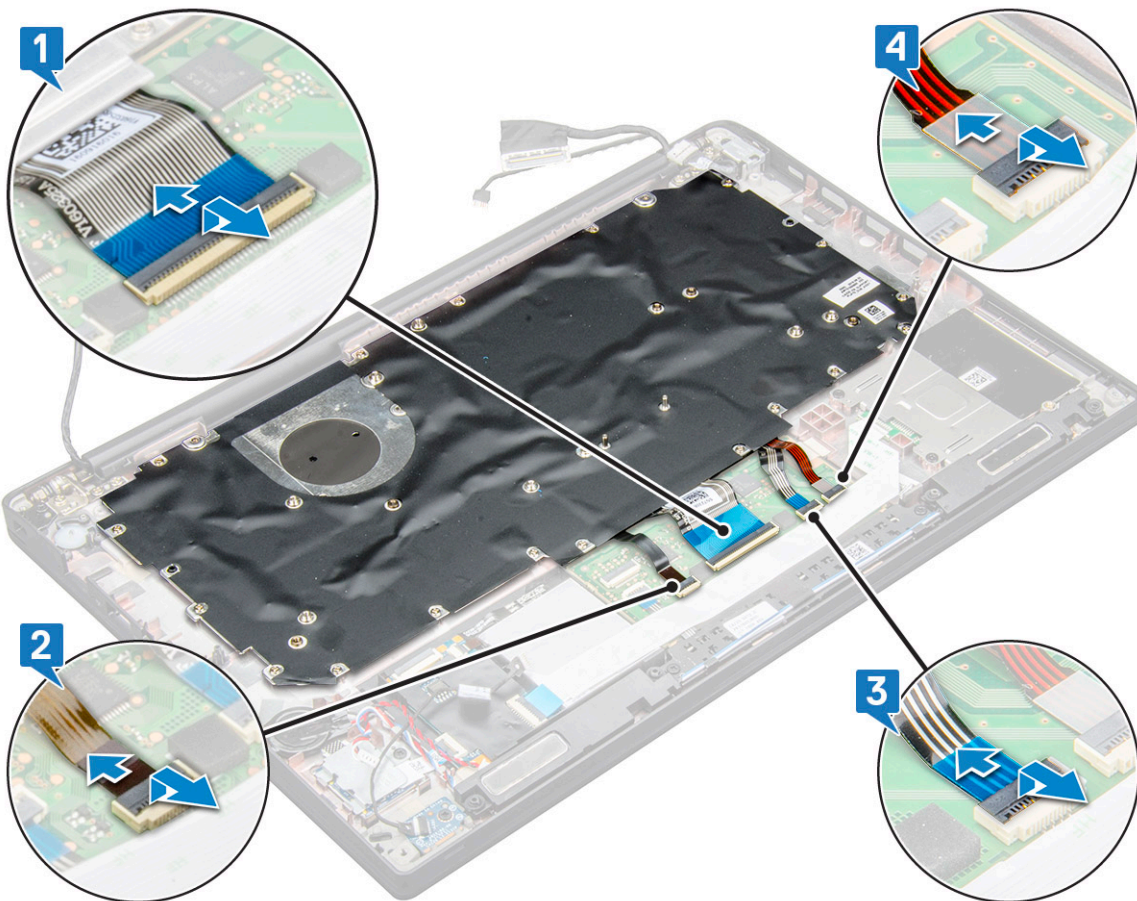
- 7 Install the following:
 - a heat sink
 - b WLAN card
 - c WWAN card
 - d PCIe SSD card
 - e memory module
 - f battery
 - g base cover
 - h dummy SIM card tray
 - i SIM card
- 8 Follow the procedure in [After working inside your computer](#).

Keyboard

Removing keyboard assembly

① **NOTE:** The keyboard and the keyboard tray together are called the keyboard assembly.

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove:
 - a [base cover](#)
 - b [battery](#)
 - c [memory module](#)
 - d [PCIe SSD](#)
 - e [WLAN card](#)
 - f [WWAN card](#)
 - g [heat sink assembly](#)
 - h [system board](#)
- 3 Disconnect the cables from the palmrest end:
 - a keyboard cable [1]
 - b keyboard backlight cable [2]
 - c Touchpad and USH board cables [3,4]

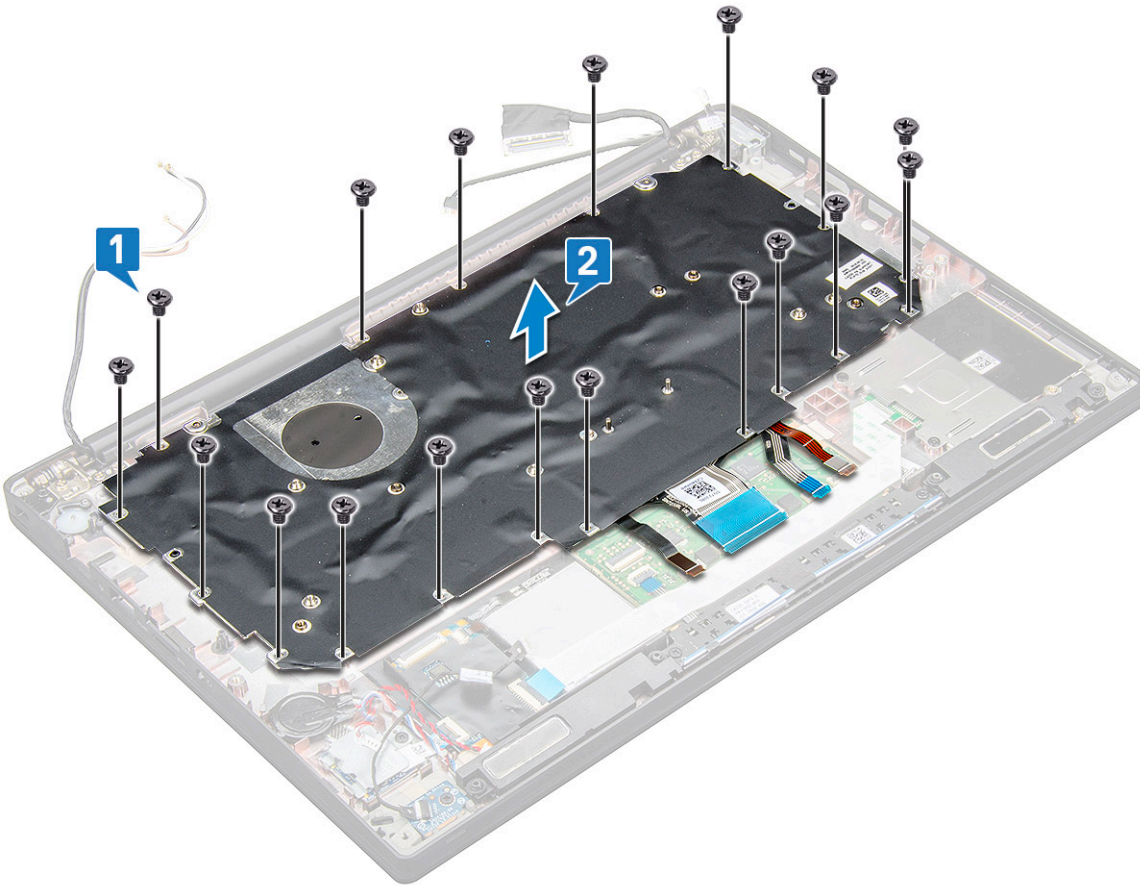


- 4 To remove the keyboard assembly:

① **NOTE:** To identify the screws, see [screw list](#)



- a Remove the 18 (M2.0 x 2.5) screws that secure the keyboard [1].
- b Lift the keyboard assembly from the chassis [2].



Removing keyboard from keyboard tray

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the [keyboard assembly](#)
- 3 Remove the M2.0 x 2.0 screws that secure the keyboard to the keyboard assembly.
- 4 Lift the keyboard away from the keyboard tray.

Installing keyboard to keyboard tray

- 1 Align the keyboard with the screw holders on the keyboard tray.
- 2 Tighten the M2.0 x 2.0 screws to secure the keyboard to the keyboard tray.
- 3 Install the [keyboard assembly](#).

Installing keyboard assembly

NOTE: The keyboard and the keyboard tray together are called the keyboard assembly.

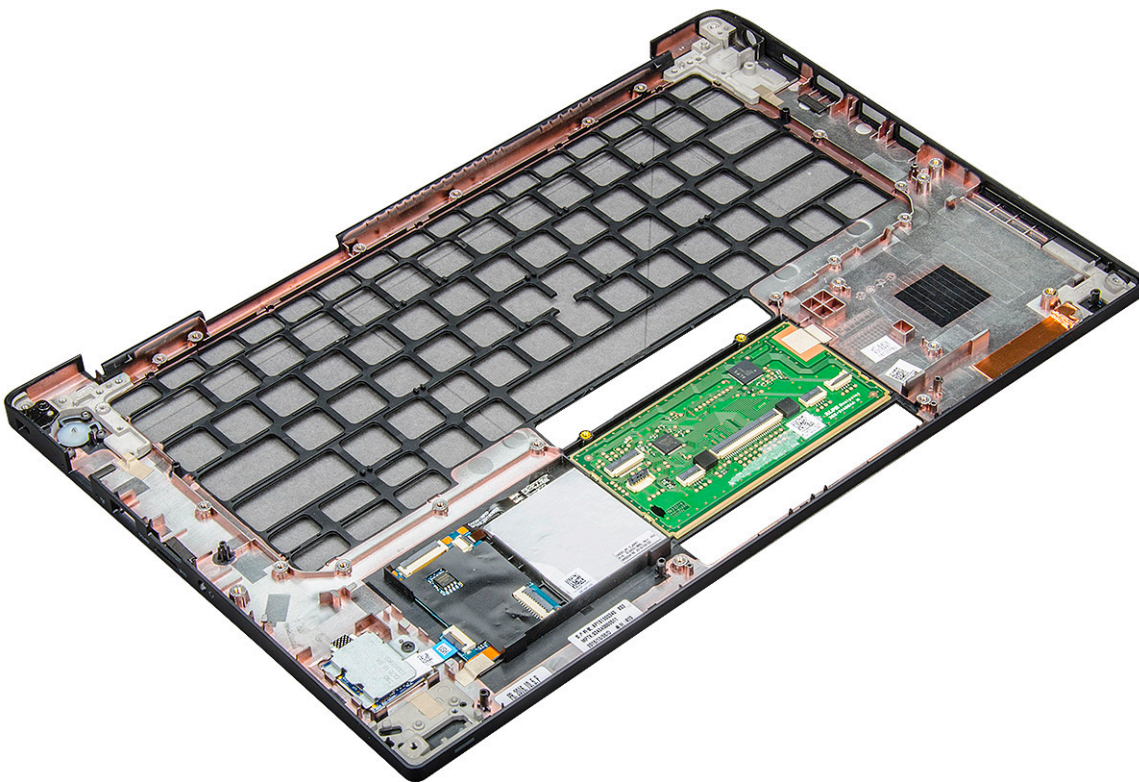
- 1 Align the keyboard assembly with the screw holders on the computer.
- 2 Tighten the M2.0 x 2.5 screws that secure the keyboard to the chassis.

- 3 Connect the keyboard cable, keyboard backlight cable, and touchpad cable to the connectors on the touchpad buttons board.
- 4 Install the:
 - a system board
 - b heat sink
 - c WLAN card
 - d WWAN card
 - e PCIe SSD card
 - f memory module
 - g battery
 - h base cover
- 5 Follow the procedure in [After working inside your computer](#).

Palm rest

Replacing palm rest

- 1 Follow the procedure in [Before working inside your computer](#).
- 2 Remove the:
 - a base cover
 - b battery
 - c memory module
 - d PCIe SSD
 - e WLAN card
 - f WWAN card
 - g heat sink assembly
 - h system board
 - i power connector port
 - j coin cell battery
 - k speaker



The component you are left with is the palm rest.

- 3 Replace the palm rest.
- 4 Install the:
 - a [speaker](#)
 - b [coin cell battery](#)
 - c [power connector port](#)
 - d [system board](#)
 - e [heat sink](#)
 - f [WLAN card](#)
 - g [WWAN card](#)
 - h [PCIe SSD card](#)
 - i [memory module](#)
 - j [battery](#)
 - k [base cover](#)
- 5 Follow the procedure in [After working inside your computer](#).

Technology and components

This chapter details the technology and components available in the system.

