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Dell™ Inspiron™ 2600 and 2650

# Owner's Manual



# Hints, Notices, and Cautions



**HINT:** A HINT indicates important information that helps you make better use of your computer.



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



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

# Abbreviations and Acronyms

For a complete list of abbreviations and acronyms, see the Glossary in the *Tell Me How* help file. To access the help file, see page 50.

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**Model PP04L**

**November 2002**

**P/N 1H066**

**Rev. A02**

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## **CAUTION: Safety Instructions**

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

### **General**

- Do not attempt to service the computer yourself unless you are a trained service technician. Always follow installation instructions closely.
- If you use an extension power cable with your AC adapter, ensure that the total ampere rating of the products plugged in to the extension power cable does not exceed the ampere rating of the extension cable.
- Do not push objects into air vents or openings of your computer. Doing so can cause fire or electric shock by shorting out interior components.
- Do not store your computer in a low-airflow environment, such as a carrying case or a closed briefcase, while the computer is turned on. Restricting airflow can damage the computer or cause a fire.
- Keep your computer away from radiators and heat sources. Also, do not block cooling vents. Avoid placing loose papers underneath your computer; do not place your computer in a closed-in wall unit or on a bed, sofa, or rug.
- Place the AC adapter in a ventilated area, such as a desk top or on the floor, when you use it to run the computer or to charge the battery. Do not cover the AC adapter with papers or other items that will reduce cooling; also, do not use the AC adapter inside a carrying case.
- The AC adapter may become hot during normal operation of your computer. Use care when handling the adapter during or immediately after operation.
- Do not allow your portable computer to operate with the base resting directly on exposed skin for extended periods of time. The surface temperature of the base will rise during normal operation (particularly when AC power is present). Allowing sustained contact with exposed skin can cause discomfort or, eventually, a burn.
- Do not use your computer in a wet environment, for example, near a bath tub, sink, or swimming pool or in a wet basement
- If your computer includes an integrated or optional (PC Card) modem, disconnect the modem cable if an electrical storm is approaching to avoid the remote risk of electric shock from lightning via the telephone line.

## **CAUTION: Safety Instructions (*continued*)**

- To help avoid the potential hazard of electric shock, do not connect or disconnect any cables or perform maintenance or reconfiguration of this product during an electrical storm. Do not use your computer during an electrical storm unless all cables have been disconnected and the computer is operating on battery power.
- If your computer includes a modem, the cable used with the modem should be manufactured with a minimum wire size of 26 American wire gauge (AWG) and an FCC-compliant RJ-11 modular plug.
- Before you open the memory module/Mini PCI card/modem cover on the bottom of your computer, disconnect all cables from their electrical outlets and disconnect the telephone cable.
- If your computer has a modem RJ-11 connector and a network RJ-45 connector, insert the telephone cable into the RJ-11 connector, not the R-45 connector.
- PC Cards may become very warm during normal operation. Use care when removing PC Cards after their continuous operation.
- Before you clean your computer, disconnect the computer from the electrical outlet. Clean your computer with a soft cloth dampened with water. Do not use liquid or aerosol cleaners, which may contain flammable substances.

### **Power**

- Use only the Dell-provided AC adapter approved for use with this computer. Use of another AC adapter may cause a fire or explosion.
- Before you connect the computer to an electrical outlet, check the AC adapter voltage rating to ensure that the required voltage and frequency match the available power source.
- To remove the computer from all power sources, turn the computer off, remove the battery pack, and disconnect the AC adapter from the electrical outlet.
- To help prevent electric shock, plug the AC adapter and device power cables into properly grounded power sources. These power cables may be equipped with 3-prong plugs to provide an earth grounding connection. Do not use adapter plugs or remove the grounding prong from the power cable plug. If you use a power extension cable, use the appropriate type, 2-prong or 3-prong, to mate with the AC adapter power cable.
- Be sure that nothing rests on your AC adapter's power cable and that the cable is not located where it can be tripped over or stepped on.

## **CAUTION: Safety Instructions (*continued*)**

- If you are using a multiple-outlet power strip, use caution when plugging the AC adapter's power cable into the power strip. Some power strips may allow you to insert the plug incorrectly. Incorrect insertion of the power plug could result in permanent damage to your computer, as well as risk of electric shock and/or fire. Ensure that the ground prong of the power plug is inserted into the mating ground contact of the power strip.

### **Battery**

- Use only Dell™ battery modules that are approved for use with this computer. Use of other types may increase the risk of fire or explosion.
- Do not carry a battery pack in your pocket, purse, or other container where metal objects (such as car keys or paper clips) could short-circuit the battery terminals. The resulting excessive current flow can cause extremely high temperatures and may result in damage to the battery pack or cause fire or burns.
- The battery poses a burn hazard if you handle it improperly. Do not disassemble it. Handle a damaged or leaking battery pack with extreme care. If the battery is damaged, electrolyte may leak from the cells and may cause personal injury.
- Keep the battery away from children.
- Do not store or leave your computer or battery pack near a heat source such as a radiator, fireplace, stove, electric heater, or other heat-generating appliance or otherwise expose it to temperatures in excess of 60°C (140°F). When heated to excessive temperatures, battery cells could explode or vent, posing a risk of fire.
- Do not dispose of your computer's battery in a fire or with normal household waste. Battery cells may explode. Discard a used battery according to the manufacturer's instructions or contact your local waste disposal agency for disposal instructions. Dispose of a spent or damaged battery promptly.



## **CAUTION: Safety Instructions (*continued*)**

### **Air Travel**

- Certain Federal Aviation Administration regulations and/or airline-specific restrictions may apply to the operation of your Dell computer while you are on board an aircraft. For example, such regulations/restrictions may prohibit the use of any personal electronic device (PED) that has the capacity for intentional transmission of radio frequency or other electromagnetic signals while on an aircraft.
  - In order to best comply with all such restrictions, if your Dell portable computer is equipped with Dell TrueMobile™ or some other wireless communication device, please disable this device before you board the aircraft and follow all instructions provided by airline personnel with regard to such device.
  - Additionally, the use of any PED, such as a portable computer, may be prohibited in aircraft during certain critical phases of flight, for example, takeoff and landing. Some airlines may further define the critical flight phase as any time the aircraft is below 3050 m (10,000 ft). Please follow the airline's specific instructions as to when the use of a PED is allowed.

### **EMC Instructions**

Use shielded signal cables to ensure that you maintain the appropriate EMC classification for the intended environment. For parallel printers, a cable is available from Dell. If you prefer, you can order a cable from Dell at its worldwide website at [www.dell.com](http://www.dell.com).

Static electricity can harm electronic components inside your computer. To prevent static damage, discharge static electricity from your body before you touch any of your computer's electronic components, such as a memory module. You can do so by touching an unpainted metal surface on the computer's input/output panel.

# When Using Your Computer

Observe the following safe-handling guidelines to prevent damage to your computer:

- When setting up the computer for work, place it on a level surface.
- When traveling, do not check the computer as baggage. You can put your computer through an X-ray security machine, but never put your computer through a metal detector. If you have the computer checked by hand, be sure to have a charged battery available in case you are asked to turn on the computer.
- When traveling with the hard drive removed from the computer, wrap the drive in a nonconducting material, such as cloth or paper. If you have the drive checked by hand, be ready to install the drive in the computer. You can put the hard drive through an X-ray security machine, but never put the drive through a metal detector.
- When traveling, do not place the computer in overhead storage compartments where it could slide around. Do not drop your computer or subject it to other mechanical shocks.
- Protect your computer, battery, and hard drive from environmental hazards such as dirt, dust, food, liquids, temperature extremes, and overexposure to sunlight.
- When you move your computer between environments with very different temperature and/or humidity ranges, condensation may form on or within the computer. To avoid damaging the computer, allow sufficient time for the moisture to evaporate before using the computer.



**NOTICE:** When taking the computer from low-temperature conditions into a warmer environment or from high-temperature conditions into a cooler environment, allow the computer to acclimate to room temperature before turning on power.

- When you disconnect a cable, pull on its connector or on its strain-relief loop, not on the cable itself. As you pull out the connector, keep it evenly aligned to avoid bending any connector pins. Also, before you connect a cable make sure both connectors are correctly oriented and aligned.
- Handle components with care. Hold a component such as a memory module by its edges, not its pins.
- When preparing to remove a memory module from the system board or disconnect a device from the computer, turn off the computer, disconnect the AC adapter cable, and then wait 5 seconds before proceeding to help avoid possible damage to the system board.

## When Using Your Computer (*continued*)

- Clean the display with a soft, clean cloth and water. Apply the water to the cloth; then stroke the cloth across the display in one direction, moving from the top of the display to the bottom. Remove moisture from the display quickly and keep the display dry. Long-term exposure to moisture can damage the display. *Do not* use a commercial window cleaner to clean your display.
- If your computer gets wet or is damaged, follow the procedures described in "If Your Computer Gets Wet" on page 65. If, after following these procedures, you confirm that your computer is not operating properly, contact Dell (see page 100 for the appropriate contact information).

### Ergonomic Computing Habits



**CAUTION:** Improper or prolonged keyboard use may result in injury.



**CAUTION:** Viewing the display or external monitor screen for extended periods of time may result in eye strain.

For comfort and efficiency, observe the ergonomic guidelines in the *Tell Me How* help file when setting up and using your computer. To access the *Tell Me How*, see page 50.

This portable computer is not designed for continuous operation as office equipment. For extended use in an office, Dell recommends that you connect an external monitor and an external keyboard.

### When Working Inside Your Computer

Before removing or installing memory modules, Mini PCI cards, or modems, perform the following steps in the sequence indicated.



**NOTICE:** The only time you should ever access the inside of your computer is when you are installing memory modules, a Mini PCI card, or a modem.



**NOTICE:** Wait 5 seconds after turning off the computer before disconnecting a device or removing a memory module, Mini PCI card, or modem to help prevent possible damage to the system board.

- 1 Shut down your computer and turn off any attached devices.
- 2 Disconnect your computer and devices from electrical outlets to reduce the potential for personal injury or shock. Also, disconnect any telephone or telecommunication lines from the computer.
- 3 Remove the main battery from the battery bay and, if necessary, the secondary battery from the module bay.

## When Using Your Computer (*continued*)

- 4 Ground yourself by touching the unpainted metal surface of the I/O panel on the back of the computer.

While you work, periodically touch the I/O panel to dissipate any static electricity that might harm internal components.

### Protecting Against Electrostatic Discharge

Static electricity can harm electronic components inside your computer. To prevent static damage, discharge static electricity from your body before you touch any of your computer's electronic components, such as a memory module. You can do so by touching an unpainted metal surface on the computer's I/O panel.

As you continue to work inside the computer, periodically touch an I/O connector to remove any static charge your body may have accumulated.

You can also take the following steps to prevent damage from electrostatic discharge (ESD):

- When unpacking a static-sensitive component from its shipping carton, do not remove the component from the antistatic packing material until you are ready to install the component. Just before unwrapping the antistatic packaging, be sure to discharge static electricity from your body.
- When transporting a sensitive component, first place it in an antistatic container or packaging.
- Handle all sensitive components in a static-safe area. If possible, use antistatic floor pads and workbench pads.



### Battery Disposal

Your computer uses an lithium-ion battery and a coin cell battery. For instructions about replacing the lithium-ion battery in your computer, refer to the section about replacing the battery in your Dell computer documentation. The coin-cell battery is a long-life battery, and it is very possible that you will never need to replace it. However, should you need to replace it, the procedure must be performed by an authorized service technician.

Do not dispose of the battery along with household waste. Contact your local waste disposal agency for the address of the nearest battery deposit site.



SECTION 1

# Setting Up and Using Your Computer

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A Tour of Your Computer

Setting Up a Printer

Transferring Information to a New Computer

Setting Up a Home and Office Network

Connecting to the Internet

Copying CDs

Turning On Your Computer

Turning Off Your Computer

Logging Off

Using a Keyboard and Touchpad

Power Protection Devices

# A Tour of Your Computer

## Front View



1	display latch	7	device status lights
2	display	8	hard drive
3	Dell™ AccessDirect™ button	9	speaker
4	keyboard status lights	10	keyboard
5	touch pad	11	power button
6	touch pad buttons		

**DISPLAY LATCH** — Keeps the display closed.

**DISPLAY** — For more information on using your color display, see the *Tell Me How* help file. To access the help file, see page 50.

**DELL ACCESSDIRECT BUTTON** — Press this button to launch support and educational resources that Dell has installed on your computer.





**KEYBOARD STATUS LIGHTS** — The green lights located above the keyboard indicate the following:



Turns on when the numeric keypad is enabled



Turns on when the uppercase letter function is enabled



Turns on when the scroll lock function is enabled

---




**TOUCH PAD** — Touch pad and touch pad buttons provide the functionality of a mouse. See page 43 for more information.

**TOUCH PAD BUTTONS** — Touch pad buttons provide the functionality of a mouse. See page 42 for more information.



## DEVICE STATUS LIGHTS

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 Turns on when you turn on the computer or flashes when the computer is in standby mode.

---


 Turns on when the computer reads or writes data.

 **NOTICE:** To avoid loss of data, never turn off the computer while the  light is flashing.


---

 Turns on steadily or blinks to indicate battery charge status.

---

If the computer is connected to an electrical outlet, the  light operates as follows:

- Solid green: The battery is fully charged.
- Flashing green: The battery is charging.


If the computer is running on a battery, the  light operates as follows:

- Off: The battery is adequately charged (or the computer is turned off).
- Flashing orange: The battery charge is low.
- Solid orange: The battery charge is critically low.



**HARD DRIVE** — Stores software and data.

**SPEAKERS** — To adjust the volume of the integrated speakers, press volume control keyboard shortcuts. For more information, see page 41.

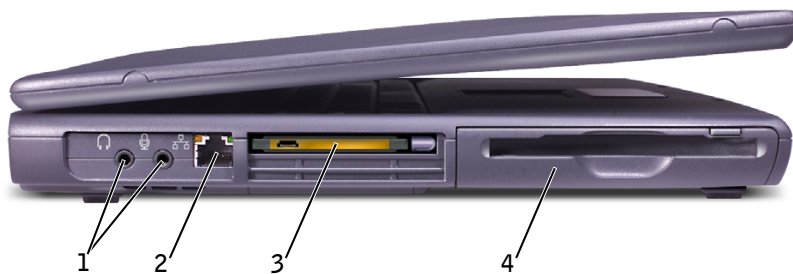
**KEYBOARD** — The keyboard includes a numeric keypad as well as the Microsoft® Windows® logo key . For information on supported keyboard shortcuts, see page 41.

**POWER BUTTON** — Press the power button to turn on the computer or to enter standby mode.

**NOTICE:** To avoid losing data, turn off your computer by performing a Windows shutdown (see page 37) rather than by pressing the power button.


If the computer stops responding, press and hold the power button until the computer turns off completely (which may take several seconds).


## Left Side View



- |   |                      |
|---|----------------------|
| 1 | audio connectors (2) |
| 2 | network connector    |
| 3 | PC Card slot         |
| 4 | floppy drive         |

## AUDIO CONNECTORS

Attach headphones or speakers to the  connector.

Attach a microphone to the  connector.



## NETWORK CONNECTOR

**NOTICE:** The network connector is slightly larger than the modem connector. To avoid damaging the computer, do not plug a telephone line into the network connector.



Connects the computer to a network. The lights next to the connector indicate activity for both wired and wireless network communications.

For information on using the network adapter, see the online network adapter documentation supplied with your computer. To access device user's guides, see the *Tell Me How* help file. To access the help file, see page 50.

**HINT:** The network connector is slightly larger than the modem connector. Do not plug a telephone line into the network connector.

**PC CARD SLOT** — Supports one PC Card, such as a modem or network adapter. Has two connectors that support various types of PC Cards, including modems and network adapters. The computer ships with a plastic blank installed in the slot. For more information, see the *Tell Me How* help file. To access the help file, see page 50.

**FLOPPY DRIVE** — Reads and writes data to floppy disks.

## Right Side View



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1 security cable slot

---

2 fixed optical drive

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**SECURITY CABLE SLOT** — Lets you attach a commercially available antitheft device to the computer. For more information, see the instructions included with the device.



**NOTICE:** Before you buy an antitheft device, ensure that it will work with the security cable slot.

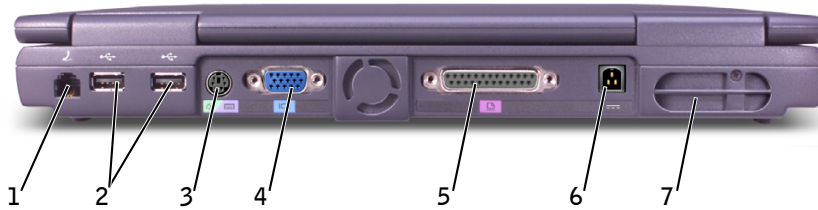


**FIXED OPTICAL DRIVE** — Accommodates a CD drive, DVD drive, CD-RW drive, or CD-RW/DVD combo drive.

## Back View

**NOTICE:** To avoid damaging the computer, wait 5 seconds after turning off the computer before you disconnect an external device.