Topics:

- [DDR4](#)
- [HDMI 1.4](#)
- [USB features](#)
- [USB Type-C](#)
- [Thunderbolt over USB Type-C](#)

DDR4

DDR4 (double data rate fourth generation) memory is a higher-speed successor to the DDR2 and DDR3 technologies and allows up to 512 GB in capacity, compared to the DDR3's maximum of 128 GB per DIMM. DDR4 synchronous dynamic random-access memory is keyed differently from both SDRAM and DDR to prevent the user from installing the wrong type of memory into the system.

DDR4 needs 20 percent less or just 1.2 volts, compared to DDR3 which requires 1.5 volts of electrical power to operate. DDR4 also supports a new, deep power-down mode that allows the host device to go into standby without needing to refresh its memory. Deep power-down mode is expected to reduce standby power consumption by 40 to 50 percent.

DDR4 Details

There are subtle differences between DDR3 and DDR4 memory modules, as listed below.

Key notch difference

The key notch on a DDR4 module is in a different location from the key notch on a DDR3 module. Both notches are on the insertion edge but the notch location on the DDR4 is slightly different, to prevent the module from being installed into an incompatible board or platform.

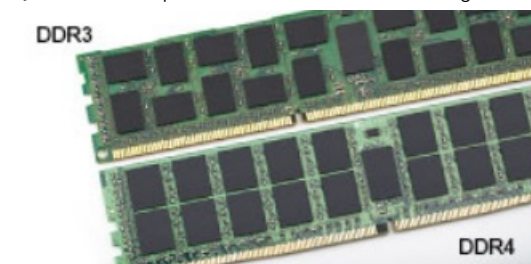


Figure 1. Notch difference

Increased thickness

DDR4 modules are slightly thicker than DDR3, to accommodate more signal layers.



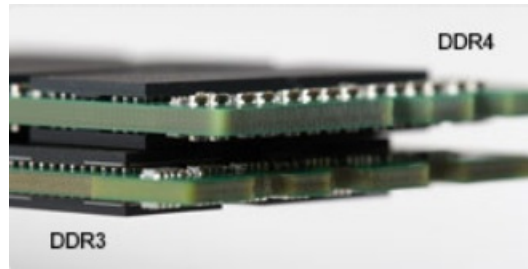


Figure 2. Thickness difference

Curved edge

DDR4 modules feature a curved edge to help with insertion and alleviate stress on the PCB during memory installation.



Figure 3. Curved edge

Memory Errors

Memory errors on the system display the new ON-FLASH-FLASH or ON-FLASH-ON failure code. If all memory fails, the LCD does not turn on. Troubleshoot for possible memory failure by trying known good memory modules in the memory connectors on the bottom of the system or under the keyboard, as in some portable systems.

HDMI 1.4

This topic explains the HDMI 1.4 and its features along with the advantages.

HDMI (High-Definition Multimedia Interface) is an industry-supported, uncompressed, all-digital audio/video interface. HDMI provides an interface between any compatible digital audio/video source, such as a DVD player, or A/V receiver and a compatible digital audio and/or video monitor, such as a digital TV (DTV). The intended applications for HDMI TVs, and DVD players. The primary advantage is cable reduction and content protection provisions. HDMI supports standard, enhanced, or high-definition video, plus multichannel digital audio on a single cable.

NOTE: The HDMI 1.4 will provide 5.1 channel audio support.

HDMI 1.4 Features

- **HDMI Ethernet Channel** - Adds high-speed networking to an HDMI link, allowing users to take full advantage of their IP-enabled devices without a separate Ethernet cable
- **Audio Return Channel** - Allows an HDMI-connected TV with a built-in tuner to send audio data "upstream" to a surround audio system, eliminating the need for a separate audio cable
- **3D** - Defines input/output protocols for major 3D video formats, paving the way for true 3D gaming and 3D home theater applications
- **Content Type** - Real-time signaling of content types between display and source devices, enabling a TV to optimize picture settings based on content type
- **Additional Color Spaces** - Adds support for additional color models used in digital photography and computer graphics

- **4K Support** - Enables video resolutions far beyond 1080p, supporting next-generation displays that will rival the Digital Cinema systems used in many commercial movie theaters
- **HDMI Micro Connector** - A new, smaller connector for phones and other portable devices, supporting video resolutions up to 1080p
- **Automotive Connection System** - New cables and connectors for automotive video systems, designed to meet the unique demands of the motoring environment while delivering true HD quality

Advantages of HDMI

- Quality HDMI transfers uncompressed digital audio and video for the highest, crispest image quality.
- Low -cost HDMI provides the quality and functionality of a digital interface while also supporting uncompressed video formats in a simple, cost-effective manner
- Audio HDMI supports multiple audio formats from standard stereo to multichannel surround sound
- HDMI combines video and multichannel audio into a single cable, eliminating the cost, complexity, and confusion of multiple cables currently used in A/V systems
- HDMI supports communication between the video source (such as a DVD player) and the DTV, enabling new functionality

USB features

Universal Serial Bus, or USB, was introduced in 1996. It dramatically simplified the connection between host computers and peripheral devices like mice, keyboards, external drivers, and printers.

Let's take a quick look on the USB evolution referencing to the table below.

Table 2. USB evolution

Type	Data Transfer Rate	Category	Introduction Year
USB 3.0/USB 3.1 Gen 1	5 Gbps	Super Speed	2010
USB 2.0	480 Mbps	High Speed	2000

USB 3.0/USB 3.1 Gen 1 (SuperSpeed USB)

For years, the USB 2.0 has been firmly entrenched as the de facto interface standard in the PC world with about 6 billion devices sold, and yet the need for more speed grows by ever faster computing hardware and ever greater bandwidth demands. The USB 3.0/USB 3.1 Gen 1 finally has the answer to the consumers' demands with a theoretically 10 times faster than its predecessor. In a nutshell, USB 3.1 Gen 1 features are as follows:

- Higher transfer rates (up to 5 Gbps)
- Increased maximum bus power and increased device current draw to better accommodate power-hungry devices
- New power management features
- Full-duplex data transfers and support for new transfer types
- Backward USB 2.0 compatibility
- New connectors and cable

The topics below cover some of the most commonly asked questions regarding USB 3.0/USB 3.1 Gen 1.

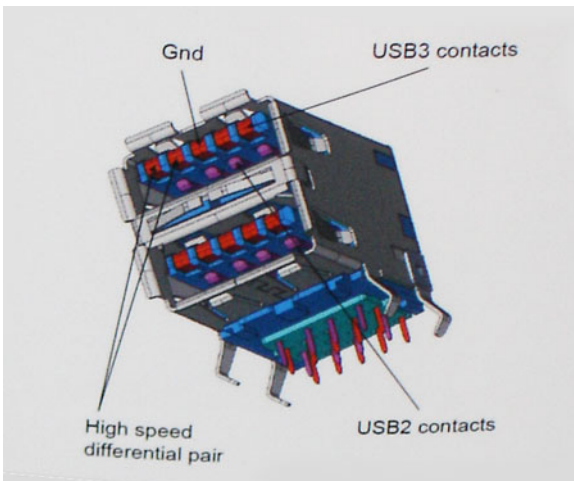


Speed

Currently, there are 3 speed modes defined by the latest USB 3.0/USB 3.1 Gen 1 specification. They are Super-Speed, Hi-Speed and Full-Speed. The new SuperSpeed mode has a transfer rate of 4.8Gbps. While the specification retains Hi-Speed, and Full-Speed USB mode, commonly known as USB 2.0 and 1.1 respectively, the slower modes still operate at 480Mbps and 12Mbps respectively and are kept to maintain backward compatibility.

USB 3.0/USB 3.1 Gen 1 achieves the much higher performance by the technical changes below:

- An additional physical bus that is added in parallel with the existing USB 2.0 bus (refer to the picture below).
- USB 2.0 previously had four wires (power, ground, and a pair for differential data); USB 3.0/USB 3.1 Gen 1 adds four more for two pairs of differential signals (receive and transmit) for a combined total of eight connections in the connectors and cabling.
- USB 3.0/USB 3.1 Gen 1 utilizes the bidirectional data interface, rather than USB 2.0's half-duplex arrangement. This gives a 10-fold increase in theoretical bandwidth.



With today's ever increasing demands placed on data transfers with high-definition video content, terabyte storage devices, high megapixel count digital cameras etc., USB 2.0 may not be fast enough. Furthermore, no USB 2.0 connection could ever come close to the 480Mbps theoretical maximum throughput, making data transfer at around 320Mbps (40MB/s) — the actual real-world maximum. Similarly, USB 3.0/USB 3.1 Gen 1 connections will never achieve 4.8Gbps. We will likely see a real-world maximum rate of 400MB/s with overheads. At this speed, USB 3.0/USB 3.1 Gen 1 is a 10x improvement over USB 2.0.

Applications

USB 3.0/USB 3.1 Gen 1 opens up the laneways and provides more headroom for devices to deliver a better overall experience. Where USB video was barely tolerable previously (both from a maximum resolution, latency, and video compression perspective), it's easy to imagine that with 5-10 times the bandwidth available, USB video solutions should work that much better. Single-link DVI requires almost 2Gbps throughput. Where 480Mbps was limiting, 5Gbps is more than promising. With its promised 4.8Gbps speed, the standard will find its way into some products that previously weren't USB territory, like external RAID storage systems.

Listed below are some of the available SuperSpeed USB 3.0/USB 3.1 Gen 1 products:

- External Desktop USB 3.0/USB 3.1 Gen 1 Hard Drives
- Portable USB 3.0/USB 3.1 Gen 1 Hard Drives
- USB 3.0/USB 3.1 Gen 1 Drive Docks & Adapters
- USB 3.0/USB 3.1 Gen 1 Flash Drives & Readers
- USB 3.0/USB 3.1 Gen 1 Solid-state Drives



- USB 3.0/USB 3.1 Gen 1 RAIDs
- Optical Media Drives
- Multimedia Devices
- Networking
- USB 3.0/USB 3.1 Gen 1 Adapter Cards & Hubs

Compatibility

The good news is that USB 3.0/USB 3.1 Gen 1 has been carefully planned from the start to peacefully co-exist with USB 2.0. First of all, while USB 3.0/USB 3.1 Gen 1 specifies new physical connections and thus new cables to take advantage of the higher speed capability of the new protocol, the connector itself remains the same rectangular shape with the four USB 2.0 contacts in the exact same location as before. Five new connections to carry receive and transmitted data independently are present on USB 3.0/USB 3.1 Gen 1 cables and only come into contact when connected to a proper SuperSpeed USB connection.

Windows 8/10 will be bringing native support for USB 3.1 Gen 1 controllers. This is in contrast to previous versions of Windows, which continue to require separate drivers for USB 3.0/USB 3.1 Gen 1 controllers.

Microsoft announced that Windows 7 would have USB 3.1 Gen 1 support, perhaps not on its immediate release, but in a subsequent Service Pack or update. It is not out of the question to think that following a successful release of USB 3.0/USB 3.1 Gen 1 support in Windows 7, SuperSpeed support would trickle down to Vista. Microsoft has confirmed this by stating that most of their partners share the opinion that Vista should also support USB 3.0/USB 3.1 Gen 1.

Super-Speed support for Windows XP is unknown at this point. Given that XP is a seven-year-old operating system, the likelihood of this happening is remote.

USB Type-C

USB Type-C is a new, tiny physical connector. The connector itself can support various exciting new USB standard like USB 3.1 and USB power delivery (USB PD).

Alternate Mode

USB Type-C is a new connector standard that's very small. It's about a third the size of an old USB Type-A plug. This is a single connector standard that every device should be able to use. USB Type-C ports can support a variety of different protocols using "alternate modes," which allows you to have adapters that can output HDMI, VGA, DisplayPort, or other types of connections from that single USB port

USB Power Delivery

The USB PD specification is also closely intertwined with USB Type-C. Currently, smartphones, tablets, and other mobile devices often use a USB connection to charge. A USB 2.0 connection provides up to 2.5 watts of power — that'll charge your phone, but that's about it. A laptop might require up to 60 watts, for example. The USB Power Delivery specification ups this power delivery to 100 watts. It's bi-directional, so a device can either send or receive power. And this power can be transferred at the same time the device is transmitting data across the connection.

This could spell the end of all those proprietary laptop charging cables, with everything charging via a standard USB connection. You could charge your laptop from one of those portable battery packs you charge your smartphones and other portable devices from today. You could plug your laptop into an external display connected to a power cable, and that external display would charge your laptop as you used it as an external display — all via the one little USB Type-C connection. To use this, the device and the cable have to support USB Power Delivery. Just having a USB Type-C connection doesn't necessarily mean they do.



USB Type-C and USB 3.1

USB 3.1 is a new USB standard. USB 3's theoretical bandwidth is 5 Gbps, while USB 3.1 Gen2 is 10 Gbps. That's double the bandwidth, as fast as a first-generation Thunderbolt connector. USB Type-C isn't the same thing as USB 3.1. USB Type-C is just a connector shape, and the underlying technology could just be USB 2 or USB 3.0. In fact, Nokia's N1 Android tablet uses a USB Type-C connector, but underneath it's all USB 2.0 — not even USB 3.0. However, these technologies are closely related.

Thunderbolt over USB Type-C

Thunderbolt is a hardware interface that combines data, video, audio, and power in a single connection. Thunderbolt combines PCI Express (PCIe) and DisplayPort (DP) into one serial signal, and additionally provides DC power, all in one cable. Thunderbolt 1 and Thunderbolt 2 use the same connector [1] as miniDP (DisplayPort) to connect to peripherals, while Thunderbolt 3 uses a USB Type-C connector [2].

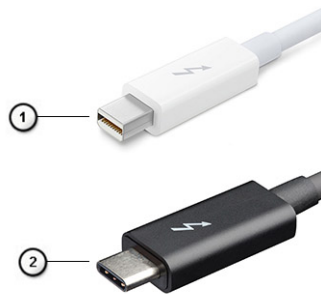


Figure 4. Thunderbolt 1 and Thunderbolt 3

- 1 Thunderbolt 1 and Thunderbolt 2 (using a miniDP connector)
- 2 Thunderbolt 3 (using a USB Type-C connector)

Thunderbolt 3 over USB Type-C

Thunderbolt 3 brings Thunderbolt to USB Type-C at speeds up to 40 Gbps, creating one compact port that does it all - delivering the fastest, most versatile connection to any dock, display or data device like an external hard drive. Thunderbolt 3 uses a USB Type-C connector/port to connect to supported peripherals.

- 1 Thunderbolt 3 uses USB Type-C connector and cables - It is compact and reversible
- 2 Thunderbolt 3 supports speed up to 40 Gbps
- 3 DisplayPort 1.2 – compatible with existing DisplayPort monitors, devices and cables
- 4 USB Power Delivery - Up to 130W on supported computers

Key Features of Thunderbolt 3 over USB Type-C

- 1 Thunderbolt, USB, DisplayPort and power on USB Type-C on a single cable (features vary between different products)
- 2 USB Type-C connector and cables which are compact and reversible
- 3 Supports Thunderbolt Networking (*varies between different products)
- 4 Supports up to 4K displays
- 5 Up to 40 Gbps

NOTE: Data transfer speed may vary between different devices.

System specifications

Topics:

- Technical specifications
- Hot key combinations

Technical specifications

NOTE: Offerings may vary by region. The following specifications are only those required by law to ship with your computer. For more information about the configuration of your computer, go to Help and Support in your Windows operating system and select the option to view information about your computer.

Table 3. Specifications

Type	Feature
Processor family	8th Generation Intel Core up to i7 processors 7th Generation Intel Core up to i5 processors
System	<ul style="list-style-type: none"> • Chipset—Intel Kaby Lake -U/R—Integrated in the processor • DRAM bus width— • Flash EPROM— • PCIe bus— • External Bus Frequency—
Operating System	<ul style="list-style-type: none"> • Microsoft Windows 10 Home • Microsoft Windows 10 Pro 64 bit • Ubuntu
Memory	<ul style="list-style-type: none"> • DDR4 2400 SDRAM operates at 2133 with Intel 7th Gen • DDR4 2400 SDRAM operates at 2400 with Intel 8th Gen • 2 DIMM slots supporting up to 32GB
Video	<ul style="list-style-type: none"> • Intel HD Graphics 620 (7th Gen Intel Core) • Intel UHD Graphics 620 (8th Gen Intel Core)
Audio	<ul style="list-style-type: none"> • Types— Four-channel high-definition audio • Controller— Realtek ALC3246 • Stereo conversion— 24-bit-analog-to-digital and digital-to-analog • Internal interface— High-definition audio • External interface— Microphone-in, stereo headphones, and headset combo connector • Speakers—Two • Internal speaker amplifier— 2 W (RMS) per channel



	<ul style="list-style-type: none"> Volume controls— Hot keys
Display	<ul style="list-style-type: none"> 14.1 inches HD (1366 x 768) Anti-Glare, HD CAM/Mic, WLAN capable, Mag Alloy back, Non Touch 14.1 inches HD (1366 x 768) Anti-Glare, HD CAM/Mic, WLAN/WWAN, Mag Alloy back, Non Touch 14.1 inches FHD (1920 x 1080) Anti-Glare, HD CAM/Mic, WLAN capable, Mag Alloy back, Non Touch 14.1 inches FHD (1920 x 1080) Anti-Glare, HD CAM/Mic, WWAN/WLAN, Mag Alloy back, Non Touch 14.1 inches FHD (1920 x 1080) Anti-Glare, Mic only, WLAN capable, Mag Alloy back, Non Touch 14.1 inches FHD (1920 x 1080) Anti-Glare, Super Low Power Panel (SLP), HD CAM/Mic, WLAN w/ASA, Narrow Border Mag Alloy back, Non Touch 14.1 inches FHD (1920 x 1080) Anti-Glare, Super Low Power Panel (SLP), IR CAM/Mic, WLAN w/ASA, Narrow Border Mag Alloy back, Non Touch 14.1" FHD (1920 x 1080), Anti-Glare, HD CAM/Mic, WLAN/WWAN, Mag Alloy back, On-cell Touch 14.1 inches FHD (1920 x 1080), Anti-Glare, HD CAM/Mic, WLAN w/ASA, Narrow Border Carbon Fiber back, On-cell Touch 14.1 inches FHD (1920 x 1080), Anti-Glare, IR CAM/Mic, WLAN w/ASA, Narrow Border Carbon Fiber back, On-cell Touch
Storage options	<p>Primary Storage:</p> <ul style="list-style-type: none"> 128 GB M.2 2280 SATA SSD 256 GB M.2 2280 SATA SSD 512 GB M.2 2280 SATA SSD 512 GB M.2 2280 SATA SED SSD 128 GB M.2 2230 PCIe SSD 256 GB M.2 2280 PCIe SSD 512 GB M.2 2280 PCIe SSD 1 TB M.2 2280 PCIe SSD 256 GB M.2 2280 PCIe SED SSD 512 GB M.2 2280 PCIe SED SSD
Security	<p>TPM 2.0 FIPS 140-2 Certified, TCG Certified (February 2018)</p> <p>Optional Hardware Authentication Bundle 1: FIPS 201 Contacted Smart Card with Control Vault 2.0 Advanced Authentication with FIPS 140-2 Level 3 Certification</p> <p>Optional Hardware Authentication Bundle 2: Touch Fingerprint Reader, FIPS 201 Contacted Smart Card, Contactless Smart Card, NFC, Control Vault 2.0 Advanced Authentication with FIPS 140-2 Level 3 Certification</p>
Docking options	<ul style="list-style-type: none"> Dell Business Dock WD15 (optional) Dell Business Thunderbolt Dock - TB16(optional for Thunderbolt 3 equipped systems only)
Multimedia	<ul style="list-style-type: none"> Integrated High-Quality Speakers Headset and mic combo jack Noise reducing array microphones Optional HD or IR Cam or No webcam
Optical Drive Options	External Options Only
Battery options	<ul style="list-style-type: none"> 42 Whr Prismatic, ExpressCharge Capable



	<ul style="list-style-type: none"> 60 Whr Polymer, ExpressCharge Capable 60 Whr Long Life Cycle (polymer) <p>42 WHr (3-cell):</p> <ul style="list-style-type: none"> Length—95.9mm (3.78 inch) Width—5.70mm (0.22 inch) Height—185.00 g (0.41lb) Weight—1.4VDC Voltage—3.68Ahr <p>60 WHr (4-cell):</p> <ul style="list-style-type: none"> Length—95.9mm (3.78 inch) Width—5.70mm (0.22 inch) Height—270.00 g (0.6lb) Weight—7.6VDC Voltage—7.89Ahr <p>60 WHr Long Life Cycle battery (polymer):</p> <ul style="list-style-type: none"> Length—95.9mm (3.78 inch) Width—5.70mm (0.22 inch) Height—270.00 g (0.6lb) Weight—7.6VDC Voltage—7.89Ahr
Power adapter	<ul style="list-style-type: none"> Type— E5 65 W or E5 90 W Input voltage— 100 V AC to 240 V AC Input current-maximum— 1.7 A Input frequency— 50 Hz to 60 Hz Output current— 3.34 A and 4.62 A Rated output voltage— 19.5 V DC Weight— 230 g (65 W) and 320 g (90 W) Dimensions— 22 x 66 x 106 mm (65 W) and 22 x 66 x 130 (90 W) Temperature range-Operating— 0°C to 40°C (32°F to 104°F) Temperature range-Non-Operating— -40°C to 70°C (-40°F to 158°F)
Communications	<p>Network adapter—10/100/1000 Mb/s Ethernet (RJ-45)</p> <p>Wireless— Internal wireless local area network (WLAN), wireless wide area network (WWAN)</p>
Ports, Slots, and Chassis	<ul style="list-style-type: none"> HDMI 1.4(1) Universal Jack MultiMedia card reader (SD 4.0) uSIM (external) 3x USB 3.1 Gen1 (one with PowerShare) DisplayPort over USB Type-C(optional Thunderbolt 3(1)) RJ45 Optional Smartcard Noble lock wedge slot DC-in
Camera	<ul style="list-style-type: none"> Type—HD fixed focus



	<ul style="list-style-type: none"> • Sensor type—CMOS sensor technology • Imaging rate—Up to 30 frames per second • Video Resolution—1280 x 720 pixels (0.92 MP)
Touchpad	<p>Active area</p> <ul style="list-style-type: none"> • X-axis—99.50 mm • Y-axis—53.0 mm • X/Y position resolution— X: 1048dpi; Y:984dpi • Multi-touch—Configurable single finger and multi-finger gestures
Internal Keyboards	<ul style="list-style-type: none"> • 14.1 inches Single Pointing, non backlit • 14.1 inches Dual Pointing, backlit
Physical specifications	<ul style="list-style-type: none"> • Front height to Back (Non Touch)—0.69 to 0.70 inches; 7.47 to 17.9 • Width—13.03 inch; 331.0 mm • Depth—8.70 inch; 220.9 mm • Starting weight— 1.4 kg; 3.11 lbs
Environmental specifications	<p>Temperature Specifications</p> <ul style="list-style-type: none"> • Operating— • Storage— <p>Relative humidity—maximum Specifications</p> <ul style="list-style-type: none"> • Operating— • Storage— <p>Altitude—maximum Specifications</p> <ul style="list-style-type: none"> • Operating— • Non-operating— • Airborne contaminant level—

Display specifications in detail

Table 4. 14.0 inches (16:9) AG HD (1366 x 768) WLED 200 nits (typ) eDP 1.2 ,HD CAM/Mic, WLAN capable, Mag Alloy back, Non Touch

Feature	Specification
Type	HD Anti-Glare
Luminance (typical)	200 nits
Dimensions (Active Area)	<ul style="list-style-type: none"> • Height: 173.95 mm(maximum) • Width: 309.4 mm(maximum) • Diagonal: 14.0 inch
Native Resolution	1366 x 768
Megapixels	1.05
Pixels per Inch (PPI)	112

Contrast Ratio (min)	300:1
Response Time (max)	25 msec rise/fall
Refresh Rate	60 Hz
Horizontal View Angle (min)	+/- 40 degrees
Vertical View Angle (min)	+10/-30 degrees
Pixel Pitch	0.2265 mm
Power Consumption (maximum)	2.8 W

Table 5. 14.0 inches (16:9) AG HD (1366 x 768) WLED 200 nits (typ) eDP 1.2 ,HHD CAM/Mic, WLAN/WWAN, Mag Alloy back, Non Touch

Feature	Specification
Type	HD Anti-Glare
Luminance (typical)	200 nits
Dimensions (Active Area)	<ul style="list-style-type: none"> • Height: 173.95 mm(maximum) • Width: 309.4 mm(maximum) • Diagonal: 14.0 inch
Native Resolution	1366 x 768
Megapixels	1.05
Pixels per Inch (PPI)	112
Contrast Ratio (min)	300:1
Response Time (max)	25 msec rise/fall
Refresh Rate	60 Hz
Horizontal View Angle (min)	+/- 40 degrees
Vertical View Angle (min)	+10/-30 degrees
Pixel Pitch	0.2265 mm
Power Consumption (maximum)	2.8 W

Table 6. 14.0 inches (16:9) AG FHD (1920 x 1080) 300 nits, eDP 1.3 w/PSR, IPS, HD CAM/Mic, WLAN capable, Mag Alloy back, Non Touch