**CAUTION:** Do not block, push objects into, or allow dust to accumulate in the air vents. Doing so can damage the computer or cause a fire.



1	modem connector	5	parallel connector
2	USB connectors (2)	6	AC adapter connector
3	PS/2 connector	7	air vent
4	video connector		

### MODEM CONNECTOR

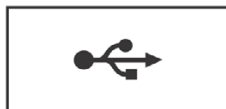


Connect the telephone line to the modem connector.

For information on using the modem, see the online modem documentation supplied with your computer. To access device user's guides, see the *Tell Me How* help file. To access the help file, see page 50.

## USB CONNECTORS

---



Connects USB devices, such as a mouse, keyboard, or printer.

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## PS/2 CONNECTOR

---



**HINT:** You can use the integrated keyboard and an external keyboard at the same time. When you attach a PS/2 keyboard or PS/2 numeric keypad, the integrated keypad is disabled.



Connects PS/2-compatible devices, such as a mouse, keyboard, or external numeric keypad.

Shut down the computer before attaching or removing a PS/2-compatible device. If the device does not work, install the device drivers from the floppy disk or CD that came with the device, and restart the computer.

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## VIDEO CONNECTOR

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Connects an external monitor. For more information, see the *Tell Me How* help file. To access the help file, see page 50.

---

## PARALLEL CONNECTOR

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Connects a parallel device, such as a printer.

---

**AC ADAPTER CONNECTOR** — Attach an AC adapter to the computer. You can connect the AC adapter with your computer turned either on or off.



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

**➔ NOTICE:** When you disconnect the AC adapter from the computer, grasp the connector, not the cable itself, and pull firmly but gently to avoid damaging the cable.



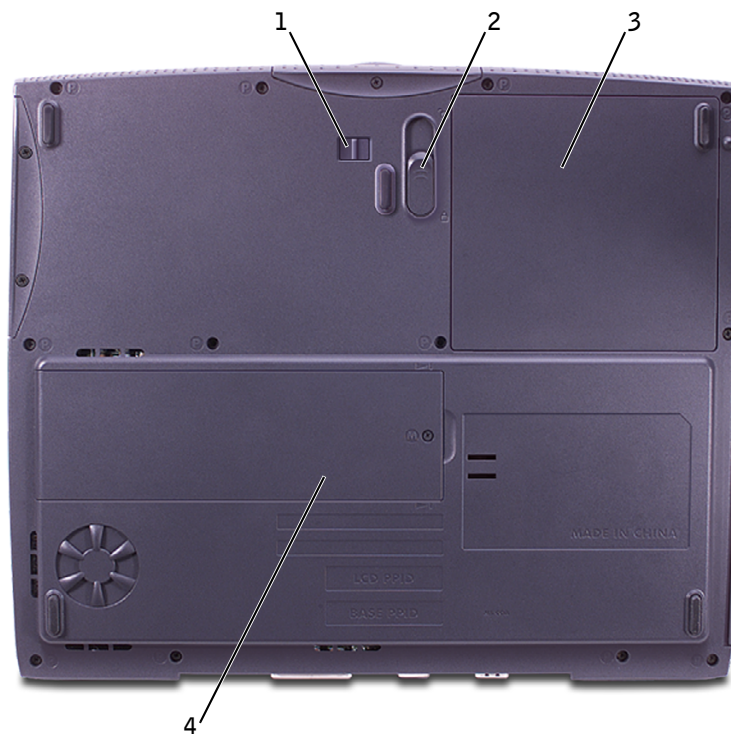
**AIR VENTS** — The computer uses an internal fan to create airflow through the vents, which prevents the computer from overheating.

**⚠ CAUTION:** Do not block, push objects into, or allow dust to accumulate in the air vents. Do not store your computer in a low-airflow environment, such as a closed briefcase, while it is running. Restricting the airflow can damage the computer or cause a fire.

**📌 HINT:** The computer turns on the fans when the computer gets hot. Fan noise is normal and does not indicate a problem with the fans or the computer.



## Bottom View



- |   |                       |
|---|-----------------------|
| 1 | battery lock          |
| 2 | battery release latch |
| 3 | battery               |
| 4 | memory module cover   |


**BATTERY LOCK** — Secures the battery.

**BATTERY RELEASE LATCH** — Press a release latch to remove the battery.

**BATTERY** — When a battery is installed, you can use the computer without connecting it to an electrical outlet. For more information, see the *Tell Me How* help file. To access the help file, see page 50.

**MEMORY MODULE COVER** — Contains the memory module(s). See page 79.

# Setting Up a Printer

 **NOTICE:** Complete the operating system setup before you connect a printer to the computer.

See the documentation that came with the printer for setup information, including how to:


- Obtain and install updated drivers.
- Connect the printer to the computer.
- Load paper and install the toner or ink cartridge
- Contact the printer manufacturer for technical assistance

## Printer Cable

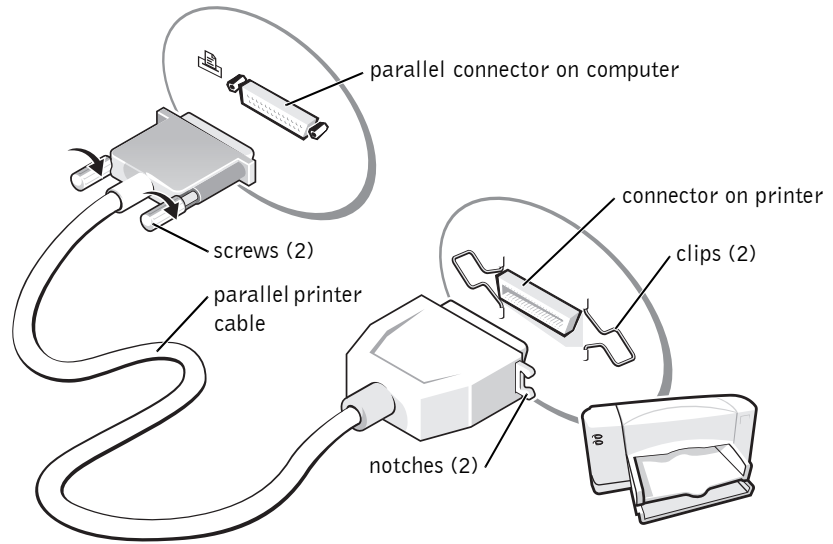
Your printer connects to your computer with either a USB cable or a parallel cable. Your printer may not come with a printer cable, so if you purchase a cable separately, ensure that it is compatible with your printer. If you purchased a printer cable at the same time you purchased your computer, the cable may arrive in the computer box.

## Connecting a Parallel Printer

- 1 Complete the operating system setup, if you have not already done so.
- 2 Turn off the computer (see page 37).


 **NOTICE:** For best results, use a 3-m (10-ft) or shorter parallel cable.

- 3 Attach the parallel printer cable to the parallel connector on the computer and tighten the two screws. Attach the cable to the connector on the printer and snap the two clips into the two notches.

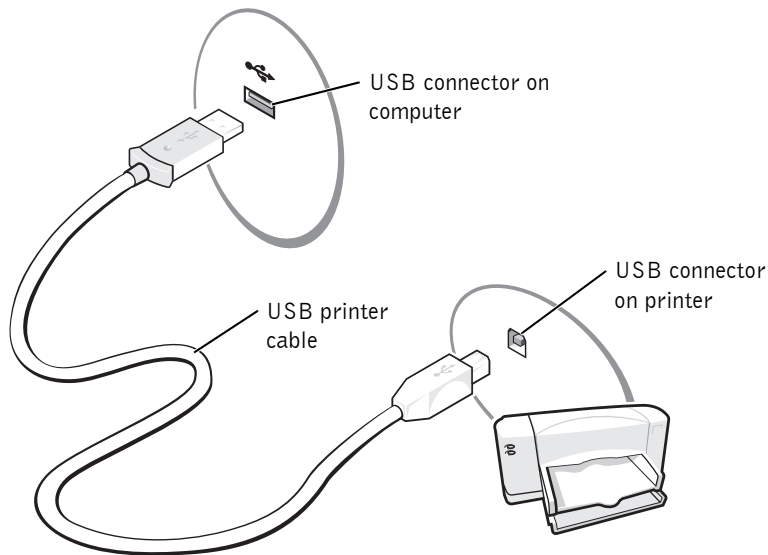


- 4 Turn on the printer and then turn on the computer. If the **Add New Hardware Wizard** window appears, click **Cancel**.
- 5 Install the printer driver if necessary. See the documentation that came with your printer.

### Connecting a USB Printer

 **HINT:** You can connect USB devices while the computer is turned on.

- 1 Complete the operating system setup if you have not already done so.
- 2 Install the printer driver if necessary. See the documentation that came with your printer.
- 3 Attach the USB printer cable to the USB connectors on the computer and the printer. The USB connectors fit only one way.



## Transferring Information to a New Computer

Windows XP provides a **Files and Settings Transfer Wizard** to move data such as e-mails, window sizes, toolbar settings, and Internet bookmarks, from one computer to another. First you collect the data from the source computer, and then you import the data to the new computer.

If the source computer uses another Windows operating system, you can launch the wizard from the Windows XP *Operating System* CD or from a floppy disk created on a computer that is running Windows XP. You can transfer the data to the new computer over a network or you can store it on a removable medium, such as a floppy disk or a writable CD.


- 1 Click the **Start** button, point to **All Programs**→ **Accessories**→ **System**→ **Tools**, and then click **Files and Settings Transfer Wizard**.
- 2 On the welcome screen, click **Next**.


- 3 On the **Which computer is this?** screen, select **New Computer**, and then click **Next**.
- 4 Follow the instructions on the screen.

## Setting Up a Home and Office Network

Windows XP provides a **Network Setup Wizard** to guide you through the process of sharing files, printers, or an Internet connection between computers in a home or small office.

- 1 Click the **Start** button, point to **All Programs**→**Accessories**→**Communications**, and then click **Network Setup Wizard**.
- 2 On the welcome screen, click **Next**.
- 3 Click **checklist for creating a network**.
- 4 Complete the checklist and required preparations, and then return to the **Network Setup Wizard**.
- 5 Follow the instructions on the screen.

 **HINT:** Selecting the **This computer connects directly to the Internet** connection method enables the integrated firewall provided with Windows XP.

 **HINT:** ISPs and ISP offerings vary by country.

## Connecting to the Internet

To connect to the Internet, you need a modem or network connection and an Internet service provider (ISP), such as AOL or MSN. Your ISP will offer one or more of the following Internet connection options:

- Dial-up connections that provide Internet access through a phone line. Dial-up connections are considerably slower than DSL and cable modem connections.
- DSL connections that provide high-speed Internet access through your existing phone line. With a DSL connection, you can access the Internet and use your phone on the same line simultaneously.
- Cable modem connections that provide high-speed Internet access through your local cable TV line.

If you are using a dial-up connection, connect a telephone line to the modem connector on your computer and to the telephone wall jack before you set up your Internet connection. If you are using a DSL or cable modem connection, contact your ISP for setup instructions.

## Setting Up Your Internet Connection

To set up an AOL or MSN connection:

- 1 Save and close any open files, and exit any open programs.
- 2 Double-click the **MSN Explorer** or **AOL** icon on the Windows® desktop.
- 3 Follow the instructions on the screen to complete the setup.

If you do not have an **MSN Explorer** or **AOL** icon on your desktop or if you want to set up an Internet connection with a different ISP:

- 1 Save and close any open files, and exit any open programs.
- 2 Click the **Start** button and click **Internet Explorer**.  
The **New Connection Wizard** appears.
- 3 Click **Connect to the Internet**.
- 4 In the next window, click the appropriate option:
  - If you do not have an ISP and want to select one, click **Choose from a list of Internet service providers (ISPs)**.
  - If you have already obtained setup information from your ISP but you did not receive a setup CD, click **Set up my connection manually**.
  - If you have a CD, click **Use the CD I got from an ISP**.

- 5 Click **Next**.


If you selected **Set up my connection manually**, continue to step 6. Otherwise, follow the instructions on the screen to complete the setup.


- 6 Click the appropriate option under **How do you want to connect to the Internet?**, and then click **Next**.
- 7 Use the setup information provided by your ISP to complete the setup.


If you are having problems connecting to the Internet, see page 56. If you cannot connect to the Internet but have successfully connected in the past, the ISP might have a service outage. Contact your ISP to check the service status, or try connecting again later.



**HINT:** If you do not know which type of connection to select, contact your ISP.

 **HINT:** Ensure that you follow all copyright laws when you create CDs.

 **HINT:** The information in this section also applies to using Easy CD Creator Basic with a DVD+RW or a DVD+R drive.

 **HINT:** Some music and game CDs are copy-protected. If you have a CD that cannot be copied, you must use the original CD for everyday use.

## Copying CDs

This section applies only to computers that have a CD- or DVD-recording device.

The information in this section is based on the Roxio Easy CD Creator Basic documentation that came with your computer. See the following section, "Using Easy CD Creator Basic," for instructions on how to locate that documentation.

To burn CDs, you need to use CD-burner software. Roxio Easy CD Creator Basic is your computer's CD-burner software. The software includes the following project programs that enable you to record specialty CDs for different types of uses:

- DirectCD allows you to format a blank CD-R or CD-RW disc so that you can use Microsoft® Windows® Explorer to drag and drop data files to the CD-RW drive. You can use a DirectCD-formatted CD-RW disc like another hard drive on your computer because CD-RW discs are fully rewritable (CD-R discs can be used with DirectCD, but that media type has overwriting limitations—see "Using Blank CD-R Discs or Blank CD-RW Discs" for recording media differences).
- MusicCD allows you to burn custom music CDs.
- DataCD allows you to copy a variety of your documents, such as spreadsheet or accounting files, to a CD for permanent storage.
- Disc Copier allows you to make a backup copy of almost any type of CD. This program allows you to make a copy of a CD for everyday use so that you can archive and save the original copy. (Disc Copier is titled "CD Copier" in some versions of Roxio CD Creator Basic.)

All four project programs are available on the Easy CD Creator Basic **Select a Project** menu screen. To view the **Select a Project** menu screen, click the **Start** button, point to **All Programs**→**Roxio Easy CD Creator**, and then click **Project Selector**.

## Using Easy CD Creator Basic

See the Easy CD Creator Basic documentation for instructions on how to use the program, information about different recording techniques, and CD media limitations. The Easy CD Creator Basic documentation is located in the Microsoft® Windows® XP Help and Support Center (see page 50). The documentation is also provided on the Roxio reinstallation CD, which is included with your computer. Each Easy CD Creator Basic project program also has thorough online help files.

## Using Blank CD-R Discs or Blank CD-RW Discs

Your CD-RW drive writes to two different types of recording media—CD-R and CD-RW discs. Use blank CD-R (CD-Recordable) disks to record music or permanently store data files. After creating a CD-R disc, you cannot write to that disc again without changing your method of recording (see the Roxio documentation for more information). Use blank CD-RW (CD-ReWritable) discs when you want to write, erase, rewrite, and update your files onto CDs.

## Helpful Tips

- You must use the Easy CD Creator Basic project programs to copy and record all music and data CDs. You can use Windows Explorer to drag and drop files to a CD-R or CD-RW disc only after you first use DirectCD to format the disc.
- You must use CD-R discs to burn music CDs that you want to play in regular stereos. CD-RW discs do not play in most home or car stereos.
- If you want to copy files from the Internet or files from a floppy or Zip drive, copy those files to your hard drive first, and then burn your CD. Your CD-RW drive requires a steady stream of data to properly record. Direct Internet downloads, floppy drives, and Zip drives may not be able to provide a steady data stream to your CD-RW drive.
- Music MP3 files can be played only on MP3 players or on computers that have MP3 software installed.
- Ensure that you set the sampling rate to at least 128 Kbps when you burn MP3 files to a CD. Otherwise, recording errors may occur.



- Do not burn a blank CD-R or CD-RW disc to its maximum capacity; for example, do not copy a 650-MB file to a 650-MB blank CD. The CD-RW drive needs 1 or 2 MB of the blank CD to finalize the recording.
- Use a blank CD-RW disc to practice CD recording until you are familiar with CD recording techniques. If you make a mistake, you can erase the CD-RW disc and try again. You can also use blank CD-RW discs to test music file projects before you record the project permanently to a blank CD-R disc.
- See the Roxio support website at [support.roxio.com](http://support.roxio.com) for additional helpful tips.

## How to Copy a CD

The procedure assumes that your computer is equipped with a single CD-RW drive (without an additional CD drive). If your computer is equipped with both types of drives, see the Roxio documentation for instructions on how to copy CDs from a CD drive to a CD-RW drive.

- 1 Click the **Start** button, point to **All Programs**→ **Roxio Easy CD Creator**, and then click **Project Selector**.

The **Select a Project** window appears.

- 2 Click **Disc Copier**. (Disc Copier is titled "CD Copier" in some versions of Easy CD Creator Basic.)

The **Disc Copier** window appears and displays your CD-RW drive in the **Copy from** and the **Record to** lists.

- 3 Insert the source CD that you want to copy into the CD-RW drive.

The Disc Copier project program briefly checks the source CD in the CD-RW drive to ensure that it is a readable CD.

- 4 Click **Copy**.


Depending on the size of the files that are being copied, the copy process may take a few minutes.

- 5 After the source CD is copied, remove the source CD from the CD-RW drive tray.

The CD-RW drive tray opens automatically after the source CD is copied.

 **HINT:** If you have a DVD/CD-RW combo drive and you experience recording problems, first check for available software patches at the Dell Support website at [support.dell.com](http://support.dell.com) and if necessary, the Roxio support website at [support.roxio.com](http://support.roxio.com).

- 6 Insert a blank CD into the CD-RW drive and close the tray.  
The recording starts automatically.
- 7 After the recording completes, click OK.


 **HINT:** You must use CD-R discs to burn music CDs that you want to play in regular stereos. CD-RW discs do not play in most home or car stereos.

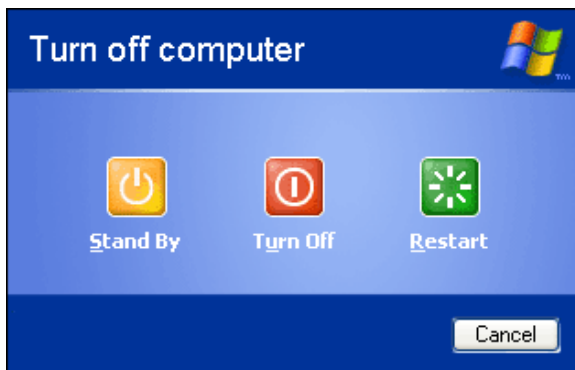
## Turning On Your Computer

Press the power button (labeled ) to turn on the computer.

## Turning Off Your Computer

- ➔ **NOTICE:** To avoid losing data, turn off your computer by performing a Microsoft® Windows® operating system shutdown, as described next, rather than by pressing the power button.
- 1 Save and close any open files, exit any open programs, click the **Start** button, and then click **Turn Off Computer**.
- 2 In the **Turn off computer** window, click **Turn off**. The computer turns off after the shutdown process finishes.

 **HINT:** As an alternative to turning off your computer, you can set your computer to enter standby or hibernate mode.





**HINT:** Fast User Switching is unavailable if the computer is running Windows XP Professional and is a member of a computer domain, or if the computer has less than 128 MB of memory.

## Logging Off

Windows XP allows multiple users to access a single computer with their own settings. Each user can enter a password to restrict access to their settings and files, and each user can log off without turning off the computer. To log off the computer:

- 1 Save and close any open files, exit any open programs, click the **Start** button, and then click **Log Off**.
- 2 In the **Log Off Windows** window, click **Log Off**.

## Fast User Switching

Fast User Switching allows multiple users to access one computer without requiring the previous user to log off.

- 1 Click the **Start** button and click **Log Off**.
- 2 In the **Log Off Windows** window, click **Switch User**.

When you use Fast User Switching, programs that previous users were using remain running in the background, so you might experience slower computer activity. Also, multimedia programs, such as games and DVD software, might not work with Fast User Switching.

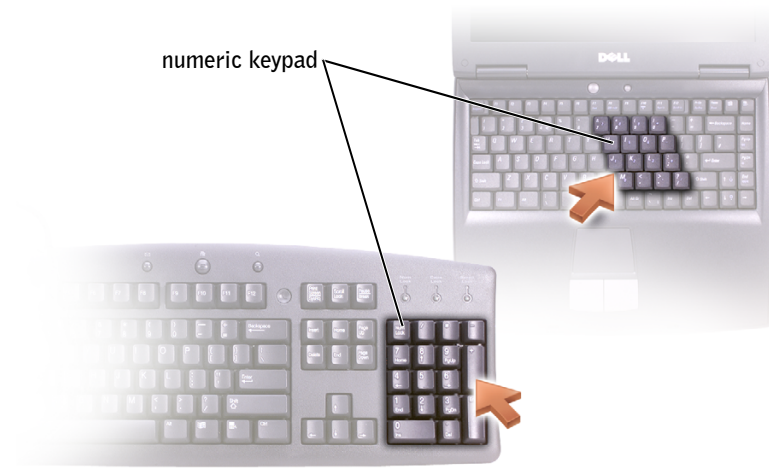
# Using the Keyboard and Touchpad

## Dell™ AccessDirect™ Buttons




Press this button to launch a frequently used program, such as support and educational tools or your default Internet browser.

## Numeric Keypad



**HINT:** When you connect an external PS/2 keyboard or PS/2 keypad to the computer, the integrated keypad is disabled.

The numeric keypad functions like the numeric keypad on an external keyboard. Each key on the keypad has multiple functions. The keypad numbers and symbols are marked in blue on the right of the keypad keys.

- To enable and disable the numeric keypad, press **Fn** **F11 Num Lk**. The  light indicates that the keypad is active.
- To disable the numeric keypad, press **Fn** **F11 Num Lk** again.
- To use the other function of a dual-function key when the numeric keypad is enabled, press **Fn** and the desired key.








To use the uppercase letter or the shift function of the key, press

**Fn** **↑ Shift** and the desired key.

## Keyboard Shortcuts

### System Functions







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			Opens the <b>Task Manager</b> window
			Enables and disables the numeric keypad
			Enables and disables the scroll lock

---

### Display Functions



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		Switches the video image to the next display option. The options include the integrated display, an external monitor, and both displays simultaneously.
		Increases brightness on the integrated display only (not on an external monitor).
		Decreases brightness on the integrated display only (not on an external monitor).

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



### Power Management

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














		Activates a power management mode. You can reprogram this keyboard shortcut to activate a different power management mode using the <b>Advanced</b> tab in the <b>Power Options Properties</b> window.
---	---	--

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## Speaker Functions

 	Increases the volume of the integrated speakers and external speakers, if attached
 	Decreases the volume of the integrated speakers and external speakers, if attached
 	Enables and disables the integrated speakers and external speakers, if attached

## Microsoft® Windows® Logo Key Functions

 	Minimizes all open windows
  	Maximizes all windows
 	Runs Windows Explorer
 	Opens the <b>Run</b> dialog box
 	Opens the <b>Search Results</b> dialog box
  	Opens the <b>Search Results-Computer</b> dialog box (if the computer is connected to a network)
 	Opens the <b>System Properties</b> dialog box

To adjust keyboard operation, such as the character repeat rate, open the Control Panel and click **Printers and Other Hardware**.

## Touch Pad

The touch pad detects the pressure and movement of your finger to allow you to move the cursor on the display. Use the touch pad and touch pad buttons as you would use a mouse.



- To move the cursor, lightly slide your finger over the touch pad.
- To select an object, lightly tap once on the surface of the touch pad or use your thumb to press the left touch-pad button.
- To select and move (or drag) an object, position the cursor on the object and tap down-up-down on the touch pad. On the second down motion, leave your finger on the touch pad and move the selected object by sliding your finger across the surface.
- To double-click an object, position the cursor on the object and tap twice on the touch pad or use your thumb to press the left touch-pad button twice.

### **Customizing the Touch Pad**

You can use the **Mouse Properties** window to disable the touch pad or adjust its settings.

- 1** Open the Control Panel and double-click the **Mouse** icon.
- 2** Click **Printers and Other Hardware** and click **Mouse**.



- 3 In the **Mouse Properties** window, click the **Touch** tab (or the tab for the touch pad).

*To disable the touch pad or mouse, highlight the device and click **Disable**. (If your computer is docked and connected to a PS/2 mouse, the touch pad may already be disabled.)*

*To change the touch pad or mouse settings, highlight the device, click **Settings**, select the desired setting(s), and then click **Apply**.*

- 4 Click **OK** to save the settings and close the window, and then click **OK** again to exit the **Mouse Properties** window.

## Power Protection Devices

Several devices are available to protect against power fluctuations and failures:

- Surge protectors
- Line conditioners
- Uninterruptible power supplies (UPS)


### Surge Protectors

Surge protectors and power strips equipped with surge protection help to prevent damage to your computer from voltage spikes that can occur during electrical storms or following power interruptions. The level of protection is usually commensurate with the cost of the surge protector. Some surge protector manufacturers include warranty coverage for certain types of damage. Carefully read the device warranty when choosing a surge protector. A device with a higher joule rating offers more protection. Compare joule ratings to determine the relative effectiveness of different devices.




**NOTICE:** Most surge protectors do not protect against power fluctuations or power interruptions caused by nearby lightning strikes. When lightning occurs in your area, disconnect the telephone line from the telephone wall jack and disconnect your computer from the electrical outlet.

Many surge protectors have a telephone jack for modem protection. See the surge protector documentation for modem connection instructions.


 **NOTICE:** Not all surge protectors offer network adapter protection. Disconnect the network cable from the network wall jack during electrical storms.

## Line Conditioners


 **NOTICE:** Line conditioners do not protect against power interruptions.

Line conditioners are designed to maintain AC voltage at a fairly constant level.

## Uninterruptible Power Supplies

 **NOTICE:** Loss of power while data is being saved to the hard drive may result in data loss or file damage.

A UPS protects against power fluctuations and interruptions. UPS devices contain a battery that provides temporary power to connected devices when AC power is interrupted. The battery charges while AC power is available. See the UPS manufacturer documentation for information on battery operating time and to ensure that the device is approved by Underwriters Laboratories (UL).

 **HINT:** To ensure maximum battery operating time, connect only your computer to a UPS. Connect other devices, such as a printer, to a separate power strip that provides surge protection.



## SECTION 2


# Solving Problems

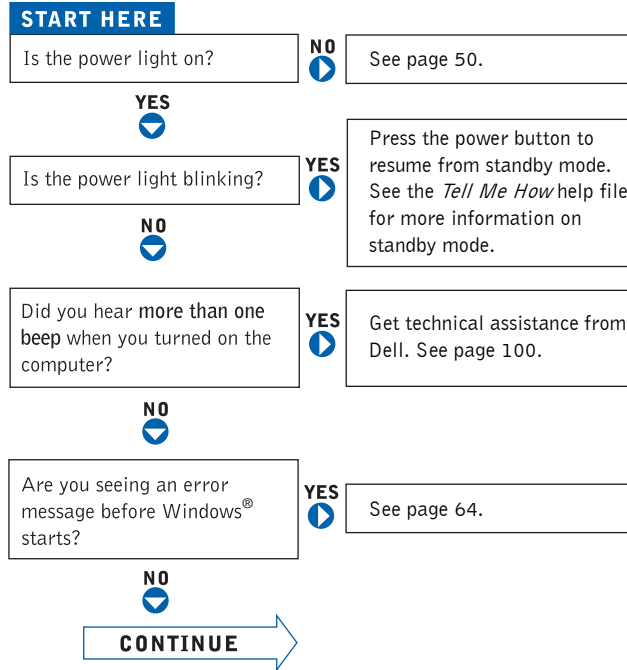
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- Finding Solutions
- Accessing Help
- Power Problems
- Error Messages
- Video and Display Problems
- Sound and Speaker Problems
- Printer Problems
- Modem and Internet Connection Problems
- Scanner Problems
- PC Card Problems
- Touch Pad or Mouse Problems
- External Keyboard Problems
- Unexpected Characters
- Drive Problems
- Network Problems
- General Program Problems
- E-Mail Problems
- If Your Computer Gets Wet
- If You Drop or Damage Your Computer
- Resolving Other Technical Problems
- Reinstalling Drivers and Utilities
- Resolving Software and Hardware Incompatibilities
- Using System Restore
- Reinstalling Microsoft® Windows® XP

# Finding Solutions

Sometimes it's difficult to figure out where to go for answers. Use this chart to quickly find the answers to your questions.

 **HINT:** If you have a problem with an external device, see the device documentation or contact the manufacturer.



Are you having a problem with...

**NO**  
▼



video or the display?

**YES**  
▶

See page 52

sound or the speakers?

**YES**  
▶

See page 54.

the printer?

**YES**  
▶

See page 55.

the modem?

**YES**  
▶

See page 31.

the scanner?

**YES**  
▶

See page 58.

the touch pad?

**YES**  
▶

See page 59.

the external keyboard?

**YES**  
▶

See page 59.

unexpected characters?

**YES**  
▶

See page 60.

the hard drive or a disk drive?

**YES**  
▶

See page 60.

the network adapter?

**YES**  
▶

See page 63.

Windows error messages?

**YES**  
▶

See page 64.

a program?

**YES**  
▶

See page 64.

the Internet?

**YES**  
▶

See page 65.

your e-mail?

**YES**  
▶

See page 65.

Are you having some other type of problem?

**YES**  
▶

See page 64.

## Accessing Help

### TO ACCESS THE *Tell Me How* HELP FILE

- 1 Click the **Start** button and then click **Help and Support**.
- 2 Click **User and system guides** and then click **User's guides**.
- 3 Click **Tell Me How**.

### TO ACCESS HELP

- 1 Click the **Start** button and then click **Help and Support**.
- 2 Type a word or phrase that describes your problem and then click the arrow icon.
- 3 Click the topic that describes your problem.
- 4 Follow the instructions shown on the screen.



**HINT:** See the *Tell Me How* help file for information on standby mode. To access the help file, see page 50.

## Power Problems

**CHECK THE POWER LIGHT** — When the power light is lit or blinking, the computer has power. If the power light is blinking, the computer is in standby mode—press the power button to exit standby mode. If the light is off, press the power button to turn on the computer.

**CHARGE THE BATTERY** — The battery charge may be depleted.

- 1 Reinstall the battery.
- 2 Use the AC adapter to connect the computer to an electrical outlet.
- 3 Turn on the computer.

**CHECK THE BATTERY STATUS LIGHT** — If the battery status light flashes orange or is a steady orange the battery charge is low or depleted. Connect the computer to an electrical outlet.

If the battery status light is off, the battery is too hot to charge. Turn off the computer (see page 37), disconnect the computer from the electrical outlet, and then let the battery and computer cool to room temperature.

If the battery status light rapidly flashes orange, the battery may be defective. Contact Dell (see page 100).

**TEST THE ELECTRICAL OUTLET** — Ensure that the electrical outlet is working by testing it with another device, such as a lamp.

**CHECK THE AC ADAPTER** — Check the AC adapter cable connections. If the AC adapter has a light, ensure that the light is on.

**CONNECT THE COMPUTER DIRECTLY TO AN ELECTRICAL OUTLET** — Bypass power protection devices, power strips, and the extension cable to verify that the computer turns on.

**ELIMINATE POSSIBLE INTERFERENCE** — Turn off nearby fans, fluorescent lights, halogen lamps, or other appliances.

**ADJUST THE POWER PROPERTIES** — See the *Tell Me How* help file or search for the keyword *standby* in the Help and Support Center. To access help, see page 50.

**RESEAT THE MEMORY MODULES** — If the computer power light turns on but the display remains blank, reseat the memory modules (see page 79).

## Error Messages

If the message is not listed, see the documentation for the operating system or the application program that was running at the time the message appeared.

**THE FILE BEING COPIED IS TOO LARGE FOR THE DESTINATION DRIVE** — The file that you are trying to copy is too large to fit on the disk, or the disk is too full. Try copying the file to a different disk or use a larger capacity disk.

**A FILENAME CANNOT CONTAIN ANY OF THE FOLLOWING CHARACTERS: \ / : \* ? " < > | —** Do not use these characters in filenames.



**INSERT BOOTABLE MEDIA** — The operating system is trying to boot to a nonbootable floppy disk or CD. Insert a bootable floppy disk or CD.

**NON-SYSTEM DISK OR DISK ERROR** — A floppy disk is in the floppy drive. Remove the floppy disk and restart the computer.

**NOT ENOUGH MEMORY OR RESOURCES. CLOSE SOME PROGRAMS AND TRY AGAIN** — You have too many programs open. Close all windows and open the program that you want to use.

**OPERATING SYSTEM NOT FOUND** — Contact Dell (see page 100).


**A REQUIRED .DLL FILE WAS NOT FOUND** — The program that you are trying to open is missing an essential file. Remove and then reinstall the program.

- 1 Click the **Start button**.
- 2 Click **Control Panel**.
- 3 Click **Add or Remove Programs**.
- 4 Select the program you want to remove.
- 5 Click the **Change or Remove Program** icon.
- 6 See the program documentation for installation instructions.