Feature	Specification
Type	FHD Anti-Glare
Luminance (typical)	300 nits
Dimensions (Active Area)	<ul style="list-style-type: none"> • Height: 173.95 mm(maximum) • Width: 309.4 mm(maximum) • Diagonal: 14.0 inch
Native Resolution	1920 x 1080
Megapixels	2.07



Pixels per Inch (PPI)	157
Contrast Ratio (min)	600:1
Response Time (max)	35 msec black to white
Refresh Rate	60 Hz
Horizontal View Angle (min)	+/- 80 degrees
Vertical View Angle (min)	+/- 80 degrees
Pixel Pitch	0.161 x 0.161 mm
Power Consumption (maximum)	3.8 W

Table 7. 14.0 inches (16:9) AG FHD (1920 x 1080) 300 nits, eDP 1.3 w/PSR, IPS, HD CAM/Mic, WWAN/WLAN, Mag Alloy back, Non Touch

Feature	Specification
Type	FHD Anti-Glare
Luminance (typical)	300 nits
Dimensions (Active Area)	<ul style="list-style-type: none"> • Height: 173.95 mm (maximum) without metal tabs mm • Width: 309.4 mm(maximum) • Diagonal: 14.0 inch
Native Resolution	1920 x 1080
Megapixels	2.07
Pixels per Inch (PPI)	157
Contrast Ratio (min)	1000:1
Response Time (max)	35 msec black to white
Refresh Rate	60 Hz
Horizontal View Angle (min)	+/- 80 degrees
Vertical View Angle (min)	+/- 80 degrees
Pixel Pitch	0.161 x 0.161 mm
Power Consumption (maximum)	3.8 W

Table 8. 14.0 inches (16:9) AG FHD (1920 x 1080) 300 nits, eDP 1.3 w/PSR, IPS, Mic only, WLAN capable, Mag Alloy back, Non Touch

Feature	Specification
Type	FHD Anti-Glare
Luminance (typical)	300 nits
Dimensions (Active Area)	<ul style="list-style-type: none"> • Height: 173.95 mm(maximum) • Width: 309.4 mm(maximum) • Diagonal: 14.0 inch
Native Resolution	1920 x 1080



Megapixels	2.07
Pixels per Inch (PPI)	157
Contrast Ratio (min)	600:1
Response Time (max)	35 msec black to white
Refresh Rate	60 Hz
Horizontal View Angle (min)	+/- 80 degrees
Vertical View Angle (min)	+/- 80 degrees
Pixel Pitch	0.161 x 0.161 mm
Power Consumption (maximum)	3.8 W

Table 9. 14.0 inches (16:9) AG FHD (1920 x 1080) 300 nits, eDP 1.3 w/PSR, IPS, Super Low Power Panel (SLP), HD CAM/Mic, WLAN w/ASA, Narrow Border Mag Alloy back, Non Touch

Feature	Specification
Type	FHD Anti-Glare
Luminance (typical)	300 nits
Dimensions (Active Area)	<ul style="list-style-type: none"> · Height: 173.95 mm(maximum) without metal tabs · Width: 309.4 mm(maximum) · Diagonal: 14.0 inch
Native Resolution	1920 x 1080
Megapixels	2.07
Pixels per Inch (PPI)	157
Contrast Ratio (min)	1000:1
Response Time (max)	35 msec black to white
Refresh Rate	60 Hz
Horizontal View Angle (min)	+/- 80 degrees
Vertical View Angle (min)	+/- 80 degrees
Pixel Pitch	0.161 x 0.161 mm
Power Consumption (maximum)	1.99 W

Table 10. 14.0 inches (16:9) AG FHD (1920 x 1080) 300 nits, eDP 1.3 w/PSR, IPS, Super Low Power Panel (SLP), IR CAM/Mic, WLAN w/ASA, Narrow Border Mag Alloy back, Non Touch

Feature	Specification
Type	FHD Anti-Glare
Luminance (typical)	300 nits
Dimensions (Active Area)	<ul style="list-style-type: none"> · Height: 173.95 mm(maximum) without metal tabs · Width: 309.4 mm(maximum) · Diagonal: 14.0 inch



Native Resolution	1920 x 1080
Megapixels	2.07
Pixels per Inch (PPI)	157
Contrast Ratio (min)	1000:1
Response Time (max)	35 msec black to white
Refresh Rate	60 Hz
Horizontal View Angle (min)	+/- 80 degrees
Vertical View Angle (min)	+/- 80 degrees
Pixel Pitch	0.161 x 0.161 mm
Power Consumption (maximum)	1.99 W

Table 11. 14.0 inches (16:9) AG FHD (1920 x 1080) 300 nits, eDP 1.3 w/PSR, IPS, HD CAM/Mic, WLAN/WWAN, Mag Alloy back, On-cell Touch

Feature	Specification
Type	FHD Anti-Glare
Luminance (typical)	300 nits
Dimensions (Active Area)	<ul style="list-style-type: none"> · Height: 173.95 mm(maximum) · Width: 309.4 mm(maximum) · Diagonal: 14.0 inch
Native Resolution	1920 x 1080
Megapixels	2.07
Pixels per Inch (PPI)	157
Contrast Ratio (min)	600:1
Response Time (max)	35 msec black to white
Refresh Rate	60 Hz
Horizontal View Angle (min)	+/- 80 degrees
Vertical View Angle (min)	+/- 80 degrees
Pixel Pitch	0.161 x 0.161 mm
Power Consumption (maximum)	4.1 W

Table 12. 14.0 inches (16:9) AG FHD (1920 x 1080) 300 nits, eDP 1.3 w/PSR, IPS, HD CAM/Mic, WLAN w/ASA, Narrow Border Carbon Fiber back, On-cell Touch

Feature	Specification
Type	FHD Anti-Glare
Luminance (typical)	300 nits
Dimensions (Active Area)	<ul style="list-style-type: none"> · Height: 173.95 mm(maximum) · Width: 309.4 mm(maximum)



	<ul style="list-style-type: none"> Diagonal: 14.0 inch
Native Resolution	1920 x 1080
Megapixels	2.07
Pixels per Inch (PPI)	157
Contrast Ratio (min)	600:1
Response Time (max)	35 msec black to white
Refresh Rate	60 Hz
Horizontal View Angle (min)	+/- 80 degrees
Vertical View Angle (min)	+/- 80 degrees
Pixel Pitch	0.161 x 0.161 mm
Power Consumption (maximum)	4.1 W

Table 13. 14.0 inches (16:9) AG FHD (1920 x 1080) 300 nits, eDP 1.3 w/PSR, IPS, IR CAM/Mic, WLAN w/ASA, Narrow Border Carbon Fiber back, On-cell Touch

Feature	Specification
Type	FHD Anti-Glare
Luminance (typical)	300 nits
Dimensions (Active Area)	<ul style="list-style-type: none"> Height: 173.95 mm(maximum) Width: 309.4 mm(maximum) Diagonal: 14.0 inch
Native Resolution	1920 x 1080
Megapixels	2.07
Pixels per Inch (PPI)	157
Contrast Ratio (min)	600:1
Response Time (max)	35 msec black to white
Refresh Rate	60 Hz
Horizontal View Angle (min)	+/- 80 degrees
Vertical View Angle (min)	+/- 80 degrees
Pixel Pitch	0.161 x 0.161 mm
Power Consumption (maximum)	4.1 W



Hot key combinations

Table 14. Hot key combinations

Function key combination	Latitude 7490
Fn+ESC	Fn Toggle
Fn+ F1	Speaker Mute
Fn+ F2	Volume Down
Fn+ F3	Volume Up
Fn+ F4	Mic Mute
Fn+ F5	Num Lock
Fn+ F6	Scroll Lock
Fn+ F8	Display Toggle (Win + P)
Fn+ F9	Search
Fn+ F10	Increase keyboard back light brightness
Fn+ F11	Decrease display brightness
Fn+ F12	Increase display brightness
Fn + Prt Scr	WLAN on/off
Fn + Insert	Sleep
Fn + Left Cursor	Home
Fn + Right Cursor	End



System setup

System setup enables you to manage your notebook hardware and specify BIOS level options. From the System setup, you can:

- Change the NVRAM settings after you add or remove hardware
- View the system hardware configuration
- Enable or disable integrated devices
- Set performance and power management thresholds
- Manage your computer security

Topics:

- [Boot menu](#)
- [Navigation keys](#)
- [System setup options](#)
- [General screen options](#)
- [System Configuration screen options](#)
- [Video screen options](#)
- [Security screen options](#)
- [Secure Boot screen options](#)
- [Intel software guard extensions screen options](#)
- [Performance screen options](#)
- [Power management screen options](#)
- [POST behavior screen options](#)
- [Manageability](#)
- [Virtualization support screen options](#)
- [Wireless screen options](#)
- [Maintenance screen options](#)
- [System logs screen options](#)
- [System and setup password](#)
- [Updating the BIOS in Windows](#)

Boot menu

Press <F12> when the Dell™ logo appears to initiate a one-time boot menu with a list of the valid boot devices for the system. Diagnostics and BIOS Setup options are also included in this menu. The devices listed on the boot menu depend on the bootable devices in the system. This menu is useful when you are attempting to boot to a particular device or to bring up the diagnostics for the system. Using the boot menu does not make any changes to the boot order stored in the BIOS.

The options are:

- Legacy Boot:
 - Internal HDD
 - Onboard NIC
- UEFI Boot:



- Windows Boot Manager
- Other Options:
 - BIOS Setup
 - BIOS Flash Update
 - Diagnostics
 - Change Boot Mode Settings

Navigation keys

NOTE: For most of the System Setup options, changes that you make are recorded but do not take effect until you restart the system.

Keys	Navigation
Up arrow	Moves to the previous field.
Down arrow	Moves to the next field.
Enter	Selects a value in the selected field (if applicable) or follow the link in the field.
Spacebar	Expands or collapses a drop-down list, if applicable.
Tab	Moves to the next focus area.

NOTE: For the standard graphics browser only.

Esc Moves to the previous page until you view the main screen. Pressing Esc in the main screen displays a message that prompts you to save any unsaved changes and restarts the system.

System setup options

NOTE: Depending on the notebook and its installed devices, the items listed in this section may or may not appear.

General screen options

This section lists the primary hardware features of your computer.

Option	Description
System Information	<p>This section lists the primary hardware features of your computer.</p> <ul style="list-style-type: none"> · System Information: Displays BIOS Version, Service Tag, Asset Tag, Ownership Tag, Ownership Date, Manufacture Date, Express Service Code, the Signed Firmware update—enabled by default · Memory Information: Displays Memory Installed, Memory Available, Memory Speed, Memory Channels Mode, Memory Technology, DIMM ASize, DIMM B Size, · Processor Information: Displays Processor Type, Core Count, Processor ID, Current Clock Speed, Minimum Clock Speed, Maximum Clock Speed, Processor L2 Cache, Processor L3 Cache, HT Capable, and 64-Bit Technology · Device Information: Displays M.2 SATA, M.2 PCIe SSD-0, LOM MAC Address, Passthrough MAC address, Video Controller, Video BIOS Version, Video Memory, Panel Type, Native Resolution, Audio Controller, Wi-Fi Device, WiGig Device, Cellular Device, Bluetooth Device
Battery Information	Displays the battery status health and whether the AC adapter is installed.
Boot Sequence	<p>Allows you to change the order in which the computer attempts to find an operating system.</p> <ul style="list-style-type: none"> · Diskette Drive · Internal HDD · USB Storage Device




Option	Description
	<ul style="list-style-type: none"> · CD/DVD/CD-RW Drive · Onboard NIC
Boot sequence options	<ul style="list-style-type: none"> · Windows Boot Manager
Boot list options	<ul style="list-style-type: none"> · Legacy · UEFI—selected by default
Advanced Boot Options	This option allows you the legacy option ROMs to load. By default, the Enable Legacy Option ROMs is disabled. Enable Attempt Legacy Boot is disabled by default.
UEFI boot path security	<ul style="list-style-type: none"> · Always, except internal HDD · Always · Never
Date/Time	Allows you to change the date and time.