**X:\ IS NOT ACCESSIBLE. THE DEVICE IS NOT READY** — Insert a disk into the drive and try again.

## Video and Display Problems

### If the display is blank

 **HINT:** If you are using a program that requires a higher resolution than your computer supports, Dell recommends that you attach an external monitor to your computer.

#### CHECK THE LIGHT

- If the  light is blinking, the computer is on and in standby mode—press the power button to exit standby mode.
- If the  light is off, press the power button.
- If the  light is on, your power management settings may have caused the display to turn off. Try pressing any key or move the cursor to exit standby mode.



**CHECK THE BATTERY** — If you are using a battery to power your computer, the battery charge may be depleted. Connect the computer to an electrical outlet using the AC adapter, and turn on the computer.

**TEST THE ELECTRICAL OUTLET** — Ensure that the electrical outlet is working by testing it with another device, such as a lamp.

**CHECK THE AC ADAPTER** — Check the AC adapter cable connections. If the AC adapter has a light, ensure that it is on.

**CONNECT THE COMPUTER DIRECTLY TO AN ELECTRICAL OUTLET** — Bypass power protection devices, power strips, and the extension cable to verify that the computer turns on.

**ADJUST THE POWER PROPERTIES** — See the *Tell Me How* help file or search for the keyword *standby* in the Help and Support Center. To access help, see page 50.

**SWITCH THE VIDEO IMAGE** — If your computer is attached to an external monitor, press   to switch the video image to the display.

## If the display is difficult to read

**ADJUST THE BRIGHTNESS** — See the *Tell Me How* help file for instructions on adjusting the brightness. To access the help file, see page 50.

**MOVE THE SUBWOOFER AWAY FROM THE COMPUTER OR MONITOR** — If your external speaker system includes a subwoofer, ensure that the subwoofer is at least 60 cm (2 ft) away from the computer or external monitor.

**ELIMINATE POSSIBLE INTERFERENCE** — Turn off nearby fans, fluorescent lights, halogen lamps, or other appliances.

**ROTATE THE COMPUTER TO FACE A DIFFERENT DIRECTION** — Eliminate sunlight glare, which can cause poor picture quality.

**ADJUST THE WINDOWS DISPLAY SETTINGS**

- 1 Click the **Start** button and then click **Control Panel**.
- 2 Click **Appearance and Themes**.
- 3 Click the area you want to change or click the **Display** icon.
- 4 Try different settings for **Color quality** and **Screen resolution**.

**SEE "ERROR MESSAGES"** — If an error message appears, see page 51.

**If only part of the display is readable****CONNECT AN EXTERNAL MONITOR**

- 1 Turn off your computer and connect an external monitor to the computer.
- 2 Turn on the computer and the monitor and adjust the monitor brightness and contrast controls.



If the external monitor works, the computer display or video controller may be defective. Contact Dell (see page 100).

## Sound and Speaker Problems

**If you have a problem with integrated speakers**

**ADJUST THE WINDOWS® VOLUME CONTROL** — Double-click the speaker icon in the lower-right corner of your screen. Ensure that the volume is turned up and that the sound is not muted. Adjust the volume, bass, or treble controls to eliminate distortion.

**ADJUST THE VOLUME USING KEYBOARD SHORTCUTS** — Press

  to disable (mute) or reenable the integrated speakers.

**REINSTALL THE SOUND (AUDIO) DRIVER** — See page 67.

## If you have a problem with external speakers

**CHECK THE SPEAKER CABLE CONNECTIONS** — See the setup diagram supplied with the speakers.

**TEST THE ELECTRICAL OUTLET** — Ensure that the electrical outlet is working by testing it with another device, such as a lamp.

**ENSURE THAT THE SPEAKERS ARE TURNED ON** — See the setup diagram supplied with the speakers.

**ADJUST THE WINDOWS VOLUME CONTROL** — Double-click the speaker icon in the lower-right corner of your screen. Ensure that the volume is turned up and that the sound is not muted. Adjust the volume, bass, or treble controls to eliminate distortion.

**TEST THE SPEAKERS** — Plug the speaker audio cable into the line-out connector on the computer. Ensure that the headphone volume control is turned up. Play a music CD.

**RUN THE SPEAKER SELF-TEST** — Some speaker systems have a self-test button on the subwoofer. See the speaker documentation for self-test instructions.

**ELIMINATE POSSIBLE INTERFERENCE** — Turn off nearby fans, fluorescent lights, or halogen lamps to check for interference.

**REINSTALL THE SOUND (AUDIO) DRIVER** — See page 67.



**HINT:** The volume control in some MP3 players overrides the Windows volume setting. If you have been listening to MP3 songs, make sure that you did not turn the player volume down or off.

## Printer Problems

**CHECK THE PRINTER CABLE CONNECTIONS** — Ensure that the printer cable is properly connected to the computer (see page 29).

**TEST THE ELECTRICAL OUTLET** — Ensure that the electrical outlet is working by testing it with another device, such as a lamp.

**ENSURE THAT THE PRINTER IS TURNED ON** — See the documentation supplied with the printer.


#### **VERIFY THAT WINDOWS® RECOGNIZES THE PRINTER**

- 1 Click the **Start** button.
- 2 Click **Control Panel**.
- 3 Click **Printers and Other Hardware**.
- 4 Click **View installed printers or fax printers**. If the printer model is listed, right-click the printer icon.
- 5 Click **Properties**, and then click the **Ports** tab.
- 6 Ensure that the **Print to the following port(s)** setting is set for your printer type:
  - For a parallel printer: **LPT1 (Printer Port)**
  - For a USB printer: **USB**

**REINSTALL THE PRINTER DRIVER** — See the documentation that came with your printer.

## Modem and Internet Connection Problems

- ➔ **NOTICE:** Connect the modem to an analog telephone wall jack only. Connecting the modem to a digital telephone network damages the modem.
- ➔ **NOTICE:** Modem and network connectors look similar. Do not plug a telephone line into the network connector.

 **HINT:** If you can connect to your Internet service provider (ISP), your modem is functioning properly. If you are sure that your modem is working properly and you still experience problems, contact your ISP.

**CHECK THE TELEPHONE WALL JACK** — Disconnect the telephone line from the modem and connect it to a telephone. Listen for a dial tone. Ensure that you have touchtone telephone service. Try connecting the modem to a different telephone wall jack.

Slow connection speeds can be caused by telephone noise as well as by telephone line or network conditions. Contact your telephone company or network administrator for more information.

**CONNECT THE MODEM DIRECTLY TO THE TELEPHONE WALL JACK —**

If you have other telephone devices sharing the line, such as an answering machine, fax machine, surge protector, or line splitter, then bypass them and use the telephone line to connect the modem directly to the telephone wall jack.

**CHECK THE CONNECTION —** Verify that the telephone line is connected to the modem.

**CHECK THE TELEPHONE LINE —** Try using a different telephone line. If you are using a line that is 3 m (10 ft) or more in length, try a shorter one.

**IRREGULAR DIAL TONE —** If you have voice mail service, you might hear an irregular dial tone when you have messages. Contact your telephone company for instructions on restoring a dial tone.

**TURN OFF CALL WAITING (CATCH-PHONE) —** See your telephone directory for instructions on deactivating this feature. Then adjust the dial-up networking connection properties.

- 1 Click the **Start** button and click **Control Panel**.
- 2 Click **Printers and Other Hardware**, click **Phone and Modem Options**, click the **Dialing Rules** tab, and then click **Edit...**
- 3 In the **Edit Location** window, ensure that **To disable call waiting, dial:** is checked, and then select the proper code as listed in your telephone directory.
- 4 Click **Apply** and click **OK**.
- 5 Close the **Phone and Modems Options** window.
- 6 Close the **Control Panel** window.

**VERIFY THAT THE MODEM IS COMMUNICATING WITH WINDOWS**

- 1 Click the **Start** button and click **Control Panel**.
- 2 Click **Printers and Other Hardware** and click **Phone and Modem Options**.
- 3 Click the **Modems** tab.
- 4 Click the **COM** port for your modem.
- 5 Click **Properties**, click the **Diagnostics** tab, and then click **Query Modem** to verify that the modem is communicating with Windows.

If all commands receive responses, the modem is operating properly.

## Scanner Problems

**CHECK THE POWER CABLE CONNECTION** — Ensure that the scanner power cable is firmly connected to a working electrical power source and that the scanner is turned on. If the device is plugged into a surge protector, try plugging it directly into an electrical outlet.

**CHECK THE SCANNER CABLE CONNECTION** — Ensure that the scanner cable is firmly connected to the computer and to the scanner.

**UNLOCK THE SCANNER** — Ensure that your scanner is unlocked if it has a locking tab or button.

**REINSTALL THE SCANNER DRIVER** — See the scanner documentation for instructions.

## PC Card Problems

**CHECK THE PC CARD** — Ensure that the PC Card is properly inserted into the connector.

**ENSURE THAT THE CARD IS RECOGNIZED BY WINDOWS®** — Double-click the **Unplug or Eject Hardware** icon in the Windows taskbar. Ensure that the card is listed.

**IF YOU HAVE PROBLEMS WITH A DELL-PROVIDED PC CARD** — Contact Dell (see page 100).

**IF YOU HAVE PROBLEMS WITH A PC CARD NOT PROVIDED BY DELL** — Contact the PC Card manufacturer.

# Touch Pad or Mouse Problems

## CHECK THE TOUCH PAD SETTINGS

- 1 Click the **Start** button, click **Control Panel**, and then click **Printers and Other Hardware**.
- 2 Click **Mouse**.
- 3 Try adjusting the settings.

**CHECK THE MOUSE CABLE** — Shut down the computer (see page 37). Disconnect the mouse cable and check it for damage. For PS/2 cables, check the cable connector for bent or broken pins. Firmly reconnect the cable.

If you are using a mouse extension cable, disconnect it and connect the mouse directly to the computer.

## TO VERIFY THAT THE PROBLEM IS WITH THE MOUSE, CHECK THE TOUCH PAD

- 1 Turn off the computer.
- 2 Disconnect the mouse.
- 3 Turn on the computer.
- 4 At the Windows desktop, use the touch pad to move the cursor around, select an icon, and open it.


If the touch pad operates correctly, the mouse may be defective.

**REINSTALL THE TOUCH PAD DRIVER** — See page 67.

# External Keyboard Problems

**CHECK THE KEYBOARD CABLE** — Shut down the computer (see page 37). Disconnect the keyboard cable and check it for damage. For PS/2 cables, check the cable connector for bent or broken pins. Firmly reconnect the cable.

If you are using a keyboard extension cable, disconnect it and connect the keyboard directly to the computer.

 **HINT:** When you attach an external keyboard, the integrated keyboard remains fully functional.



**CHECK THE EXTERNAL KEYBOARD**

- 1 Turn off the computer, wait 1 minute, and turn it on again.
- 2 Verify that the numbers, capitals, and scroll lock lights on the keyboard blink during the boot routine.
- 3 From the Windows® desktop, click the **Start** button, point to **All Programs**, point to **Accessories**, and click **Notepad**.
- 4 Type some characters on the external keyboard and verify that they appear on the display.



If you cannot verify these steps, you may have a defective external keyboard.

**TO VERIFY THAT THE PROBLEM IS WITH THE EXTERNAL KEYBOARD, CHECK THE INTEGRATED KEYBOARD**

- 1 Turn off the computer.
- 2 Disconnect the external keyboard.
- 3 Turn on the computer.
- 4 From the Windows desktop, click the **Start** button, point to **Programs**, point to **Accessories**, and click **Notepad**.
- 5 Type some characters on the integrated keyboard and verify that they appear on the display.


If the characters appear now but did not with the external keyboard, you may have a defective external keyboard. Contact Dell (see page 100).


## Unexpected Characters

Press  to disable the numeric keypad. Verify that the numbers lock light  is not lit.

## Drive Problems

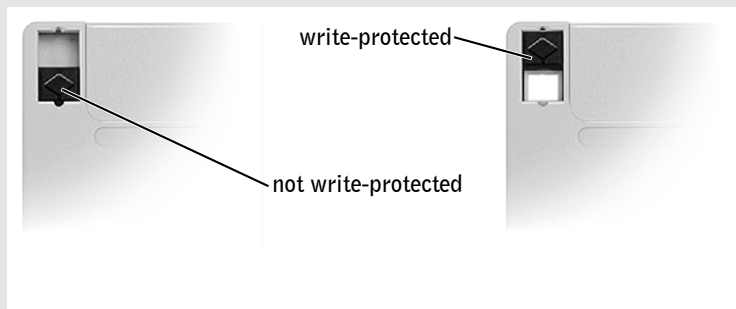
### If you cannot save a file to a floppy disk drive

**ENSURE THAT WINDOWS® RECOGNIZES THE DRIVE** — Click the **Start** button and click **My Computer**. If the drive is not listed, perform a full scan with your antivirus software to check for and remove viruses. Viruses can sometimes prevent Windows from recognizing the drive. Insert a bootable disk and restart the computer. Verify that the  light is blinking, indicating normal operation.

 **HINT:** For information on saving files to a floppy disk, see the *Tell Me How* help file. To access the help file, see page 50.

**ENSURE THAT THE DISK IS NOT WRITE-PROTECTED** — You cannot save data to a write-protected disk. See the following figure.


back of floppy disk



**TRY ANOTHER FLOPPY DISK** — Insert another disk to eliminate the possibility that the original disk is defective.

### **CHECK THE DRIVE FOR ERRORS**


If the drive is a fixed drive:


- 1** Remove the hard drive.
- 2** Insert the *Drivers and Utilities* CD for your computer and turn on the computer.
- 3** Verify that the  light is blinking, indicating normal operation.

**CLEAN THE DRIVE** — See "Cleaning Your Computer" in the *Tell Me How* help file for instructions. To access the help file, see page 50.

### **If you cannot play a CD, CD-RW, or DVD**

High-speed CD drive vibration is normal and may cause noise. This noise does not indicate a defect with the drive or the CD.

 **HINT:** Because of different worldwide file types, not all DVD titles work in all DVD drives.

**ENSURE THAT WINDOWS® RECOGNIZES THE DRIVE** — Click the Start button and click My Computer. If the drive is not listed, perform a full scan with your antivirus software to check for and remove viruses. Viruses can sometimes prevent Windows from recognizing the drive. Insert a bootable disk and restart the computer. Verify that the  light is blinking, indicating normal operation.

**TRY ANOTHER DISC** — Insert another disc to eliminate the possibility that the original disc is defective.

**ADJUST THE WINDOWS VOLUME CONTROL** — Double-click the speaker icon in the lower-right corner of your screen. Ensure that the volume is turned up and that the sound is not muted.

**CLEAN THE DRIVE OR DISC** — See "Cleaning Your Computer" in the *Tell Me How* help file for instructions. To access the help file, see page 50.

### If you cannot eject the CD, CD-RW, or DVD drive tray

- 1 Ensure that the computer is turned off.
- 2 Straighten a paper clip and insert one end into the eject hole at the front of the drive; push firmly until the tray is partially ejected.
- 3 Gently pull out the tray until it stops.

### If you hear an unfamiliar scraping or grinding sound

- Ensure that the sound is not caused by the program that is running.
- Ensure that the disk or disc is inserted properly.

### If the CD-RW drive stops writing

**DISABLE STANDBY MODE IN WINDOWS BEFORE WRITING TO A CD-RW** — See the *Tell Me How* help file or search for the keyword *standby* in the Help and Support Center. To access help, see page 50.

**CHANGE THE WRITE SPEED TO A SLOWER RATE** — See the help files for your CD creation software.

**CLOSE ALL OTHER OPEN PROGRAMS** — Closing all other open programs before writing to the CD-RW may alleviate the problem.

## If you have problems with a hard drive

**ALLOW THE COMPUTER TO COOL BEFORE TURNING IT ON** — A hot hard drive may prevent the operating system from starting. Try allowing the computer to return to room temperature before turning it on.

### CHECK THE DRIVE FOR ERRORS

- 1 *In Windows XP*, click the **Start** button and click **My Computer**. *In Windows 2000*, double-click **My Computer**.
- 2 Right-click the drive letter (local disk) that you want to scan for errors, and then click **Properties**.
- 3 Click the **Tools** tab.
- 4 Under **Error-checking**, click **Check Now**.
- 5 Click **Start**.


## Network Problems

**CHECK THE NETWORK CABLE CONNECTOR** — Ensure that the network cable connector is firmly connected to the connector on the computer and the network wall jack.

### CHECK THE NETWORK LIGHTS ON THE NETWORK CONNECTOR

Green indicates that the network connection is active. If the status light is not green, try replacing the network cable. Amber indicates that the network adapter driver is loaded and the adapter is detecting activity.

**RESTART THE COMPUTER** — Try to log on to the network again.

 **HINT:** Software usually includes installation instructions in its documentation or on a floppy disk or CD.

**CONTACT YOUR NETWORK ADMINISTRATOR** — Verify that your network settings are correct and that the network is functioning.




## General Program Problems

### A program crashes

**SEE THE SOFTWARE DOCUMENTATION** — Many software manufacturers maintain websites with information that may help you solve the problem. Ensure that you properly installed and configured the program. Reinstall the program if necessary.

### A program stops responding

#### END THE PROGRAM

- 1 Simultaneously press   .
- 2 Click the **Applications** tab, and then select the program that is no longer responding.
- 3 Click the **End Task** button.

### A solid blue screen appears

**TURN THE COMPUTER OFF** — If the computer does not respond to a keystroke or a proper shutdown (see page 37), press the power button until the computer turns off. Press the power button again to restart the computer. The solid blue screen appears because you were not able to perform a proper Windows® shutdown. ScanDisk automatically runs during the start-up process. Follow the instructions on the screen.

### Error messages appear

**REVIEW "ERROR MESSAGES"** — Look up the message and take the appropriate action. See the software documentation.

# E-Mail Problems

**ENSURE THAT YOU ARE CONNECTED TO THE INTERNET** — With the Outlook Express e-mail program open, click **File**. If **Work Offline** has a check mark next to it, click the check mark to remove it and connect to the Internet.

**BE SURE THAT YOU HAVE SUBSCRIBED TO AN INTERNET SERVICE PROVIDER** — Contact an Internet service provider to subscribe.


**CONTACT YOUR INTERNET SERVICE PROVIDER** — Contact your Internet service provider for assistance.

## If Your Computer Gets Wet



**CAUTION: Perform this procedure only after you are certain that it is safe to do so. If the computer is connected to an electrical outlet, Dell recommends that you turn off AC power at the circuit breaker before attempting to remove the power cables from the electrical outlet. Use the utmost caution when removing wet cables from a live power source.**

- 1 Turn off the computer (see page 37), disconnect the AC adapter from the computer, and then disconnect the AC adapter from the electrical outlet.
- 2 Turn off any attached external devices, and disconnect them from their power sources and then from the computer.
- 3 Ground yourself by touching one of the metal connectors on the back of the computer.
- 4 Remove any installed PC Cards, and put them in a safe place to dry.
- 5 Remove the battery.
- 6 Wipe off the battery and put it in a safe place to dry.
- 7 Remove the hard drive (see page 85).
- 8 Remove the memory module (see page 79).
- 9 Open the display and place the computer right-side up across two books or similar props to let air circulate all around it. Let the computer dry for at least 24 hours in a dry area at room temperature.

 **NOTICE:** Do not use artificial means, such as a hair dryer or a fan, to speed the drying process.

 **CAUTION:** To help prevent electrical shock, verify that the computer is thoroughly dry before continuing with the rest of this procedure.


- 10 Ground yourself by touching one of the metal connectors on the back of the computer.
- 11 Replace the memory module, the memory module cover, and the screw.
- 12 Replace the hard drive.
- 13 Replace any PC Cards you removed.
- 14 Replace the battery.
- 15 Turn on the computer and verify that it is working properly.

If the computer does not start, or if you cannot identify the damaged components, contact Dell (see page 100).

## If You Drop or Damage Your Computer

- 1 Save and close any open files, exit any open programs, and shut down the computer (see page 37).
- 2 Disconnect the AC adapter from the computer and from the electrical outlet.
- 3 Turn off any attached external devices, and disconnect them from their power sources and then from the computer.
- 4 Remove and reinstall the battery.
- 5 Turn on the computer.

If the computer does not start, or if you cannot identify the damaged components, contact Dell (see page 100).

 **HINT:** See "Limited Warranties and Return Policy" on page 119 for information on your warranty coverage.


# Resolving Other Technical Problems

**GO TO THE DELL SUPPORT WEBSITE** — Go to [support.dell.com](http://support.dell.com) for help with general usage, installation, and troubleshooting questions. See "Dell Technical Support Policy (U.S. Only)" on page 98 for a description of the hardware and software support provided by Dell.


**CONTACT DELL** — If you cannot solve your problem using the Dell Support website or e-mail service, call Dell for technical assistance (see page 100). See "Dell Technical Support Policy (U.S. Only)" on page 98 for a description of the hardware and software support provided by Dell.

## Reinstalling Drivers and Utilities

Dell ships your computer to you with required drivers and utilities already installed—no further installation or configuration is needed.

 **NOTICE:** The *Drivers and Utilities* CD may contain drivers for operating systems that are not on your computer. Ensure that you are installing software appropriate for your operating system.

To reinstall drivers for optional devices such as wireless communications and DVD drives you may need the CD and documentation that came with those devices.

 **NOTICE:** The Dell Support website, [support.dell.com](http://support.dell.com), and the *Drivers and Utilities* CD provide approved drivers for Dell™ computers. If you install drivers from other sources, your computer might not work correctly.



To reinstall a driver or utility from your *Drivers and Utilities* CD:

- 1 Save and close any open files, and exit any open programs.
- 2 Insert the *Drivers and Utilities* CD.

In most cases, the CD starts running automatically. If it does not, start Microsoft® Windows® Explorer, click your CD drive directory to display the CD contents, and then double-click the **autocd.exe** file. The first time that you run the CD, it might prompt you to install setup files. Click **OK**, and follow the instructions on the screen to continue.

- 3 From the **Language** pull-down menu in the toolbar, select your preferred language for the driver or utility (if available).

A welcome screen appears.

- 4 Click **Next**. The CD automatically scans your hardware to detect drivers and utilities used by your computer.

After the CD completes the hardware scan, you can also detect other drivers and utilities. Under **Search Criteria**, select the appropriate categories from the **System Model**, **Operating System**, and **Topic** pull-down menus.

A link or links appear(s) for the specific drivers and utilities used by your computer.

- 5 Click the link of a specific driver or utility to display information about the driver or utility that you want to install.
- 6 Click the **Install** button (if present) to begin installing the driver or utility. At the welcome screen, follow the screen prompts to complete the installation.

If no **Install** button is present, automatic installation is not an option. For installation instructions, either see the appropriate instructions in the following subsections, or click the **Extract** button, follow the extracting instructions, and read the readme file.

If instructed to navigate to the driver files, click the CD directory on the driver information window to display the files associated with that driver.

## Reinstalling the Modem and Network Drivers

If you ordered the internal modem or the network adapter, reinstall the modem driver and/or the network adapter as described in the following subsection that corresponds to your operating system.

- 1 Save and close any open files, exit any open programs, and insert the *Drivers and Utilities* CD.
- 2 Click the **Start** button and click **Control Panel**.
- 3 Under **Pick a category**, click **Performance and Maintenance**.
- 4 Under or pick a **Control Panel** icon, click **System**.
- 5 Click the **Hardware** tab.
- 6 Click **Device Manager**.
- 7 Click **Action** and click **Update Driver**.
- 8 Click **Install from a list or specific location (Advanced)** and click **Next**.
- 9 Verify that **Search removable media** is selected, and then click **Next**.
- 10 When the name of the appropriate driver appears, click **Next**.
- 11 Click **Finish** and restart your computer.

## Using the Device Driver Rollback

If you install a new device driver that causes system instability, you can use the Device Driver Rollback to replace the new device driver with the previously installed version of the device driver. If you cannot reinstall your previous driver by using the Device Driver Rollback process, then use System Restore (see page 71) to return your operating system to its previous operating state before you installed the new device driver. To use Device Driver Rollback:

- 1 Click the **Start** button and right-click **My Computer**.
- 2 Click **Properties**.
- 3 Click the **Hardware** tab and click **Device Manager**.
- 4 In the **Device Manager** window, right-click the device for which the new driver was installed and then click **Properties**.

- 5 Click the **Drivers** tab.
- 6 Click **Roll Back Driver**.

## Resolving Software and Hardware Incompatibilities

IRQ conflicts occur if a device either is not detected during the operating system setup or is detected but incorrectly configured. See the following subsection that corresponds to your operating system to check for IRQ conflicts on your computer.

- 1 Click the **Start** button and click **Control Panel**.
- 2 Click **Performance and Maintenance** and click **System**.
- 3 Click the **Hardware** tab and click **Device Manager**.
- 4 In the **Device Manager** list, check for conflicts with the other devices.  
Conflicts are indicated by a yellow exclamation point (!) beside the conflicting device or a red X if the device has been disabled.
- 5 Double-click any conflicting device listed to bring up the **Properties** window so that you can determine what needs to be reconfigured or removed from the Device Manager.
- 6 Resolve these conflicts before checking specific devices.
- 7 Double-click the malfunctioning device type in the **Device Manager** list.
- 8 Double-click the icon for the specific device in the expanded list.  
The **Properties** window appears.  
If an IRQ conflict exists, the **Device status** area in the **Properties** window reports what other devices are sharing the device's IRQ.
- 9 Resolve any IRQ conflicts.

You can also use the Windows XP Hardware Troubleshooter. To use the troubleshooter, click the **Start** button and click **Help and Support**. Type `hardware troubleshooter` in the **Search** field, and then click the arrow to start the search. Click **Hardware Troubleshooter** in the **Search Results** list. In the **Hardware Troubleshooter** list, click **I need to resolve a hardware conflict on my computer**, and then click **Next**.


# Using System Restore

The Microsoft® Windows® XP operating system provides a System Restore feature that allows you to return your computer to an earlier operating state if changes to the computer's hardware or software (including new hardware or program installations), or other system settings, have left the computer in an undesirable operating state. You can also undo the last *system restore*.

System Restore automatically creates system checkpoints. You can also manually create your own checkpoints by creating *restore points*. To limit the amount of hard disk space used, older restore points will be automatically purged.

To resolve an operating system problem, you can use System Restore from Safe Mode or Normal Mode to return your computer to an earlier operating state.

System Restore does not cause you to lose personal files stored in the **My Documents** folder, data files, or e-mail messages after restoring the computer to an earlier time. If you restore the computer to an operating state that existed before you installed a program, the program's data files are not lost, but you must reinstall the actual program again.

 **NOTICE:** It is important to make regular backups of your data files. System Restore does not monitor changes to or recover your data files. If the original data on the hard disk is accidentally erased or overwritten, or if it becomes inaccessible because of a hard disk malfunction, use your backup files to recover the lost or damaged data.

System Restore is enabled on your new computer. However, if you reinstall Windows XP with less than 200 MB of free hard-disk space available, System Restore is automatically disabled. Before you use System Restore, confirm that it is enabled.

- 1 Click the **Start** button and click **Control Panel**.
- 2 Click the **Performance and Maintenance**.
- 3 Click **System**.
- 4 Click the **System Restore** tab.
- 5 Ensure that **Turn off System Restore** is not checked.

## Creating a Restore Point

To create restore points, you can either use the System Restore Wizard or you can create them manually.

### Using the System Restore Wizard

To use the System Restore Wizard, click the **Start** button, click **Help and Support**, click **System Restore**, and then follow the instructions on the **System Restore Wizard** window. You can also create and name a restore point if you are logged on as the computer administrator or a user with administrator rights.

### Manually Creating the Restore Points

- 1 Click the **Start** button, point to **All Programs**→**Accessories**→**System**→**Tools**, and then click **System Restore**.
- 2 Click **Create a restore point**.
- 3 Click **Next**.
- 4 Type a name for the new restore point in the **Restore point description** field.

The present date and time are automatically added to the description of the new restore point.

- 5 Click **Create**.
- 6 Click **OK**.

## Restoring the Computer to an Earlier Operating State

If problems occur after installing a device driver, first try using Device Driver Rollback (see page 69). If Device Driver Rollback does not resolve the problem, then use System Restore.



**NOTICE:** Before restoring the computer to an earlier operating state, save and close all open files and exit all open programs. Do not alter, open, or delete any files or programs until the system restoration is complete.

- 1 Click the **Start** button, point to **All Programs**→**Accessories**→**System**→**Tools**, and then click **System Restore**.
- 2 Ensure that **Restore my computer to an earlier time** is selected and click **Next**.

- 3 Click a calendar date to which you want to restore your computer.

The **Select a Restore Point** screen provides a calendar that allows you to see and select restore points. All calendar dates with available restore points appear in bold.

- 4 Select a restore point and click **Next**.

If a calendar date has only one restore point, then that restore point is automatically selected. If two or more restore points are available, click the restore point that you want to use.

➔ **NOTICE:** Save and close all open files and exit all open programs. Do not alter, open, or delete any files or programs until the system restoration is complete.

- 5 Click **Next**.

The **Restoration Complete** screen appears after System Restore finishes collecting data, and then the computer automatically restarts.

- 6 After the computer restarts, click **OK**.

To change the restore point, you can either repeat the steps using a different restore point, or you can undo the restoration.

## Undoing the Last System Restore

➔ **NOTICE:** Save and close all open files and exit all open programs. Do not alter, open, or delete any files or programs until the system restoration is complete.

- 1 Click the **Start** button, point to **All Programs**→ **Accessories**→ **System**→ **Tools**, and then click **System Restore**.

- 2 Select **Undo my last restoration** and click **Next**.

➔ **NOTICE:** Save and close all open files and exit all open programs. Do not alter, open, or delete any files or programs until the system restoration is complete.

- 3 Click **Next**.

- 4 The **System Restore** screen appears, and then the computer automatically restarts.

- 5 After the computer restarts, click **OK**.

# Reinstalling Microsoft® Windows® XP

## Before You Reinstall

If you are considering reinstalling the Windows XP operating system to correct a problem with a newly installed driver, first try using Windows XP Device Driver Rollback (see page 69). If Device Driver Rollback does not resolve the problem, then use System Restore (see page 71) to return your operating system to the operating state it was in before you installed the new device driver.

## Reinstalling Windows XP

To reinstall Windows XP, perform all the steps in the following sections in the order in which they are listed.

The reinstallation process can take 1 to 2 hours to complete. After you reinstall the operating system, you must also reinstall the device drivers, virus protection program, and other software.





- ➔ **NOTICE:** The *Operating System* CD provides options for reinstalling Windows XP. The options can overwrite files and possibly affect programs installed on your hard drive. Therefore, do not reinstall Windows XP unless instructed to do so by a Dell technical support representative.
- ➔ **NOTICE:** To prevent conflicts with Windows XP, disable any virus protection software installed on your computer before you reinstall Windows XP. See the documentation that came with the software for instructions.

## Booting From the Operating System CD


- 1 Save and close any open files and exit any open programs.
- 2 Insert the *Operating System* CD. If any program starts automatically, exit the program before proceeding.
- 3 Shut down the computer through the **Start** menu (see page 37) and restart the computer.
- 4 Press  immediately after the DELL™ logo appears.  
If the operating system logo appears, wait until you see the Windows desktop, and then shut down the computer and try again.
- 5 Press the arrow keys to select **CD-ROM**, and then press .

- 6 When the **Press any key to boot from CD** message appears, press any key.

## Windows XP Setup


- 1 When the **Windows XP Setup** screen appears, press  to select **To set up Windows now**.
- 2 Read the information on the **Microsoft Windows Licensing Agreement** screen, and press  to accept the license agreement.
- 3 If your computer already has Windows XP installed and you want to recover your current Windows XP data, type **r** to select the repair option, and then remove the CD from the drive.
- 4 If you want to install a new copy of Windows XP, press  to select that option.
- 5 Press  to select the highlighted partition (recommended), and then follow the instructions on the screen.

The **Windows XP Setup** screen appears, and the operating system begins to copy files and install the devices. The computer automatically restarts multiple times.

 **NOTICE:** Do not press any key when the following message appears: **Press any key to boot from the CD**.

- 6 When the **Regional and Language Options** screen appears, select the settings for your location, and then click **Next**.
- 7 Enter your name and organization (optional) in the **Personalize Your Software** screen and click **Next**.
- 8 *If you are reinstalling Windows XP Home Edition*, at the **What's your computer's name** window, enter a name for your computer (or accept the name provided) and click **Next**.


*If you are reinstalling Windows XP Professional*, at the **Computer Name and Administrator Password** window, enter a name for your computer (or accept the one provided) and a password, and then click **Next**.

 **HINT:** The time required to complete the setup depends on the size of the hard drive and the speed of your computer.



- 9 If the **Modem Dialing Information** screen appears, enter the requested information and click **Next**.
- 10 Enter the date, time, and time zone in the **Date and Time Settings** window and click **Next**.
- 11 If the **Networking Settings** screen appears, click **Typical** and click **Next**.
- 12 If you are reinstalling Windows XP Professional and you are prompted to provide further information regarding your network configuration, enter your selections. If you are unsure of your settings, accept the default selections.

Windows XP installs the operating system components and configures the computer. The computer automatically restarts.

 **NOTICE:** Do not press any key when the following message appears: *Press any key to boot from the CD.*

- 13 When the **Welcome to Microsoft** screen appears, click **Next**.
- 14 When the *How will this computer connect to the Internet?* message appears, click **Skip**.
- 15 When the **Ready to register with Microsoft?** screen appears, select **No, not at this time** and click **Next**.
- 16 When the **Who will use this computer?** screen appears, you can enter up to five users. Click **Next**.
- 17 Click **Finish** to complete the setup, and remove the CD from the drive.