System Configuration screen options

Option	Description
Integrated NIC	<p>Allows you to configure the integrated network controller. The options are:</p> <ul style="list-style-type: none"> · Disabled · Enabled · Enable UEFI network stack: This option is enabled by default. · Enabled w/PXE
SATA Operation	<p>Allows you to configure the internal SATA hard-drive controller. The options are:</p> <ul style="list-style-type: none"> · Disabled · AHCI · RAID On: This option is enabled by default.
Drives	<p>Allows you to configure the SATA drives on board. All drives are enabled by default. The options are:</p> <ul style="list-style-type: none"> · SATA-2 · M.2 PCI-e SSD-0
SMART Reporting	<p>This field controls whether hard drive errors for integrated drives are reported during system startup. This technology is part of the SMART (Self-Monitoring Analysis and Reporting Technology) specification. This option is disabled by default.</p> <ul style="list-style-type: none"> · Enable SMART Reporting
USB Configuration	<p>This is an optional feature.</p> <p>This field configures the integrated USB controller. If Boot Support is enabled, the system is allowed to boot any type of USB Mass Storage Devices—HDD, memory key, floppy.</p> <p>If USB port is enabled, device attached to this port is enabled and available for OS.</p>



Option	Description
	<p>If USB port is disabled, the OS cannot see any device attached to this port.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Enable USB Boot Support—enabled by default • Enable External USB Port—enabled by default <p> NOTE: USB keyboard and mouse always work in the BIOS setup irrespective of these settings.</p>
Dell Type-C Dock Configuration	<p>Always Allow Dell Docs.This option is enabled by default.</p>
Thunderbolt Adaptor Configuration	<ul style="list-style-type: none"> • Enable Thunderbolt Technology Support.This option is enabled by default. • Enable Thunderbolt Adaptor Boot Support • Enable Thunderbolt Adaptor Pre-boot Modules • Security level—No Security • Security level—User Authorization.This option is enabled by default. • Security level—Secure Connect • Security level—Display Port Only
USB PowerShare	<p>This field configures the USB PowerShare feature behavior. This option allows you to charge external devices using the stored system battery power through the USB PowerShare port. This option is disabled by default</p>
Audio	<p>This field enables or disables the integrated audio controller. By default, the Enable Audio option is selected. The options are:</p> <ul style="list-style-type: none"> • Enable Microphone—by default enable • Enable Internal Speaker—by default enable
Keyboard Illumination	<p>This field lets you choose the operating mode of the keyboard illumination feature. The keyboard brightness level can be set from 0% to 100%. The options are:</p> <ul style="list-style-type: none"> • Disabled • Dim • Bright—enabled by default
Keyboard Backlight with AC	<p>The Keyboard Backlight with AC option does not affect the main keyboard illumination feature. Keyboard Illumination will continue to support the various illumination levels. This field has an effect when the backlight is enabled. This option is enabled by default.</p>
Keyboard Backlight Timeout on AC	<p>The Keyboard Backlight Timeout dims out with AC option. The main keyboard illumination feature is not affected. Keyboard Illumination will continue to support the various illumination levels. This field has an effect when the backlight is enabled. The options are:</p> <ul style="list-style-type: none"> • 5 sec • 10 sec—enabled by default • 15 sec • 30 sec • 1 min • 5 min • 15 min • Never



Option	Description
Keyboard Backlight Timeout on Battery	<p>The Keyboard Backlight Timeout dims out with the Battery option. The main keyboard illumination feature is not affected. Keyboard Illumination will continue to support the various illumination levels. This field has an effect when the backlight is enabled. The options are:</p> <ul style="list-style-type: none"> • 5 sec • 10 sec—enabled by default • 15 sec • 30 sec • 1 min • 5 min • 15 min • Never
Unobtrusive Mode	<p>This option, when enabled, pressing Fn+F7 turns off all light and sound emissions in the system. To resume normal operation, press Fn+F7 again. This option is disabled by default.</p>
Miscellaneous Devices	<p>Allows you to enable or disable the following devices:</p> <ul style="list-style-type: none"> • Enable Camera—enabled by default • Secure Digital (SD) card—enabled by default • Secure Digital (SD) card boot • Secure Digital (SD) card read-only-mode

Video screen options

Option	Description
LCD Brightness	<p>Allows you to set the display brightness depending up on the power source—On Battery and On AC. The LCD brightness is independent for battery and AC adapter. It can be set using the slider.</p>

NOTE: The video setting is visible only when a video card is installed into the system.

Security screen options

Option	Description
Admin Password	<p>Allows you to set, change, or delete the administrator (admin) password.</p> <p>NOTE: You must set the admin password before you set the system or hard drive password. Deleting the admin password automatically deletes the system password and the hard drive password.</p> <p>NOTE: Successful password changes take effect immediately.</p> <p>Default setting: Not set</p>
System Password	<p>Allows you to set, change, or delete the system password.</p> <p>NOTE: Successful password changes take effect immediately.</p> <p>Default setting: Not set</p>
Strong Password	<p>Allows you to enforce the option to always set strong passwords.</p> <p>Default Setting: Enable Strong Password is not selected.</p>



Option	Description
Password Configuration	<p data-bbox="339 142 1406 205">NOTE: If Strong Password is enabled, the Admin and System passwords must contain at least one uppercase character, one lowercase character and be at least 8 characters long.</p> <p data-bbox="331 243 1406 268">Allows you to specify the minimum and max password lengths of the Administrator and System passwords.</p> <ul data-bbox="331 296 1082 352" style="list-style-type: none"> · min-4—by default, if you want to change you can increase the number · max-32—you can decrease the number
Password Bypass	<p data-bbox="331 405 1457 468">Allows you to enable or disable the permission to bypass the System and the Internal HDD password, when they are set. The options are:</p> <ul data-bbox="331 489 520 546" style="list-style-type: none"> · Disabled · Reboot bypass <p data-bbox="331 579 576 604">Default setting: Disabled</p>
Password Change	<p data-bbox="331 653 1477 716">Allows you to enable the disable permission to the System and Hard Drive passwords when the admin password is set.</p> <p data-bbox="331 726 999 747">Default setting: Allow Non-Admin Password Changes is selected.</p>
Non-Admin Setup Changes	<p data-bbox="331 800 1485 863">Allows you to determine whether changes to the setup options are allowed when an Administrator Password is set. If disabled the setup options are locked by the admin password.</p> <p data-bbox="331 873 986 894">Option "allow wireless switch changes" is not selected by default.</p>
UEFI Capsule Firmware Updates	<p data-bbox="331 947 1209 972">This option controls if the system allows BIOS updates through UEFI capsule packages.</p> <ul data-bbox="331 999 1126 1020" style="list-style-type: none"> · Enable UEFI Capsule Firmware Updates. This option is enabled by default.
TPM 2.0 Security	<p data-bbox="331 1062 1217 1087">Allows you to enable the Trusted Platform Module (TPM) during POST. The options are:</p> <ul data-bbox="331 1119 898 1482" style="list-style-type: none"> · UEFI capsule Firmware updates—enabled by default · TPM On—enabled by default · Clear · PPI Bypass for Enable Commands · PPI Bypass for Disabled Commands · Attestation enable—enabled by default · Key storage enable—enabled by default · SHA-256—enabled by default · Disabled · Enabled—enabled by default <p data-bbox="339 1503 1297 1535">NOTE: To upgrade or downgrade TPM 2.0, download the TPM wrapper tool—software.</p>
Computrace	<p data-bbox="331 1577 1174 1602">Allows you to activate or disable the optional Computrace software The options are:</p> <ul data-bbox="331 1629 667 1728" style="list-style-type: none"> · Deactivate · Disable · Activate—enabled by default <p data-bbox="339 1755 1457 1818">NOTE: The Activate and Disable options will permanently activate or disable the feature and no further changes are allowed</p>
CPU XD Support	<p data-bbox="331 1850 983 1875">Allows you to enable the Execute Disable mode of the processor.</p>



Option	Description
	Enable CPU XD Support—enabled by default
OROM Keyboard Access	<p>Allows you to set an option to enter the Option ROM Configuration screens using hotkeys during boot. The options are:</p> <ul style="list-style-type: none"> · Enabled · One Time Enable · Disable <p>Default setting: Enable</p>
Admin Setup Lockout	<p>Allows you to prevent users from entering Setup when an Administrator password is set.</p> <p>Default Setting: This option is enabled</p>
Master password lockout	This option is not enabled by default
SMM Security Mitigation	<p>This option enables or disables additional UEFI SMM Security Mitigation protections.</p> <ul style="list-style-type: none"> · SMM Security Mitigation

Secure Boot screen options

Option	Description
Secure Boot Enable	<p>This option enables or disables the Secure Boot feature.</p> <ul style="list-style-type: none"> · Disabled · Enabled <p>Default setting: Disabled</p>
Expert Key Management	<p>Allows you to manipulate the security key databases only if the system is in Custom Mode. The Enable Custom Mode option is disabled by default. The options are:</p> <ul style="list-style-type: none"> · PK—enabled by default · KEK · db · dbx <p>If you enable the Custom Mode, the relevant options for PK, KEK, db, and dbx appear. The options are:</p> <ul style="list-style-type: none"> · Save to File—Saves the key to a user-selected file · Replace from File—Replaces the current key with a key from a user-selected file · Append from File—Adds a key to the current database from a user-selected file · Delete—Deletes the selected key · Reset All Keys—Resets to default setting · Delete All Keys—Deletes all the keys <p>NOTE: If you disable the Custom Mode, all the changes made are erased and the keys restore to default settings.</p>



Intel software guard extensions screen options

Option	Description
Intel SGX Enable	<p>This field specifies you to provide a secured environment for running code/storing sensitive information in the context of the main OS. The options are:</p> <ul style="list-style-type: none">· Disabled· Enabled· Software Controlled <p>Default setting: Software Controlled</p>
Enclave Memory Size	<p>This option sets SGX Enclave Reserve Memory Size. The options are:</p> <ul style="list-style-type: none">· 32 MB· 64 MB· 128 MB—enabled by default

Performance screen options

Option	Description
Multi-Core Support	<p>This field specifies whether the process has one or all cores enabled. The performance of some applications improves with the additional cores. This option is enabled by default. Allows you to enable or disable multi-core support for the processor. The installed processor supports two cores. If you enable Multi-Core Support, two cores are enabled. If you disable Multi-Core Support, one core is enabled.</p> <ul style="list-style-type: none">· Enable Multi-Core Support <p>Default setting: The option is enabled.</p>
Intel SpeedStep	<p>Allows you to enable or disable the Intel SpeedStep feature.</p> <ul style="list-style-type: none">· Enable Intel SpeedStep <p>Default setting: The option is enabled.</p>
C-States Control	<p>Allows you to enable or disable the additional processor sleep states.</p> <ul style="list-style-type: none">· C states <p>Default setting: The option is enabled.</p>
Intel TurboBoost	<p>Allows you to enable or disable the Intel TurboBoost mode of the processor.</p> <ul style="list-style-type: none">· Enable Intel TurboBoost <p>Default setting: The option is enabled.</p>
HyperThread Control	<p>Allows you to enable or disable the Hyper-Threading in the processor.</p> <ul style="list-style-type: none">· Disabled· Enabled

Option	Description
	Default setting: Enabled is selected.

Power management screen options

Option	Description
AC Behavior	Allows you to enable or disable the computer from turning on automatically when an AC adapter is connected. Default setting: Wake on AC is not selected.
Enable Intel Speed Shift Technology	This option is used to enable or disable Intel speed shift technology. Default setting: Enable Intel Speed Shift Technology is enabled.
Auto On Time	Allows you to set the time at which the computer must turn on automatically. The options are: <ul style="list-style-type: none"> · Disabled · Every Day · Weekdays · Select Days Default setting: Disabled
USB Wake Support	Allows you to enable USB devices to wake the system from Standby. <p>NOTE: This feature is only functional when the AC power adapter is connected. If the AC power adapter is removed during Standby, the system setup removes power from all the USB ports to conserve battery power.</p> <ul style="list-style-type: none"> · Enable USB Wake Support · Wake on Dell USB-C dock Default setting: The option is disabled.
Wireless Radio Control	Allows you to enable or disable the feature that automatically switches from wired or wireless networks without depending on the physical connection. <ul style="list-style-type: none"> · Control WLAN Radio · Control WWAN Radio Default setting: The options are disabled.
Wake on WLAN	Allows you to enable or disable the feature that powers on the computer from the Off state when triggered by a LAN signal. <ul style="list-style-type: none"> · Disabled · LAN Only · WLAN Only · LAN or WLAN · Disabled · WLAN Default setting: Disabled



Option	Description
Block Sleep	<p>This option lets you block entering to sleep (S3 state) in operating system environment.</p> <p>Block Sleep (S3 state)</p> <p>Default setting: This option is disabled</p>
Peak Shift	<p>This option enables you to minimize the AC power consumption during the peak power times of day. After you enable this option, your system runs only in battery even if the AC is attached.</p> <ul style="list-style-type: none"> • Enable peak shift • Set battery threshold (15% to 100%) - 15 % (enabled by default) • Enable peak shift—is disabled • Set battery threshold (15% to 100%) - 15 % (enabled by default)
Advanced Battery Charge Configuration	<p>This option enables you to maximize the battery health. By enabling this option, your system uses the standard charging algorithm and other techniques, during the nonwork hours to improve the battery health.</p> <p>Disabled</p> <p>Default setting: Disabled</p>
Primary Battery Charge Configuration	<p>Allows you to select the charging mode for the battery. The options are:</p> <ul style="list-style-type: none"> • Adaptive—enabled by default • Standard—Fully charges your battery at a standard rate. • ExpressCharge—The battery charges over a shorter time using Dell’s fast charging technology This option is enabled by default. • Primarily AC use • Custom <p>If Custom Charge is selected, you can also configure Custom Charge Start and Custom Charge Stop.</p> <p>NOTE: All charging mode may not be available for all the batteries. To enable this option, disable the Advanced Battery Charge Configuration option.</p>
Sleep mode	<ul style="list-style-type: none"> • OS Automatic selection—enabled by default <p>Force S3</p>
Type-C connector power	<ul style="list-style-type: none"> • 7.5 Watts • 15 Watts—enabled by default

POST behavior screen options

Option	Description
Adapter Warnings	<p>Allows you to enable or disable the system setup (BIOS) warning messages when you use certain power adapters.</p> <p>Default setting: Enable Adapter Warnings</p>
Keypad (Embedded)	<p>Allows you to choose one of two methods to enable the keypad that is embedded in the internal keyboard.</p> <ul style="list-style-type: none"> • Fn Key Only—default.