## Reinstalling Drivers and Software

- 1 Reinstall the appropriate drivers (see page 67).
- 2 Reinstall your virus protection software. See the documentation that came with the software for instructions.
- 3 Reinstall your other software programs. See the documentation that came with the software for instructions.

SECTION 3

## **Adding and Replacing Parts**

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Removing a Battery

Installing a Battery

Adding Memory

Adding a Modem Card

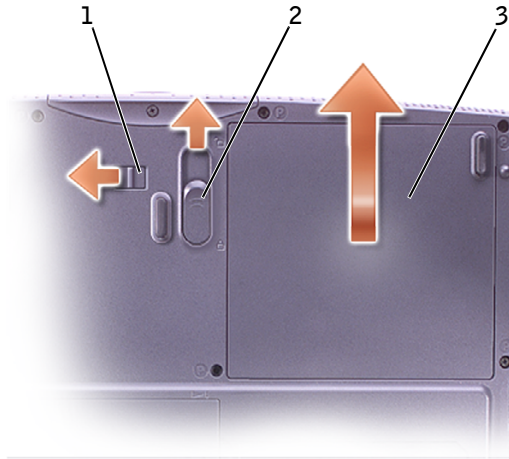
Replacing the Hard Drive

## Removing a Battery

Before removing the battery, ensure that the computer is turned off or disconnected from an electrical outlet.

**⚠ CAUTION:** When you remove the battery, ensure that the computer is upside down on a flat work surface so that the battery does not fall out of the computer.

- 1 Unlock the battery.
- 2 Slide and hold the battery latch all the way up until the left edge of the battery pops up.
- 3 Remove the battery.



## Installing a Battery

- 1 Ensure that the battery lock is in the unlocked position.
- 2 Slide the battery into the battery bay until the latch clicks.
- 3 Lock the battery.

# Adding Memory

You can increase your computer memory by installing memory modules on the system board. See "Specifications" on page 90 for information on the memory supported by your computer. Be sure to add only memory modules that are intended for your computer.

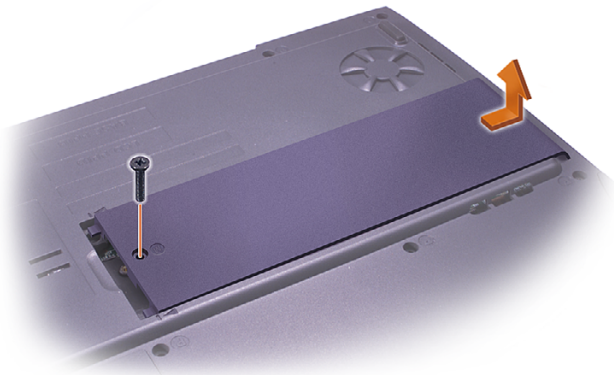
**⚠ CAUTION:** Before working inside your computer, read the "When Working Inside Your Computer" on page 14.

- 1 Save and close any open files, exit any open programs, and shut down the computer (see page 37).
- 2 Remove any installed PC Cards.
- 3 Remove the installed battery, and disconnect the AC adapter cable and any external devices from the computer. Wait 5 seconds before proceeding.
- 4 Ground yourself by touching a metal connector on the back of the computer, and continue to do so periodically during this procedure.

**➡ NOTICE:** While you work, periodically touch unpainted metal on the computer to dissipate static electricity that might harm internal components.

- 5 Turn the computer over, remove the screw from the memory module cover, and slide the cover out approximately 10 mm, and lift it away from the computer.

**📌 HINT:** Memory modules purchased from Dell are covered under your computer warranty.



➔ **NOTICE:** To prevent damage to the memory module connector, do not use tools to spread the inner metal tabs that secure the memory module.

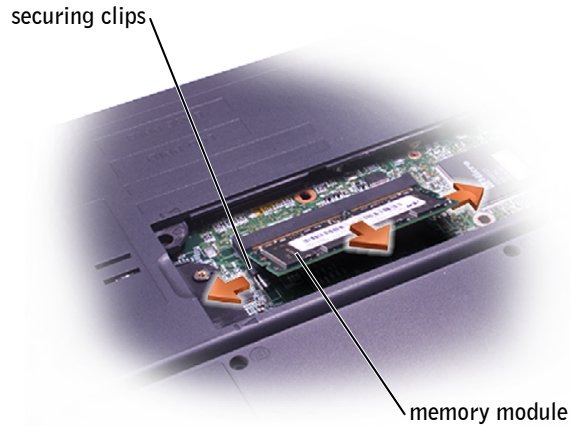
6 If you are replacing a memory module, remove the existing module.

➔ **NOTICE:** Handle memory modules by their edges, and do not touch the components on a module.

a Use your fingertips to carefully spread apart the securing clips on each end of the memory module connector.

The module should pop up.

b Remove the module from the connector.




**HINT:** If the memory module is not installed properly, the computer does not boot. No error message indicates this failure.

7 Ground yourself and install the new memory module:


a Align the notch in the module with the slot in the center of the connector.

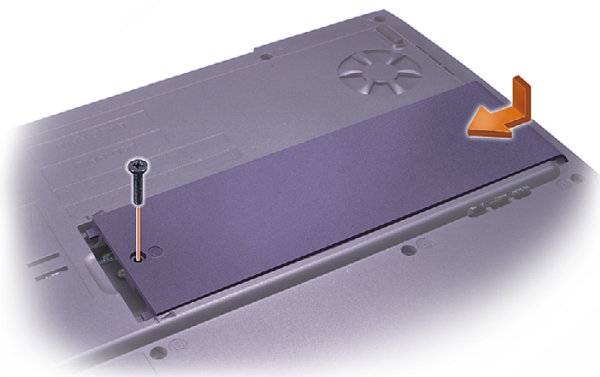
b Slide the edge of the module firmly into the connector, and rotate the module down until you hear a click. If you do not hear the click, remove the module and reinstall it.



 **HINT:** If the memory module is not installed properly, the computer does not boot. No error message indicates this failure.

- 8 Replace the memory module cover:
  - a Place the memory module cover over the memory module compartment so that the end of the cover with the screw hole is lined up with the lines and arrows as shown in the following figure.
  - b Press down on the center of the memory module cover, and slide the memory module cover until it is secured.

 **NOTICE:** If the memory module cover is difficult to close, remove the module and reinstall it. Forcing the cover to close may damage your computer.

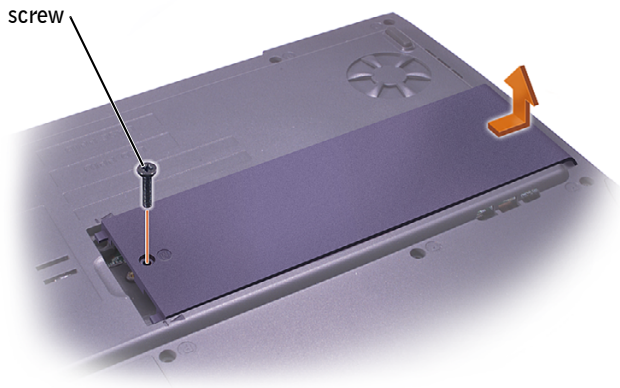


- 9 Replace and tighten the screw you removed in step 5.
- 10 Insert the battery into the battery bay, or connect the AC adapter to your computer and an electrical outlet.
- 11 Turn on the computer.

As the computer boots, it detects the additional memory and automatically updates the system configuration information.

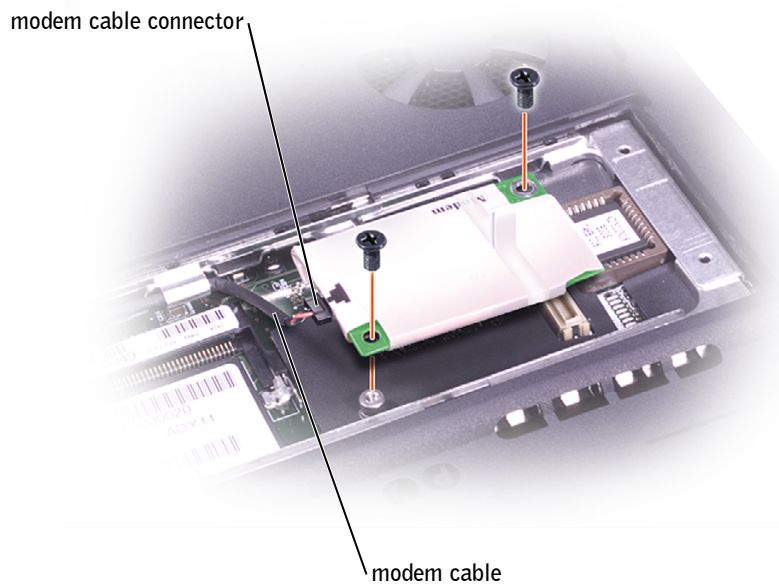
## Adding a Modem Card

- 1 Make sure that the work surface is flat and clean to prevent scratching the computer cover.
- 2 Save and close any open files, exit any open programs, and shut down the computer (see page 37).
- 3 Disconnect the computer from the electrical outlet.
- 4 Wait 10 to 20 seconds and then disconnect any attached devices.
- 5 Remove any installed PC Cards, battery, and devices.
- 6 To ground yourself, periodically touch an unpainted metal surface on the back of the computer while you work.
- 7 Handle components and cards by their edges, and avoid touching pins and contacts.
- 8 Turn the computer over, remove the screw from the memory module cover, slide the cover out approximately 10 mm, and lift the cover away from the computer.



- 9** When you replace the modem, remove the existing modem:
  - a** Remove the screws securing the modem to the system board, and set them aside.
  - b** Pull straight up on the attached pull tab to lift the modem out of its connector on the system board and disconnect the modem cable.





**10** Connect the modem cable to the new modem.

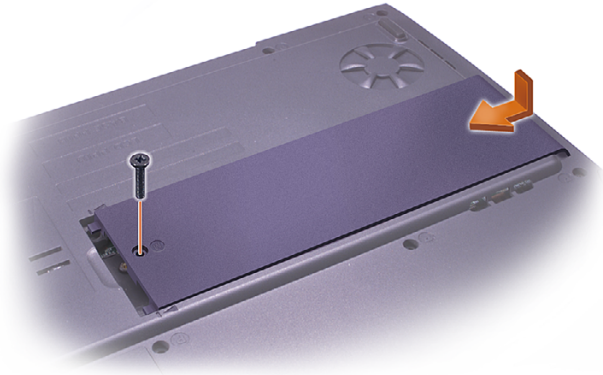
**➔ NOTICE:** The cable connectors are keyed for correct insertion; do not force the connections.

**11** Align the modem with the screw holes and press the modem into the connector on the system board.

**12** Install the screws to secure the modem to the system board.

**➔ NOTICE:** Replace the modem cover so that it is seated properly around the edges and does not bulge near the center of the cover. Tightening the modem cover screw when the cover is improperly seated can damage your computer.

**13** Replace the modem cover and the screw that you removed in step 8.




## Replacing the Hard Drive

- ➔ **NOTICE:** To prevent data loss, turn off your computer (see page 37) before removing the hard drive. Do not remove the hard drive while the computer is on, in standby mode, or in hibernate mode.
- ➔ **NOTICE:** Hard drives are extremely fragile; even a slight bump can damage the drive.
- ⚠ **CAUTION:** If you remove the hard drive from the computer when the drive is hot, do not touch the metal housing of the hard drive.
- ⚠ **CAUTION:** Before working inside your computer, read "When Working Inside Your Computer" on page 14.

To replace the hard drive in the hard drive bay:

- 1 Make sure that the work surface is flat and clean to prevent scratching the computer cover.
- 2 Save and close any open files, exit any open programs and shut down the computer (see page 37).
- 3 Disconnect the computer from the electrical outlet.
- 4 Wait 10 to 20 seconds and then disconnect any attached devices.
- 5 Remove any installed PC Cards, battery, and devices.

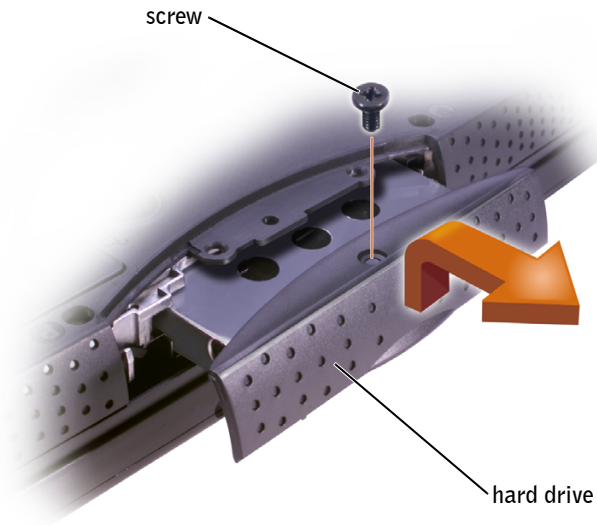
Handle components and cards by their edges, and avoid touching pins and contacts.

 **HINT:** Dell does not guarantee compatibility or provide support for hard drives from sources other than Dell.

**HINT:** You need the *Operating System* CD to install the Windows® operating system. You also need the *Drivers and Utilities* CD for your computer to install the drivers and utilities on the new hard drive.

- 6 Ground yourself by touching a metal connector on the back of the computer, and continue to do so periodically during this procedure.
- 7 Turn the computer over. Use a small screwdriver to remove the hard drive screw, and place the screw in a safe location.

**NOTICE:** When the hard drive is not in the computer, store it in protective antistatic packaging (see page 15).

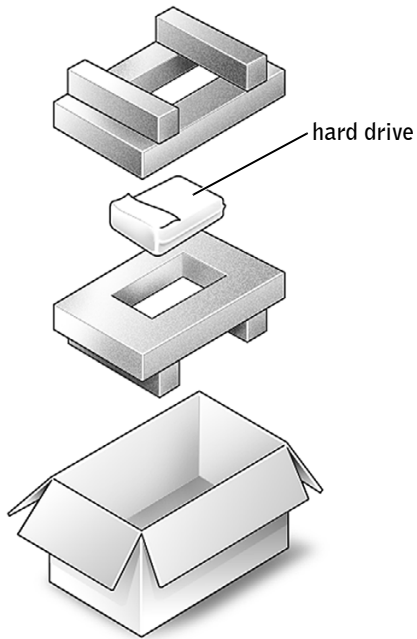


- 8 Lift up the hard drive cover until you hear a click.
- 9 Slide the hard drive out of the computer.
- 10 Remove the new drive from its packaging.  
Save the original packaging to use when storing or shipping the hard drive.
- 11 Slide the drive into the bay until it is fully seated in the bay. Press the hard drive cover down until you hear a click.
- NOTICE:** Use firm and even pressure to slide the drive into place. If you force the hard drive into place using excessive force, you may damage the connector.
- 12 Replace and tighten the screw you removed in step 7.
- 13 Use the *Operating System* CD to install the operating system for your computer (see page 74).

- 14 Use the *Drivers and Utilities* CD to install the drivers and utilities for your computer (see page 67).

### **Returning a Hard Drive to Dell**

Return your old hard drive to Dell in its original or comparable foam packaging. Otherwise, the hard drive may be damaged in transit.