Option	Description
	<ul style="list-style-type: none"> By Numlock <p>NOTE: When setup is running, this option has no effect. Setup works in Fn Key Only mode.</p>
Numlock Enable	Allows you to enable the Numlock option when the computer boots. Enable Network. This option is enabled by default.
Fn Key Emulation	Allows you to set the option where the Scroll Lock key is used to simulate the Fn key feature. Enable Fn Key Emulation (default)
Fn Lock Options	Allows you to let hot key combinations Fn + Esc toggle the primary behavior of F1–F12, between their standard and secondary functions. If you disable this option, you cannot toggle dynamically the primary behavior of these keys. The available options are: <ul style="list-style-type: none"> Fn Lock—enabled by default Lock Mode Disable/Standard—enabled by default Lock Mode Enable/Secondary
Fastboot	Allows you to speed up the boot process by bypassing some of the compatibility steps. The options are: <ul style="list-style-type: none"> Minimal—enabled by default Thorough Auto
Extended BIOS POST Time	Allows you to create an extra preboot delay. The options are: <ul style="list-style-type: none"> 0 seconds—enabled by default. 5 seconds 10 seconds
Full Screen Log	<ul style="list-style-type: none"> Enable Full Screen Logo—not enabled
Warnings and errors	<ul style="list-style-type: none"> Prompt on warnings and errors—enabled by default Continue on warnings Continue on warnings and errors

Manageability

Option	Description
USB provision	Enable USB provision is not selected by default
MEBX Hotkey — enabled by default	Allows you to specify whether the MEBx Hotkey function should enable, during the system boot. <ul style="list-style-type: none"> Disabled Enabled <p>Default setting: Enabled</p>



Virtualization support screen options

Option	Description
Virtualization	This field specifies whether a virtual Machine Monitor (VMM) can utilize the conditional hardware capabilities provided by Intel Virtualization Technology. Enable Intel Virtualization Technology—enabled by default.
VT for Direct I/O	Enables or disables the Virtual Machine Monitor (VMM) from utilizing the additional hardware capabilities provided by Intel® Virtualization technology for direct I/O. Enable VT for Direct I/O - enabled by default.
Trusted Execution	This option specifies whether a Measured Virtual Machine Monitor (MVMM) can utilize the additional hardware capabilities provided by Intel Trusted Execution Technology, the TPM Virtualization Technology, and the Virtualization technology for direct I/O must be enabled to use this feature. Trusted Execution - disabled by default.

Wireless screen options

Option	Description
Wireless Switch	Allows to set the wireless devices that can be controlled by the wireless switch. The options are: <ul style="list-style-type: none">· WWAN· GPS (on WWAN Module)· WLAN· Bluetooth All the options are enabled by default. NOTE: For WLAN enable or disable controls are tied together and they cannot be enabled or disabled independently.
Wireless Device Enable	Allows you to enable or disable the internal wireless devices. <ul style="list-style-type: none">· WWAN/GPS· WLAN· Bluetooth All the options are enabled by default.

NOTE: IMEI number for WWAN can be found on the outer box or the WWAN card.

Maintenance screen options

Option	Description
Service Tag	Displays the Service Tag of your computer.
Asset Tag	Allows you to create a system asset tag if an asset tag is not already set. This option is not set by default.
BIOS Downgrade	This controls flashing of the system firmware to previous revisions. Option 'Allow BIOS downgrade' is enabled by default.



Option	Description
Data Wipe	This field allows users to erase the data securely from all internal storage devices. Option 'Wipe on Next boot' is not enabled by default. The following is list of devices affected: <ul style="list-style-type: none"> · Internal SATA HDD/SSD · Internal M.2 SATA SDD · Internal M.2 PCIe SSD · Internal eMMC
BIOS Recovery	This field allows you to recover from certain corrupted BIOS conditions from a recover file on the user primary hard drive or an external USB key. <ul style="list-style-type: none"> · BIOS Recovery from Hard Drive—enabled by default · Always perform integrity check—disabled by default

System logs screen options

Option	Description
BIOS Events	Allows you to view and clear the System Setup (BIOS) POST events.
Thermal Events	Allows you to view and clear the System Setup (Thermal) events.
Power Events	Allows you to view and clear the System Setup (Power) events.

System and setup password

You can create a system password and a setup password to secure your computer.

Password type	Description
System password	Password that you must enter to log on to your system.
Setup password	Password that you must enter to access and make changes to the BIOS settings of your computer.

 **CAUTION:** The password features provide a basic level of security for the data on your computer.

 **CAUTION:** Anyone can access the data stored on your computer if it is not locked and left unattended.

 **NOTE:** System and setup password feature is disabled.

Assigning a system password and setup password

You can assign a new **System Password** only when the status is in **Not Set**.

To enter the system setup, press F2 immediately after a power-on or re-boot.

- 1 In the **System BIOS** or **System Setup** screen, select **Security** and press Enter.
The **Security** screen is displayed.
- 2 Select **System Password** and create a password in the **Enter the new password** field.
Use the following guidelines to assign the system password:
 - A password can have up to 32 characters.
 - The password can contain the numbers 0 through 9.
 - Only lower case letters are valid, upper case letters are not allowed.



- Only the following special characters are allowed: space, ("), (+), (,), (-), (.), (/), (:), ([), (\), (]), (^).
- 3 Type the system password that you entered earlier in the **Confirm new password** field and click **OK**.
 - 4 Press Esc and a message prompts you to save the changes.
 - 5 Press Y to save the changes.
The computer reboots.

Deleting or changing an existing system and or setup password

Ensure that the **Password Status** is Unlocked (in the System Setup) before attempting to delete or change the existing System and/or Setup password. You cannot delete or change an existing System or Setup password, if the **Password Status** is Locked. To enter the System Setup, press F2 immediately after a power-on or reboot.

- 1 In the **System BIOS** or **System Setup** screen, select **System Security** and press Enter.
The **System Security** screen is displayed.
- 2 In the **System Security** screen, verify that **Password Status** is **Unlocked**.
- 3 Select **System Password**, alter or delete the existing system password and press Enter or Tab.
- 4 Select **Setup Password**, alter or delete the existing setup password and press Enter or Tab.

NOTE: If you change the System and/or Setup password, re-enter the new password when promoted. If you delete the System and/or Setup password, confirm the deletion when promoted.

- 5 Press Esc and a message prompts you to save the changes.
- 6 Press Y to save the changes and exit from System Setup.
The computer reboots.

Updating the BIOS in Windows

It is recommended to update your BIOS (System Setup), when you replace the system board or if an update is available. For laptops, ensure that your computer battery is fully charged and connected to a power outlet

NOTE: If BitLocker is enabled, it must be suspended prior to updating the system BIOS, and then re-enabled after the BIOS update is completed.

- 1 Restart the computer.
- 2 Go to **Dell.com/support**.
 - Enter the **Service Tag** or **Express Service Code** and click **Submit**.
 - Click **Detect Product** and follow the instructions on screen.
- 3 If you are unable to detect or find the Service Tag, click **Choose from all products**.
- 4 Choose the **Products** category from the list.

NOTE: Choose the appropriate category to reach the product page

- 5 Select your computer model and the **Product Support** page of your computer appears.
- 6 Click **Get drivers** and click **Drivers and Downloads**.
The Drivers and Downloads section opens.
- 7 Click **Find it myself**.
- 8 Click **BIOS** to view the BIOS versions.
- 9 Identify the latest BIOS file and click **Download**.
- 10 Select your preferred download method in the **Please select your download method below** window, click **Download File**.
The **File Download** window appears.
- 11 Click **Save** to save the file on your computer.
- 12 Click **Run** to install the updated BIOS settings on your computer.
Follow the instructions on the screen.

① **NOTE:** It is recommended not to update the BIOS version for more than three revisions. For example: If you want to update the BIOS from 1.0 to 7.0, then install version 4.0 first and then install version 7.0.

Updating BIOS on systems with bitlocker enabled

△ **CAUTION:** If BitLocker is not suspended before updating the BIOS, the next time you reboot the system it will not recognize the BitLocker key. You will then be prompted to enter the recovery key to progress and the system will ask for this on each reboot. If the recovery key is not known this can result in data loss or an unnecessary operating system re-install. For more information on this subject, see Knowledge Article: <http://www.dell.com/support/article/us/en/19/SLN153694/updating-bios-on-systems-with-bitlocker-enabled>

Updating your system BIOS using a USB flash drive

If the system cannot load into Windows but there is still a need to update the BIOS, download the BIOS file using another system and save it to a bootable USB Flash Drive.

① **NOTE:** You will need to use a bootable USB Flash drive. Please refer to the following article for further details: <http://www.dell.com/support/article/us/en/19/SLN143196/how-to-create-a-bootable-usb-flash-drive-using-dell-diagnostic-deployment-package--ddd->

- 1 Download the BIOS update .EXE file to another system.
- 2 Copy the file e.g. O9010A12.EXE onto the bootable USB Flash drive.
- 3 Insert the USB Flash drive into the system that requires the BIOS update.
- 4 Restart the system and press F12 when the Dell Splash logo appears to display the One Time Boot Menu.
- 5 Using arrow keys, select **USB Storage Device** and click Return.
- 6 The system will boot to a Diag C:\> prompt.
- 7 Run the file by typing the full filename e.g. O9010A12.exe and press Return.
- 8 The BIOS Update Utility will load, follow the instructions on screen.

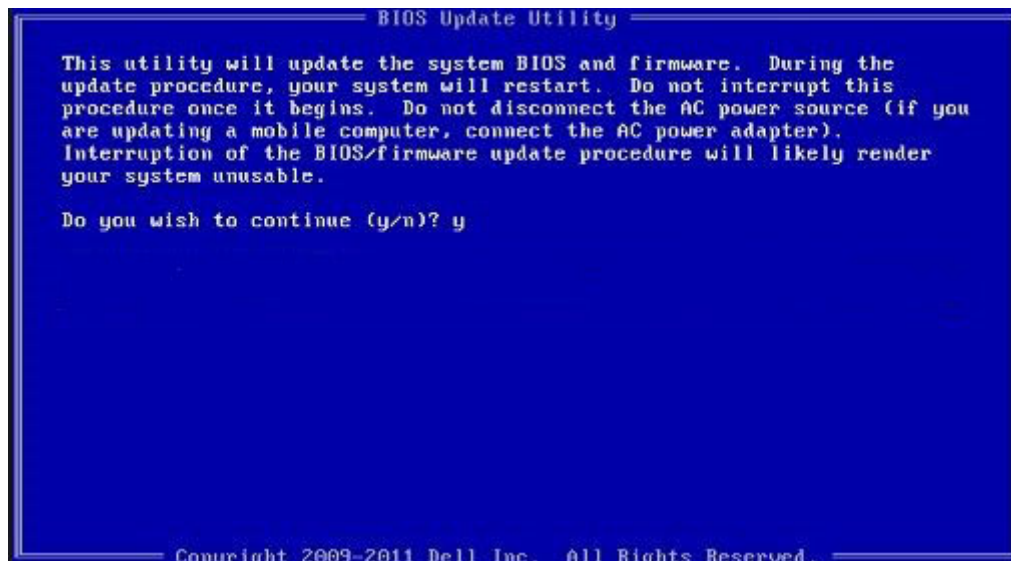


Figure 5. DOS BIOS Update Screen

Updating the Dell BIOS in Linux and Ubuntu environments

If you want to update the system BIOS in a Linux environment such as Ubuntu, see <http://www.dell.com/support/article/us/en/19/SLN171755/updating-the-dell-bios-in-linux-and-ubuntu-environments>.