SECTION 4

## **Appendix**

Specifications

Standard Settings

Dell Technical Support Policy (U.S. Only)

Returning Items for Warranty Repair or Credit

Contacting Dell

Regulatory Notices

Limited Warranties and Return Policy

# Specifications

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## Microprocessor

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Microprocessor (Inspiron™ 2650)	Mobile Intel® Pentium® 4M
Microprocessor (Inspiron 2600)	Mobile Intel Pentium III processor-M or Mobile Intel Celeron® processor
L1 cache	8 KB (internal)
L2 cache	512 KB (Intel Pentium 4 and intel Pentium III); 256 KB (Intel Celeron)
External bus frequency (Inspiron 2650)	400 MHz
External bus frequency (Inspiron 2600)	133 MHz

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## System Information

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System chip set (Inspiron 2650)	Intel 845MZ
System chip set (Inspiron 2600)	Intel 830MG
Data bus width	64 bits
DRAM bus width	64 bits
Microprocessor address bus width	32 bits
Flash EPROM (Inspiron 2650)	39F040 (512 KB / 8-bit data bus)
Flash EPROM (Inspiron 2600)	28F040 (512 KB / 8-bit data bus)
Graphics bus	integrated graphics
PCI bus	standard 32-bit PCI bus

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## PC Card

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CardBus controller	O2 Micro OZ6912
PC Card connector	supports one Type I or Type II card
Cards supported	3.3 V and 5 V

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**PC Card (continued)**

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PC Card connector size	68 pins
Data width (maximum)	PCMCIA 16 bits CardBus 32 bits

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**Memory**

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Architecture (Inspiron 2650)	DDR200 3.3V DDR
Architecture (Inspiron 2600)	PC133 SDRAM
Memory module connector	one user-accessible SODIMM sockets
Memory module capacities	128 and 256 MB
Memory type	3.3-V SODIMM
Standard memory	128 MB
Maximum memory	512 MB
Memory access time: clock speed (Inspiron 2650)	200 MHz
Memory access time: clock speed (Inspiron 2600)	133 MHz

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**Ports and Connectors**

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Parallel	25-hole connector; unidirectional, bidirectional, or ECP
Video	15-hole connector
Audio	microphone connector, stereo headphone/speakers connector
PS/2 keyboard/mouse	6-pin mini-DIN connector
USB (2)	4-pin USB-compliant connector
Modem	RJ-11 connector
Ethernet LAN	RJ-45 connector (optional)



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**Communications**


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## Modem:

Type	v.92 56K MDC
Controller	softmodem
Interface	internal AC 97 bus

Network adapter	10/100 Ethernet LAN on system board
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**Video**

Video type (Inspiron 2650)	external 4x AGP Discreet graphic solution NV11
Video type (Inspiron 2600)	direct AGP integrated graphics
Data bus (Inspiron 2650)	external 4x AGP
Data bus (Inspiron 2600)	UMA
Video controller (Inspiron 2650)	NVIDIA GeForce2 Go 100
Video controller (Inspiron 2600)	Intel 830 MG
Video memory (Inspiron 2650)	8 MB or 16 MB, external DDR
Video memory (Inspiron 2600)	UMA; shared with system memory
System memory, 128 MB	up to 32 MB
System memory, 256 MB	up to 48 MB
LCD interface	SPWG

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**Audio**

Audio type	AC97 (Soft Audio)
Audio controller	Sigmatel 9700
Stereo conversion	18-bit (analog-to-digital and digital-to-analog)
Interfaces:	
Internal	PCI bus /AC 97
External	microphone-in connector, stereo headphones/speakers connector

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**Audio (continued)**

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Speaker	two 4-ohm speakers
Internal speaker amplifier	1.0-W channel into 4 ohms
Volume controls	keyboard shortcuts, program menus

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**Display**

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Type (active-matrix TFT)	XGA
Dimensions:	14.1 inch or 15 inch
Height:	
14.1 inch	215.8 mm (8.5 inches)
15 inch	229.7 mm (9 inches)
Width:	
14.1 inch	287.1 mm (11.3 inches)
15 inch	305.7 mm (12 inches)
Diagonal:	
14.1 inch	359.16 mm (14.1 inches)
15 inch	382.4 mm (15.1 inches)
Maximum resolutions	1024 x 768 at 16.8 million colors
Response time (typical)	20-ms rise (maximum), 30-ms fall (maximum)
Refresh rate	60 Hz
Operating angle	0° (closed) to 180°
Viewing angles:	
Horizontal	±40°
Vertical	+10°/-30°
Pixel pitch	0.28 x 0.28 mm
Power consumption:	
Panel with backlight (typical)	6.5 W
Controls	brightness can be controlled through keyboard shortcuts

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**Keyboard**


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Number of keys	85 (U.S. and Canada); 86 (Europe); 90 (Japan)
Key travel	2.7 mm ± 0.3 (0.11 inch ± 0.016 inch)
Key spacing	19.05 mm ± 0.3 mm (0.75 inch ± 0.012 inch)
Layout	QWERTY/AZERTY/Kanji

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**Touch Pad**


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X/Y position resolution (graphics table mode)	240 cpi
Size:	
Width	64.88 mm (2.55-inch) sensor-active area
Height	48.88-mm (1.92-inch) rectangle

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**Battery**


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Type	8-cell "smart" lithium ion (59 WHr)
Dimensions:	
Depth	88.5 mm (3.48 inches)
Height	21.5 mm (0.83 inch)
Width	139.0 mm (5.47 inches)
Weight	0.40 kg (0.88 lb) (8 cell)
Voltage	14.8 VDC
Operating life	approximately 2 to 4 hours with 8-cell battery
Life span (approximate)	400 discharge/charge cycles
Temperature range:	
Operating	0° to 35°C (32° to 95°F)
Storage	-40° to 65°C (-40° to 149°F)

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<b>AC Adapter</b>	
Input voltage	90 to 264 VAC
Input current (maximum)	1.7 A
Input frequency	47 to 63 Hz
Output current	4.5 A (maximum at 4-second pulse); 3.5 A (continuous)
Output power	70 W standard
Rated output voltage	20 VDC
Dimensions:	
Height	27.94 mm (1.1 inches)
Width	58.42 mm (2.3 inches)
Depth	133.85 mm (5.25 inches)
Weight (with cables)	0.4 kg (0.9 lb)
Temperature range:	
Operating	0° to 35°C (32° to 95°F)
Storage	-40° to 65°C (-40° to 149°F)

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<b>Physical</b>	
Height	37 mm (1.45 inches)
Width	274 mm (10.8 inches)
Depth	328 mm (12.9 inches)
Weight:	
With CD drive and 8-cell battery	3276.3 g (7.2 lb)

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**Environmental**

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## Temperature range:

Operating	0° to 35°C (32° to 95°F)
Storage	-40° to 65°C (-40° to 149°F)

## Relative humidity (maximum):

Operating	10% to 90% (noncondensing)
Storage	5% to 95% (noncondensing)

## Maximum vibration:

Operating	0.9 GRMS
Storage	1.3 GRMS


## Maximum shock (measured with the hard drive in head-parked position and 2-ms half-sine pulse):

Operating	122 G
Storage	163 G


## Altitude (maximum):

Operating	-15.2 to 3048 m (-50 to 10,000 ft)
Storage	-15.2 to 10,668 m (-50 to 35,000 ft)

# Standard Settings

 **NOTICE:** Unless you are an expert computer user or are directed to do so by Dell technical support, do not change the settings for this program. Certain changes might make your computer work incorrectly.

## Viewing the System Setup Screens

- 1 Turn on (or restart) your computer.
- 2 When the DELL™ logo appears, press  immediately.

If you wait too long and the Windows® logo appears, continue to wait until you see the Windows desktop. Then shut down your computer (see page 37) and try again.


## System Setup Screens

The system setup screens display the current setup information and settings for your computer. Each screen is laid out with the system setup options listed at the left. To the right of each option is a field that displays the setting or value for that option. You can change settings that appear as white type on the screen. Options or values that you cannot change (because they are determined by the computer) appear less bright.

A box in the upper-right corner of the screen displays help information for the currently highlighted option; a box in the lower-right corner displays information about the computer. System setup key functions are listed across the bottom of the screen.

The screens display such information as:

- System configuration
- Boot (start-up) configuration and docking device configuration settings
- Basic device configuration settings
- Battery charge status
- Power management settings
- System security and hard drive password settings

 **HINT:** To see information about a specific item on a system setup screen, highlight the item and refer to the **Help** area on the screen.

## Commonly Used Options

### Changing the Boot Sequence

The *boot sequence* tells the computer where to look to find the software needed to start the operating system. To change the computer's boot sequence, change the device settings in the **Boot First Device**, **Boot Second Device**, or **Boot Third Device** options.

Boot Sequence Option	Description
Boot First Device	Tells the computer where to look first for the software it needs to start the operating system
Boot Second Device	Tells the computer where to look next if it cannot find the software on the drive identified in <b>Boot First Device</b>
Boot Third Device	Tells the computer where to look next if it cannot find the software on the drives identified in <b>Boot First Device</b> or <b>Boot Second Device</b>

## Dell Technical Support Policy (U.S. Only)

Technician-assisted technical support requires the cooperation and participation of the customer in the troubleshooting process and provides for restoration of the operating system, application software, and hardware drivers to the original default configuration as shipped from Dell, as well as the verification of appropriate functionality of the computer and all Dell-installed hardware. In addition to this technician-assisted technical support, online technical support is available at [support.dell.com](http://support.dell.com). Additional technical support options may be available for purchase.

Dell provides limited technical support for the computer and any "Dell-installed" software and peripherals<sup>1</sup>. Support for third-party software and peripherals is provided by the original manufacturer, including those purchased and/or installed through Dell Software and Peripherals, Readyware, and Custom Factory Integration (DellPlus™)<sup>2</sup>.

- <sup>1</sup> Repair services are provided pursuant to the terms and conditions of your limited warranty and any optional support service contract purchased with the computer.
- <sup>2</sup> All Dell-standard components included in a Custom Factory Integration (CFI) project are covered by the standard Dell limited warranty for your computer. However, Dell also extends a parts replacement program to cover all nonstandard, third-party hardware components integrated through CFI for the duration of the computer's service contract.

### **Definition of "Dell-Installed" Software and Peripherals**

Dell-installed software includes the operating system and some of the application software that is preinstalled on the computer during the manufacturing process (Microsoft Office, Norton Antivirus, and so on).

Dell-installed peripherals include any internal expansion cards, or Dell-branded module bay or PC Card accessories. In addition, any Dell-branded monitors, keyboards, mice, speakers, microphones for telephonic modems, docking stations/port replicators, networking products, and all associated cabling are included.

### **Definition of "Third-Party" Software and Peripherals**

Third-party software and peripherals include any peripheral, accessory, or application software sold by Dell not under the Dell brand (printers, scanners, cameras, games, and so on). Support for all third-party software and peripherals is provided by the original manufacturer of the product.



## Returning Items for Warranty Repair or Credit

Prepare all items being returned, whether for repair or credit, as follows:

- 1 Call Dell to obtain an authorization number, and write it clearly and prominently on the outside of the box.  
For the telephone number to call, see "Contacting Dell" on page 100.
- 2 Include a copy of the invoice and a letter describing the reason for the return.
- 3 Include any accessories that belong with the item(s) being returned (power cables, software floppy disks, guides, and so on) if the return is for credit.
- 4 Pack the equipment to be returned in the original (or equivalent) packing materials.

You are responsible for paying shipping expenses. You are also responsible for insuring any product returned, and you assume the risk of loss during shipment to Dell. Collect On Delivery (C.O.D.) packages are not accepted.

Returns that are missing any of the preceding requirements will be refused at Dell's receiving dock and returned to you.

## Contacting Dell

To contact Dell electronically, you can access the following websites:

- [www.dell.com](http://www.dell.com)
- [support.dell.com](http://support.dell.com) (technical support)
- [premiersupport.dell.com](http://premiersupport.dell.com) (technical support for educational, government, healthcare, and medium/large business customers, including Premier, Platinum, and Gold customers)

For specific web addresses for your country, find the appropriate country section in the table below.

**NOTE:** Toll-free numbers are for use within the country for which they are listed.

When you need to contact Dell, use the electronic addresses, telephone numbers, and codes provided in the following table. If you need assistance in determining which codes to use, contact a local or an international operator.

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Anguilla	General Support	toll-free: 800-335-0031
Antigua and Barbuda	General Support	1-800-805-5924
Argentina (Buenos Aires)	Website: <a href="http://www.dell.com.ar">www.dell.com.ar</a>	
International Access Code: 00	Tech Support and Customer Care	toll-free: 0-800-444-0733
Country Code: 54	Sales	0-810-444-3355
City Code: 11	Tech Support Fax	11 4515 7139
	Customer Care Fax	11 4515 7138
Aruba	General Support	toll-free: 800-1578
Australia (Sydney)	E-mail (Australia): <a href="mailto:au_tech_support@dell.com">au_tech_support@dell.com</a>	
International Access Code: 0011	E-mail (New Zealand): <a href="mailto:nz_tech_support@dell.com">nz_tech_support@dell.com</a>	
Country Code: 61	Home and Small Business	1-300-65-55-33
City Code: 2	Government and Business	toll-free: 1-800-633-559
	Preferred Accounts Division (PAD)	toll-free: 1-800-060-889
	Customer Care	toll-free: 1-800-819-339
	Corporate Sales	toll-free: 1-800-808-385
	Transaction Sales	toll-free: 1-800-808-312
	Fax	toll-free: 1-800-818-341

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Austria (Vienna)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 900	E-mail: <a href="mailto:tech_support_central_europe@dell.com">tech_support_central_europe@dell.com</a>	
Country Code: 43	Home/Small Business Sales	01 795 67602
City Code: 1	Home/Small Business Fax	01 795 67605
	Home/Small Business Customer Care	01 795 67603
	Preferred Accounts/Corporate Customer Care	0660 8056
	Home/Small Business Technical Support	01 795 67604
	Preferred Accounts/Corporate Technical Support	0660 8779
	Switchboard	01 491 04 0
<b>Bahamas</b>	General Support	toll-free: 1-866-278-6818
<b>Barbados</b>	General Support	1-800-534-3066
<b>Belgium (Brussels)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:tech_be@dell.com">tech_be@dell.com</a>	
Country Code: 32	E-mail for French Speaking Customers: <a href="http://support.euro.dell.com/be/fr/emaildell/">support.euro.dell.com/be/fr/emaildell/</a>	
City Code: 2	Technical Support	02 481 92 88
	Customer Care	02 481 91 19
	Home/Small Business Sales	toll-free: 0800 16884
	Corporate Sales	02 481 91 00
	Fax	02 481 92 99
	Switchboard	02 481 91 00
<b>Bermuda</b>	General Support	1-800-342-0671
<b>Bolivia</b>	General Support	toll-free: 800-10-0238
<b>Brazil</b>	Website: <a href="http://www.dell.com/br">www.dell.com/br</a>	
International Access Code: 00	Customer Support, Technical Support	0800 90 3355
Country Code: 55	Tech Support Fax	51 481 5470
City Code: 51	Customer Care Fax	51 481 5480
	Sales	0800 90 3390
<b>British Virgin Islands</b>	General Support	toll-free: 1-866-278-6820

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Brunei Country Code: 673	Customer Technical Support (Penang, Malaysia)	604 633 4966
	Customer Service (Penang, Malaysia)	604 633 4949
	Transaction Sales (Penang, Malaysia)	604 633 4955
Canada (North York, Ontario) International Access Code: 011	Automated Order-Status System	toll-free: 1-800-433-9014
	AutoTech (automated technical support)	toll-free: 1-800-247-9362
	Customer Care (from outside Toronto)	toll-free: 1-800-326-9463
	Customer Care (from within Toronto)	416 758-2400
	Customer Technical Support	toll-free: 1-800-847-4096
	Sales (direct sales—from outside Toronto)	toll-free: 1-800-387-5752
	Sales (direct sales—from within Toronto)	416 758-2200
	Sales (federal government, education, and medical)	toll-free: 1-800-567-7542
Cayman Islands	Sales (major accounts)	toll-free: 1-800-387-5755
	TechFax	toll-free: 1-800-950-1329
Chile (Santiago) Country Code: 56 City Code: 2	General Support	1-800-805-7541
	Sales, Customer Support, and Technical Support	toll-free: 1230-020-4823

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>China (Xiamen)</b>	Tech Support website: <a href="http://support.ap.dell.com/china">support.ap.dell.com/china</a>	
Country Code: 86	Tech Support E-mail: <a href="mailto:cn_support@dell.com">cn_support@dell.com</a>	
City Code: 592	Tech Support Fax	818 1350
	Home and Small Business Technical Support	toll-free: 800 858 2437
	Corporate Accounts Technical Support	toll-free: 800 858 2333
	Customer Experience	toll-free: 800 858 2060
	Home and Small Business	toll-free: 800 858 2222
	Preferred Accounts Division	toll-free: 800 858 2062
	Large Corporate Accounts GCP	toll-free: 800 858 2055
	Large Corporate Accounts Key Accounts	toll-free: 800 858 2628
	Large Corporate Accounts North	toll-free: 800 858 2999
	Large Corporate Accounts North Government and Education	toll-free: 800 858 2955
	Large Corporate Accounts East	toll-free: 800 858 2020
	Large Corporate Accounts East Government and Education	toll-free: 800 858 2669
	Large Corporate Accounts Queue Team	toll-free: 800 858 2572
	Large Corporate Accounts South	toll-free: 800 858 2355
	Large Corporate Accounts West	toll-free: 800 858 2811
	Large Corporate Accounts Spare Parts	toll-free: 800 858 2621
<b>Colombia</b>	General Support	980-9-15-3978
<b>Costa Rica</b>	General Support	0800-012-0435
<b>Czech Republic (Prague)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:czech_dell@dell.com">czech_dell@dell.com</a>	
Country Code: 420	Technical Support	02 22 83 27 27
City Code: 2	Customer Care	02 22 83 27 11
	Fax	02 22 83 27 14
	TechFax	02 22 83 27 28
	Switchboard	02 22 83 27 11