Flashing the BIOS from the F12 One-Time boot menu

Updating your system BIOS using a BIOS update .exe file copied to a FAT32 USB key and booting from the F12 one time boot menu.

BIOS Update

You can run the BIOS update file from Windows using a bootable USB key or you can also update the BIOS from the F12 One-Time boot menu on the system.

Most Dell systems built after 2012 have this capability and you can confirm by booting your system to the F12 One-Time Boot Menu to see if BIOS FLASH UPDATE is listed as a boot option for your system. If the option is listed, then the BIOS supports this BIOS update option.

NOTE: Only systems with BIOS Flash Update option in the F12 One-Time Boot Menu can use this function.

Updating from the One-Time Boot Menu

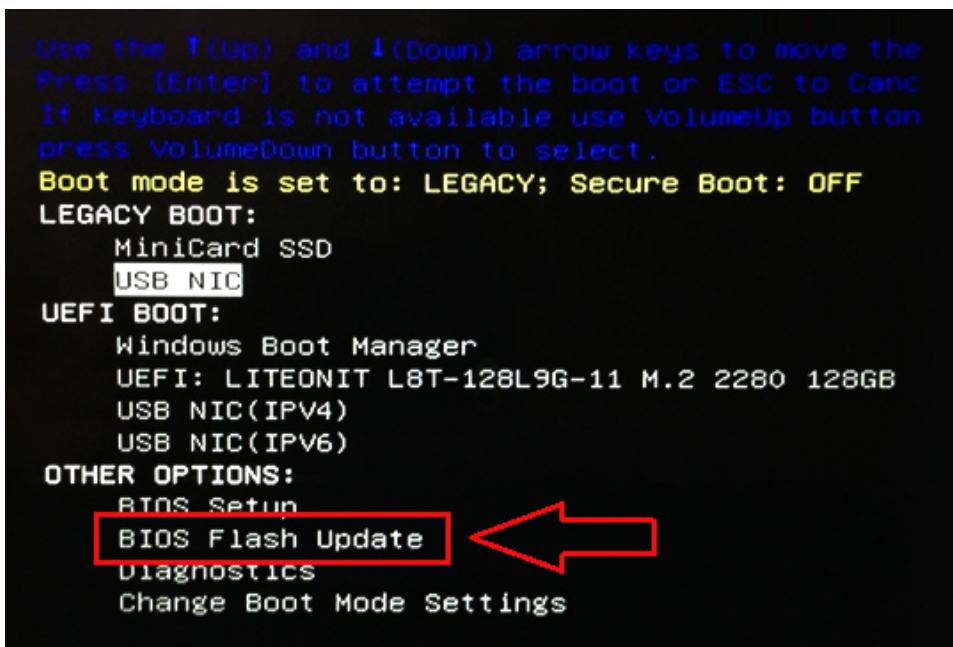
To update your BIOS from the F12 One-Time boot menu, you will need:

- USB key formatted to the FAT32 file system (key does not have to be bootable)
- BIOS executable file that you downloaded from the Dell Support website and copied to the root of the USB key
- AC power adapter connected to the system
- Functional system battery to flash the BIOS

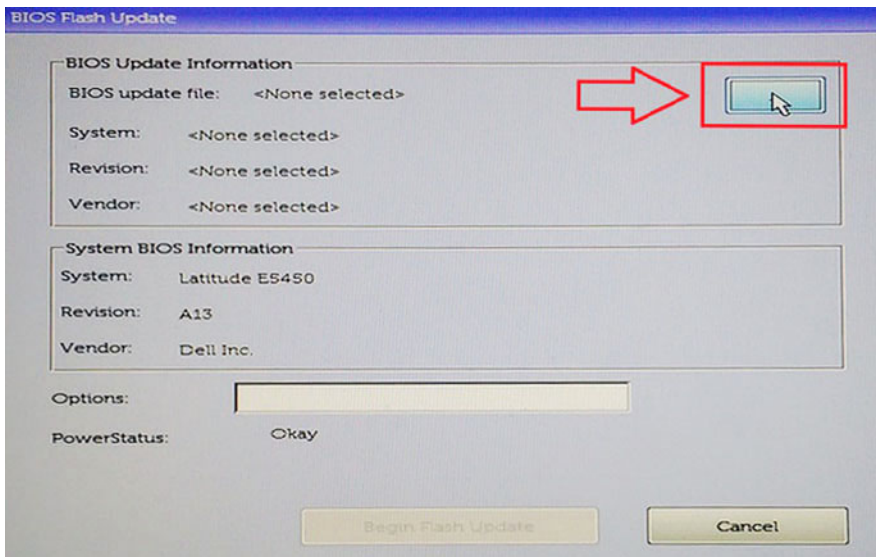
Perform the following steps to execute the BIOS update flash process from the F12 menu:

CAUTION: Do not power off the system during the BIOS update process. Powering off the system could make the system fail to boot.

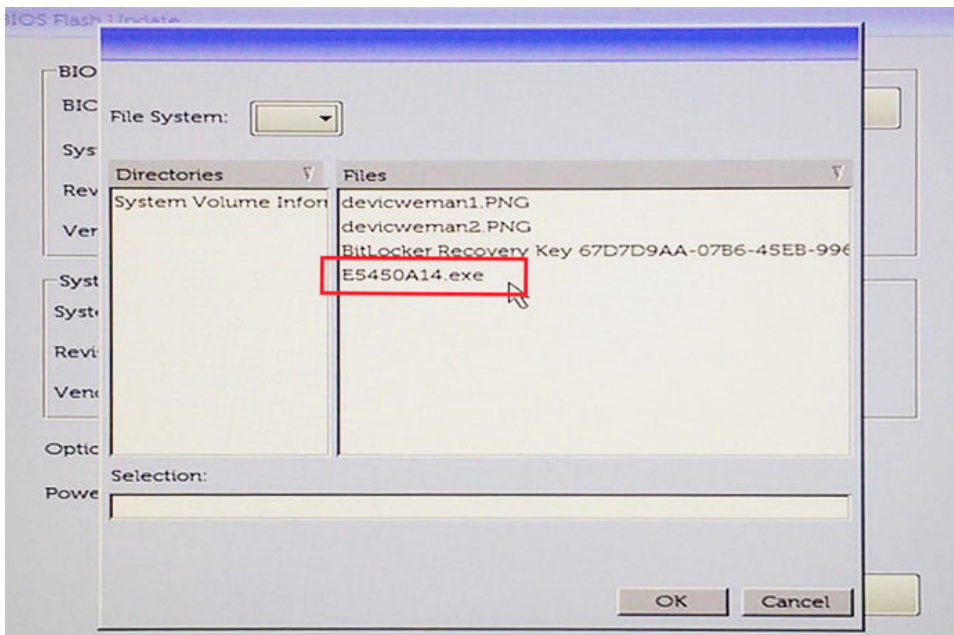
- 1 From a power off state, insert the USB key where you copied the flash into a USB port of the system .
- 2 Power on the system and press the F12 key to access the One-Time Boot Menu, Highlight BIOS Flash Update using the arrow keys then press **Enter**.



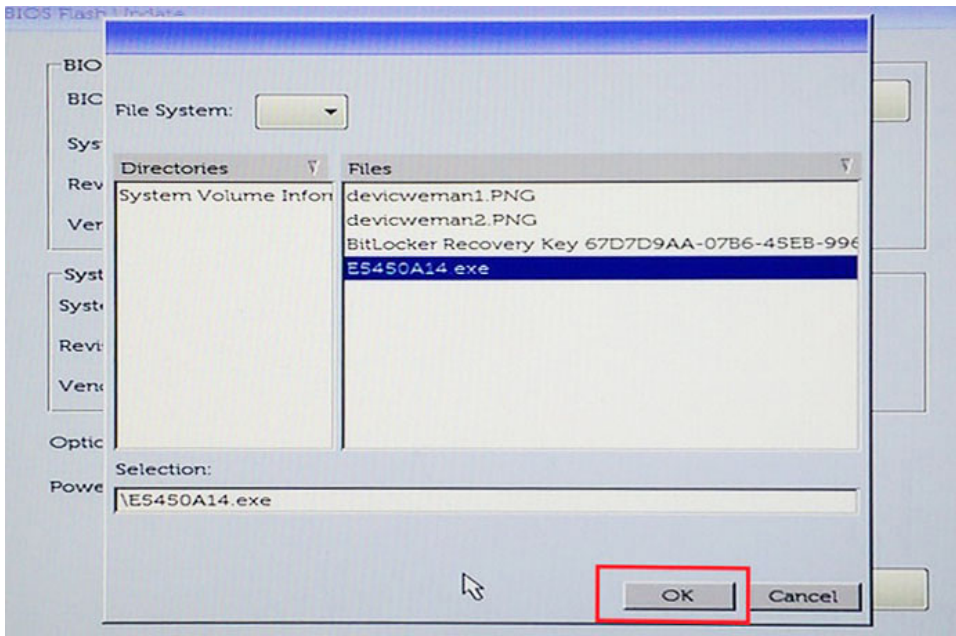
- 3 The Bios flash menu will open then click the browse button.



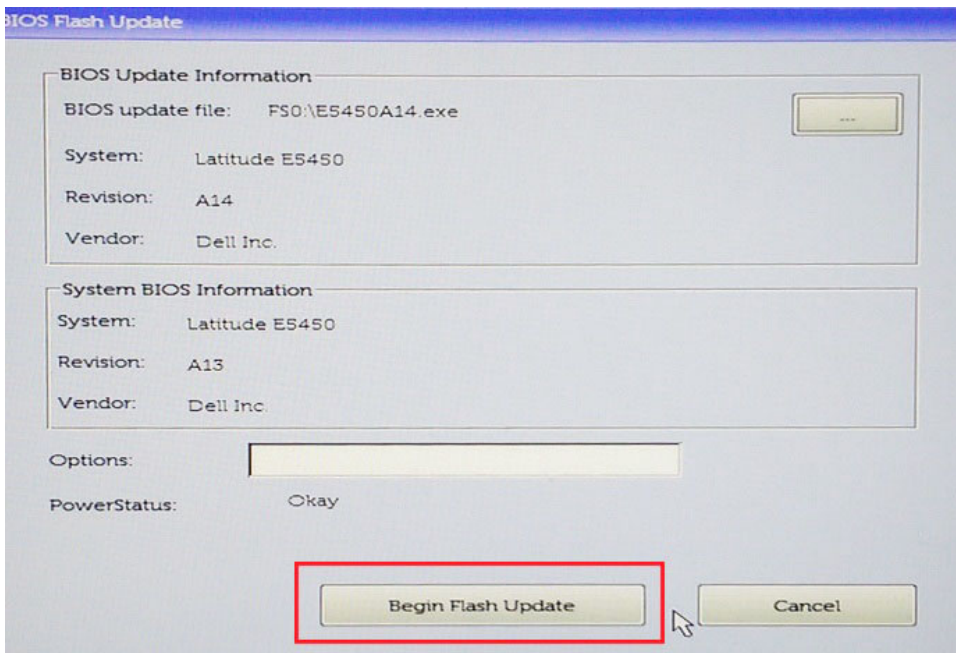
- 4 The E5450A14.exe file is shown as an example in the following screenshot. The actual file name may vary.



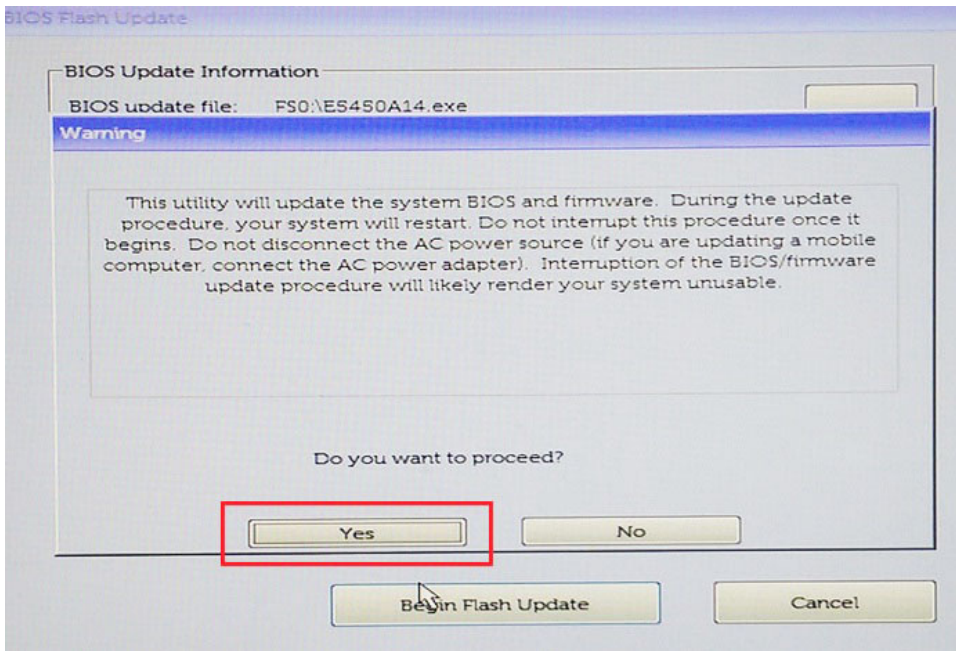
- 5 Once the file is selected, it will show in the file selection box and you can click the OK button to continue.



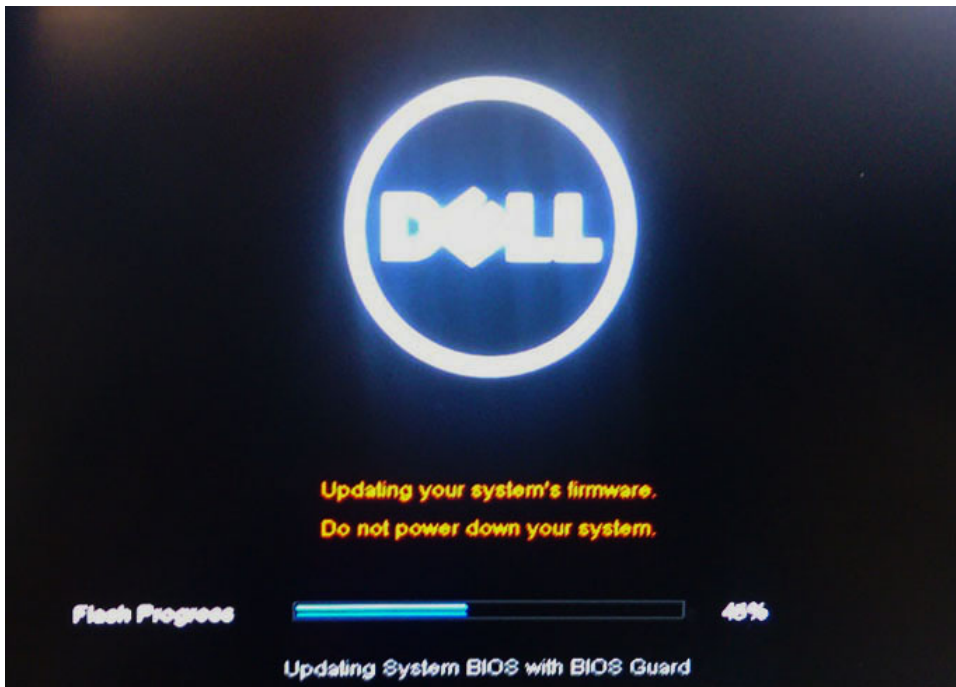
6 Click the **Begin Flash Update** button.



7 A warning box is displayed asking you if you want to proceed. Click the Yes button to begin the flash.



- 8 At this point the BIOS flash will execute, the system will reboot and then the BIOS flash will start and a progress bar will show the progress of the flash. Depending on the changes included in the update, the progress bar may go from zero to 100 multiple times and the flash process could take as long as 10 minutes. Generally this process takes two to three minutes.



- 9 Once complete, the system will reboot and the BIOS update process is completed.

Software

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

Topics:

- Supported operating systems
- Downloading drivers
- Chipset driver
- Video driver
- Audio driver
- Network driver
- USB driver
- Storage driver
- Other drivers

Supported operating systems

The topic lists the operating systems supported for Latitude 7480.

Table 15. Supported operating systems

Supported operating systems	Description
Windows 10	<ul style="list-style-type: none"> • Microsoft Windows 10 Pro 64-bit • Microsoft Windows 10 Home 64-bit
Other	<ul style="list-style-type: none"> • Ubuntu 16.04 LTS SP1 64-bit • NeoKylin v6.0 64-bit

Downloading drivers

- 1 Turn on the notebook.
- 2 Go to **Dell.com/support**.
- 3 Click **Product Support**, enter the Service Tag of your notebook, and then click **Submit**.

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

- 4 Click **Drivers and Downloads**.
- 5 Select the operating system installed on your notebook.
- 6 Scroll down the page and select the driver to install.
- 7 Click **Download File** to download the driver for your notebook.
- 8 After the download is complete, navigate to the folder where you saved the driver file.
- 9 Double-click the driver file icon and follow the instructions on the screen.

Chipset driver

Verify if the Intel chipset and Intel Management Engine Interface drivers are already installed in the system.



- System devices
 - ACPI Fixed Feature Button
 - ACPI Lid
 - ACPI Power Button
 - ACPI Processor Aggregator
 - ACPI Sleep Button
 - ACPI Thermal Zone
 - Charge Arbitration Driver
 - Composite Bus Enumerator
 - Dell Diag Control Device
 - Dell System Analyzer Control Device
 - Ethertronics Active Steering Driver
 - High precision event timer
 - Intel(R) Management Engine Interface
 - Intel(R) Power Engine Plug-in
 - Intel(R) Serial IO I2C Host Controller - 9D60
 - Intel(R) Serial IO I2C Host Controller - 9D61
 - Intel(R) Serial IO I2C Host Controller - 9D62
 - Intel(R) Serial IO I2C Host Controller - 9D63
 - Intel(R) Serial IO I2C Host Controller - 9D64
 - Intel(R) Smart Sound Technology (Intel(R) SST) Audio Controller
 - Intel(R) Smart Sound Technology (Intel(R) SST) OED
 - Intel(R) Xeon(R) E3 - 1200 v6/7th Gen Intel(R) Core(TM) Host Bridge/DRAM Registers - 5914
 - Legacy device
 - Microsoft ACPI-Compliant Embedded Controller
 - Microsoft ACPI-Compliant System
 - Microsoft System Management BIOS Driver
 - Microsoft UEFI-Compliant System
 - Microsoft Virtual Drive Enumerator
 - Microsoft Windows Management Interface for ACPI
 - Microsoft Windows Management Interface for ACPI
- Intel(R) Serial IO I2C Host Controller - 9D62
- Intel(R) Serial IO I2C Host Controller - 9D63
- Intel(R) Serial IO I2C Host Controller - 9D64
- Intel(R) Smart Sound Technology (Intel(R) SST) Audio Controller
- Intel(R) Smart Sound Technology (Intel(R) SST) OED
- Intel(R) Xeon(R) E3 - 1200 v6/7th Gen Intel(R) Core(TM) Host Bridge/DRAM Registers - 5914
- Legacy device
- Microsoft ACPI-Compliant Embedded Controller
- Microsoft ACPI-Compliant System
- Microsoft System Management BIOS Driver
- Microsoft UEFI-Compliant System
- Microsoft Virtual Drive Enumerator
- Microsoft Windows Management Interface for ACPI
- Microsoft Windows Management Interface for ACPI
- Mobile 6th/7th Generation Intel(R) Processor Family I/O PCI Express Root Port #1 - 9D10
- Mobile 6th/7th Generation Intel(R) Processor Family I/O PCI Express Root Port #3 - 9D12
- Mobile 6th/7th Generation Intel(R) Processor Family I/O PCI Express Root Port #5 - 9D14
- Mobile 6th/7th Generation Intel(R) Processor Family I/O PMC - 9D21
- Mobile 6th/7th Generation Intel(R) Processor Family I/O SMBUS - 9D23
- Mobile 6th/7th Generation Intel(R) Processor Family I/O Thermal subsystem - 9D31
- Mobile 7th Generation Intel(R) Processor Family I/O LPC Controller (U with iHDCCP2.2 Premium) - 9D4E
- NDIS Virtual Network Adapter Enumerator
- NFC USB Bus Driver
- PCI Express Root Complex
- Play and Play Software Device Enumerator

Video driver

Verify if the video driver is already installed in the system.

- Display adapters
 - Intel(R) UHD Graphics 620

Audio driver

Verify if audio drivers is already installed in the system.

- Sound, video and game controllers
 - Intel(R) Display Audio
 - Realtek Audio
- Audio inputs and outputs
 - Microphone Array (Realtek Audio)
 - Speakers / Headphones (Realtek Audio)

Network driver

This system comes with both LAN and WiFi drivers and is able to detect the LAN and WiFi without going through the drivers installation.

- Network adapters
 - Bluetooth Device (Personal Area Network)
 - Bluetooth Device (RFCOMM Protocol TDI)
 - Intel(R) Ethernet Connection (4) I219-LM
 - Qualcomm QCA61x4A 802.11ac Wireless Adapter
 - WAN Miniport (IKEv2)
 - WAN Miniport (IP)
 - WAN Miniport (IPv6)
 - WAN Miniport (L2TP)
 - WAN Miniport (Network Monitor)
 - WAN Miniport (PPPOE)
 - WAN Miniport (PPTP)
 - WAN Miniport (SSTP)

USB driver

Verify if the USB drivers are already installed in the system.

- Universal Serial Bus controllers
 - Intel(R) USB 3.0 eXtensible Host Controller - 1.0 (Microsoft)
 - UCSI USB Connector Manager
 - USB Composite Device
 - USB Composite Device
 - USB Root Hub (USB 3.0)

Storage driver

Verify if the storage controller drivers are installed in the system.



- Storage controllers
 - Intel(R) Chipset SATA/PCIe RST Premium Controller
 - Microsoft Storage Spaces Controller

- Disk drives
 - NVMe KXG50ZNV512G NVM

Other drivers

This section lists driver details for all the other components in the Device Manager.

Security device driver

Verify if the security device driver is installed in the system.

- Security devices
 - Trusted Platform Module 2.0

HID

Verify if the HID driver is installed in the system.

- Human Interface Devices
 - Converted Portable Device Control device
 - Dell Touchpad
 - HID-compliant consumer control device
 - HID-compliant system controller
 - HID-compliant touch pad
 - HID-compliant vendor-defined device
 - HID-compliant wireless radio controls
 - I2C HID Device
 - Intel(R) HID Event Filter
 - Microsoft Input Configuration Device
 - Portable Device Control device

Control Vault Device

Verify if the control vault device driver is installed in the system.

- ControlVault Device
 - Dell ControlVault w/ Fingerprint Touch Sensor

Proximity device

Verify if the proximity device driver is installed in the system.

- Proximity devices
 - NFC Proximity Provider

Smart card reader

Verify if the smart card reader drivers are installed in the system.

- Smart card readers
 - Microsoft Usbccid Smartcard Reader (WUDF)
 - Microsoft Usbccid Smartcard Reader (WUDF)

Biometric device

Verify if the Biometric device driver is installed in the system

- Biometric devices
 - Control Vault w/ Fingerprint Touch Sensor

Image device driver

Verify if the image device driver is installed in the system.

- Imaging devices
 - Integrated Webcam

Troubleshooting

Dell Enhanced Pre-Boot System Assessment — ePSA diagnostic 3.0

You can invoke the ePSA diagnostics by performing either of the following steps:

- Press the F12 key when the system boots and choosing **Diagnostics** option.
- Press Fn+PWR when the system boots.

For more details, see [Dell EPSA Diagnostic 3.0](#).

Real Time Clock reset

The Real Time Clock (RTC) reset function allows you or the service technician to recover the recently launched model Dell Latitude and Precision systems from select **No POST/No Boot/No Power** situations. You can initiate the RTC reset on the system from a power off state only if it is connected to AC power. Press and hold the power button for 25 seconds. The system RTC reset occurs after you release the power button.

NOTE: If AC power is disconnected from the system during the process or the power button is held longer than 40 seconds, the RTC reset process is aborted.

The RTC reset will reset the BIOS to Defaults, un-provision Intel vPro and reset the system date and time. The following items are unaffected by the RTC reset:

- Service Tag
- Asset Tag
- Ownership Tag
- Admin Password
- System Password
- HDD Password
- Key Databases
- System Logs

The following items may or may not reset based on your custom BIOS setting selections:

- The Boot List
- Enable Legacy OROMs
- Secure Boot Enable
- Allow BIOS Downgrade

Contacting Dell

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.

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

- 1 Go to **Dell.com/support**.
- 2 Select your support category.
- 3 Verify your country or region in the **Choose a Country/Region** drop-down list at the bottom of the page.
- 4 Select the appropriate service or support link based on your need.