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Denmark (Copenhagen) International Access Code: 00 Country Code: 45	Website: support.euro.dell.com E-mail Support (portable computers): den_nbk_support@dell.com E-mail Support (desktop computers): den_support@dell.com E-mail Support (servers): Nordic_server_support@dell.com	
	Technical Support	7023 0182
	Customer Care (Relational)	7023 0184
	Home/Small Business Customer Care	3287 5505
	Switchboard (Relational)	3287 1200
	Fax Switchboard (Relational)	3287 1201
	Switchboard (Home/Small Business)	3287 5000
	Fax Switchboard (Home/Small Business)	3287 5001
<b>Dominica</b>	General Support	toll-free: 1-866-278-6821
<b>Dominican Republic</b>	General Support	1-800-148-0530
<b>Ecuador</b>	General Support	toll-free: 999-119
<b>El Salvador</b>	General Support	01-899-753-0777
Finland (Helsinki) International Access Code: 990 Country Code: 358 City Code: 9	Website: support.euro.dell.com E-mail: fin_support@dell.com E-mail Support (servers): Nordic_support@dell.com	
	Technical Support	09 253 313 60
	Technical Support Fax	09 253 313 81
	Relational Customer Care	09 253 313 38
	Home/Small Business Customer Care	09 693 791 94
	Fax	09 253 313 99
	Switchboard	09 253 313 00

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
France (Paris) (Montpellier)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:support.euro.dell.com/fr/fr/emaildell/">support.euro.dell.com/fr/fr/emaildell/</a>	
Country Code: 33	<b>Home and Small Business</b>	
City Codes: (1) (4)	Technical Support	0825 387 270
	Customer Care	0825 823 833
	Switchboard	0825 004 700
	Switchboard (calls from outside of France)	04 99 75 40 00
	Sales	0825 004 700
	Fax	0825 004 701
	Fax (calls from outside of France)	04 99 75 40 01
	<b>Corporate</b>	
	Technical Support	0825 004 719
	Customer Care	0825 338 339
	Switchboard	01 55 94 71 00
	Sales	01 55 94 71 00
	Fax	01 55 94 71 01
<b>Germany (Langen)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:tech_support_central_europe@dell.com">tech_support_central_europe@dell.com</a>	
Country Code: 49	Technical Support	06103 766-7200
City Code: 6103	Home/Small Business Customer Care	0180-5-224400
	Global Segment Customer Care	06103 766-9570
	Preferred Accounts Customer Care	06103 766-9420
	Large Accounts Customer Care	06103 766-9560
	Public Accounts Customer Care	06103 766-9555
	Switchboard	06103 766-7000
<b>Grenada</b>	General Support	toll-free: 1-866-540-3355
<b>Guatemala</b>	General Support	1-800-999-0136
<b>Guyana</b>	General Support	toll-free: 1-877-270-4609

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Hong Kong</b>	Technical Support (Dimension™ and Inspiron™)	296 93188
International Access Code: 001 Country Code: 852	Technical Support (OptiPlex™, Latitude™, and Dell Precision™)	296 93191
	Customer Service (non-technical, post-sales issues)	800 93 8291
	Transaction Sales	toll-free: 800 96 4109
	Large Corporate Accounts HK	toll-free: 800 96 4108
	Large Corporate Accounts GCP HK	toll-free: 800 90 3708
<b>India</b>	Technical Support	1600 33 8045
	Sales	1600 33 8044
<b>Ireland (Cherrywood)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 16 Country Code: 353 City Code: 1	E-mail: <a href="mailto:dell_direct_support@dell.com">dell_direct_support@dell.com</a>	
	Ireland Technical Support	1850 543 543
	U.K. Technical Support (dial within U.K. only)	0870 908 0800
	Home User Customer Care	01 204 4095
	Small Business Customer Care	01 204 4444
	U.K. Customer Care (dial within U.K. only)	0870 906 0010
	Corporate Customer Care	01 204 4003
	Ireland Sales	01 204 4444
	U.K. Sales (dial within U.K. only)	0870 907 4000
	SalesFax	01 204 0144
	Fax	01 204 5960
	Switchboard	01 204 4444



<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Italy (Milan)	Website: support.euro.dell.com	
International Access Code: 00	E-mail: support.euro.dell.com/it/it/emaildell/	
Country Code: 39	<b>Home and Small Business</b>	
City Code: 02	Technical Support	02 577 826 90
	Customer Care	02 696 821 14
	Fax	02 696 821 13
	Switchboard	02 696 821 12
	<b>Corporate</b>	
	Technical Support	02 577 826 90
	Customer Care	02 577 825 55
	Fax	02 575 035 30
	Switchboard	02 577 821
<b>Jamaica</b>	General Support (dial from within Jamaica only)	1-800-682-3639

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Japan (Kawasaki)	Website: <a href="http://support.jp.dell.com">support.jp.dell.com</a>	
International Access Code: 001	Technical Support (servers)	toll-free: 0120-1984-98
Country Code: 81	Technical Support outside of Japan (servers)	81-44-556-4162
City Code: 44	Technical Support (Dimension™ and Inspiron™)	toll-free: 0120-1982-26
	Technical Support outside of Japan (Dimension and Inspiron)	81-44-520-1435
	Technical Support (Dell Precision™, OptiPlex™, and Latitude™)	toll-free: 0120-1984-33
	Technical Support outside of Japan (Dell Precision, OptiPlex, and Latitude)	81-44-556-3894
	24-Hour Automated Order Service	044-556-3801
	Customer Care	044-556-4240
	Business Sales Division (up to 400 employees)	044-556-1465
	Preferred Accounts Division Sales (over 400 employees)	044-556-3433
	Large Corporate Accounts Sales (over 3500 employees)	044-556-3430
	Public Sales (government agencies, educational institutions, and medical institutions)	044-556-1469
	Global Segment Japan	044-556-3469
	Individual User	044-556-1760
	Faxbox Service	044-556-3490
	Switchboard	044-556-4300
Korea (Seoul)	Technical Support	toll-free: 080-200-3800
International Access Code: 001	Sales	toll-free: 080-200-3600
Country Code: 82	Customer Service (Seoul, Korea)	toll-free: 080-200-3800
City Code: 2	Customer Service (Penang, Malaysia)	604 633 4949
	Fax	2194-6202
	Switchboard	2194-6000

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Latin America</b>	Customer Technical Support (Austin, Texas, U.S.A.)	512 728-4093
	Customer Service (Austin, Texas, U.S.A.)	512 728-3619
	Fax (Technical Support and Customer Service) (Austin, Texas, U.S.A.)	512 728-3883
	Sales (Austin, Texas, U.S.A.)	512 728-4397
	SalesFax (Austin, Texas, U.S.A.)	512 728-4600 or 512 728-3772
<b>Luxembourg</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:tech_be@dell.com">tech_be@dell.com</a>	
Country Code: 352	Technical Support (Brussels, Belgium)	02 481 92 88
	Home/Small Business Sales (Brussels, Belgium)	toll-free: 080016884
	Corporate Sales (Brussels, Belgium)	02 481 91 00
	Customer Care (Brussels, Belgium)	02 481 91 19
	Fax (Brussels, Belgium)	02 481 92 99
	Switchboard (Brussels, Belgium)	02 481 91 00
<b>Macao</b>	Technical Support	toll-free: 0800 582
Country Code: 853	Customer Service (Penang, Malaysia)	604 633 4949
	Transaction Sales	toll-free: 0800 581
<b>Malaysia (Penang)</b>	Technical Support	toll-free: 1 800 888 298
International Access Code: 00	Customer Service	04 633 4949
Country Code: 60	Transaction Sales	toll-free: 1 800 888 202
City Code: 4	Corporate Sales	toll-free: 1 800 888 213

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Mexico</b> International Access Code: 00 Country Code: 52	Customer Technical Support  Sales  Customer Service  Main	001-877-384-8979 or 001-877-269-3383 50-81-8800 or 01-800-888-3355 001-877-384-8979 or 001-877-269-3383 50-81-8800 or 01-800-888-3355
<b>Montserrat</b>	General Support	toll-free: 1-866-278-6822
<b>Netherlands Antilles</b>	General Support	001-800-882-1519
<b>Netherlands (Amsterdam)</b> International Access Code: 00 Country Code: 31 City Code: 20	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a> E-mail: <a href="mailto:support.euro.dell.com/nl/nl/emaildell/">support.euro.dell.com/nl/nl/emaildell/</a> Technical Support <b>Home/Small and Medium Business</b> Home/Small and Medium Business Fax Home/Small and Medium Business Customer Care <b>Corporate</b> Corporate Fax Corporate Customer Care	020 674 45 00 020 674 55 00 020 674 47 75 020 674 42 00 020 674 50 00 020 674 47 79 020 674 43 25
<b>New Zealand</b> International Access Code: 00 Country Code: 64	E-mail (New Zealand): <a href="mailto:nz_tech_support@dell.com">nz_tech_support@dell.com</a> E-mail (Australia): <a href="mailto:au_tech_support@dell.com">au_tech_support@dell.com</a> Home and Small Business Government and Business Sales Fax	0800 446 255 0800 444 617 0800 441 567 0800 441 566
<b>Nicaragua</b>	General Support	001-800-220-1006

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Norway (Lysaker)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail Support (portable computers):	
Country Code: 47	<a href="mailto:nor_nbk_support@dell.com">nor_nbk_support@dell.com</a>	
	E-mail Support (desktop computers):	
	<a href="mailto:nor_support@dell.com">nor_support@dell.com</a>	
	E-mail Support (servers):	
	<a href="mailto:nordic_server_support@dell.com">nordic_server_support@dell.com</a>	
	Technical Support	671 16882
	Relational Customer Care	671 17514
	Home/Small Business Customer Care	23162298
	Switchboard	671 16800
	Fax Switchboard	671 16865
<b>Panama</b>	General Support	001-800-507-0962
<b>Peru</b>	General Support	0800-50-669
Poland (Warsaw)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 011	E-mail: <a href="mailto:pl_support@dell.com">pl_support@dell.com</a>	
Country Code: 48	Customer Service Phone	57 95 700
City Code: 22	Customer Care	57 95 999
	Sales	57 95 999
	Customer Service Fax	57 95 806
	Reception Desk Fax	57 95 998
	Switchboard	57 95 999
<b>Portugal</b>	E-mail: <a href="mailto:support.euro.dell.com/es/es/emailldell/">support.euro.dell.com/es/es/emailldell/</a>	
International Access Code: 00	Technical Support	800 834 077
Country Code: 35	Customer Care	800 300 415 or 800 834 075
	Sales	800 300 410 or 800 300 411 or 800 300 412 or 121 422 07 10
	Fax	121 424 01 12
<b>Puerto Rico</b>	General Support	1-800-805-7545

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
St. Kitts and Nevis	General Support	toll-free: 1-877-441-4731
St. Lucia	General Support	1-800-882-1521
St. Vincent and the Grenadines	General Support	toll-free: 1-877-270-4609
Singapore (Singapore)	Technical Support	toll-free: 800 6011 051
International Access Code: 005	Customer Service (Penang, Malaysia)	604 633 4949
Country Code: 65	Transaction Sales	toll-free: 800 6011 054
	Corporate Sales	toll-free: 800 6011 053
South Africa (Johannesburg)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 09/091	E-mail: <a href="mailto:dell_za_support@dell.com">dell_za_support@dell.com</a>	
	Technical Support	011 709 7710
Country Code: 27	Customer Care	011 709 7707
City Code: 11	Sales	011 709 7700
	Fax	011 706 0495
	Switchboard	011 709 7700
Southeast Asian and Pacific Countries	Customer Technical Support, Customer Service, and Sales (Penang, Malaysia)	604 633 4810
Spain (Madrid)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="http://support.euro.dell.com/es/es/emailldell/">support.euro.dell.com/es/es/emailldell/</a>	
Country Code: 34	<b>Home and Small Business</b>	
City Code: 91	Technical Support	902 100 130
	Customer Care	902 118 540
	Sales	902 118 541
	Switchboard	902 118 541
	Fax	902 118 539
	<b>Corporate</b>	
	Technical Support	902 100 130
	Customer Care	902 118 546
	Switchboard	91 722 92 00
	Fax	91 722 95 83

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Sweden (Upplands Vasby) International Access Code: 00 Country Code: 46 City Code: 8	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a> E-mail: <a href="mailto:swe_support@dell.com">swe_support@dell.com</a> E-mail Support for Latitude and Inspiron: <a href="mailto:Swe-nbk_kats@dell.com">Swe-nbk_kats@dell.com</a> E-mail Support for OptiPlex: <a href="mailto:Swe_kats@dell.com">Swe_kats@dell.com</a> E-mail Support for Servers: <a href="mailto:Nordic_server_support@dell.com">Nordic_server_support@dell.com</a> Technical Support Relational Customer Care Home/Small Business Customer Care Employee Purchase Program (EPP) Support Fax Technical Support Sales	08 590 05 199 08 590 05 642 08 587 70 527 20 140 14 44 08 590 05 594 08 590 05 185
Switzerland (Geneva) International Access Code: 00 Country Code: 41 City Code: 22	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a> E-mail: <a href="mailto:swisstech@dell.com">swisstech@dell.com</a> E-mail for French-speaking HSB and Corporate Customers: <a href="http://support.euro.dell.com/ch/fr/emaildell/">support.euro.dell.com/ch/fr/emaildell/</a> Technical Support (Home and Small Business) Technical Support (Corporate) Customer Care (Home and Small Business) Customer Care (Corporate) Fax Switchboard	0844 811 411 0844 822 844 0848 802 202 0848 821 721 022 799 01 90 022 799 01 01
Taiwan International Access Code: 002 Country Code: 886	Technical Support (portable and desktop computers) Technical Support (servers) Transaction Sales Corporate Sales	toll-free: 00801 86 1011 toll-free: 0080 60 1256 toll-free: 0080 651 228 or 0800 33 556 toll-free: 0080 651 227 or 0800 33 555

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Thailand	Technical Support	toll-free: 0880 060 07
International Access Code: 001	Customer Service (Penang, Malaysia)	604 633 4949
Country Code: 66	Sales	toll-free: 0880 060 09
Trinidad/Tobago	General Support	1-800-805-8035
Turks and Caicos Islands	General Support	toll-free: 1-866-540-3355
U.K. (Bracknell)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	Customer Care website:	
Country Code: 44	<a href="http://dell.co.uk/lca/customerservices">dell.co.uk/lca/customerservices</a>	
City Code: 1344	E-mail: <a href="mailto:dell_direct_support@dell.com">dell_direct_support@dell.com</a>	
	Technical Support (Corporate/Preferred Accounts/PAD [1000+ employees])	0870 908 0500
	Technical Support (direct/PAD and general)	0870 908 0800
	Global Accounts Customer Care	01344 373 185 or 01344 373 186
	Home and Small Business Customer Care	0870 906 0010
	Corporate Customer Care	0870 908 0500
	Preferred Accounts (500–5000 employees) Customer Care	01344 373 196
	Central Government Customer Care	01344 373 193
	Local Government & Education Customer Care	01344 373 199
	Health Customer Care	01344 373 194
	Home and Small Business Sales	0870 907 4000
	Corporate/Public Sector Sales	01344 860 456
Uruguay	General Support	toll-free: 000-413-598-2521



<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
U.S.A. (Austin, Texas)	Automated Order-Status Service	toll-free: 1-800-433-9014
International Access Code: 011	AutoTech (portable and desktop computers)	toll-free: 1-800-247-9362
Country Code: 1	<b>Consumer</b> (Home and Home Office)	
	Technical Support	toll-free: 1-800-624-9896
	Customer Service	toll-free: 1-800-624-9897
	DellNet™ Service and Support	toll-free: 1-877-Dellnet (1-877-335-5638)
	Software Application Support	toll-free: 1-800-433-9005
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Financial Services website: <a href="http://www.dellfinancialservices.com">www.dellfinancialservices.com</a>	
	Financial Services (lease/loans)	toll-free: 1-877-577-3355
	Financial Services (Dell Preferred Accounts [DPA])	toll-free: 1-800-283-2210
	<b>Business</b>	
	Service and Technical Support	toll-free: 1-800-822-8965
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Projectors Technical Support	toll-free: 1-877-459-7298
	<b>Public</b> (government, education, and healthcare)	
	Service and Technical Support	toll-free: 1-800-456-3355
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-234-1490
	Dell Sales	toll-free: 1-800-289-3355 or toll-free: 1-800-879-3355
	Dell Outlet Store (Dell refurbished computers)	toll-free: 1-888-798-7561
	Software and Peripherals Sales	toll-free: 1-800-671-3355
	Spare Parts Sales	toll-free: 1-800-357-3355
	Extended Service and Warranty Sales	toll-free: 1-800-247-4618
	Fax	toll-free: 1-800-727-8320
	Dell Services for the Deaf, Hard-of-Hearing, or Speech-Impaired	toll-free: 1-877-DELLTY (1-877-335-5889)
U.S. Virgin Islands	General Support	1-877-673-3355
Venezuela	General Support	8001-3605

# Regulatory Notices

Electromagnetic Interference (EMI) is any signal or emission, radiated in free space or conducted along power or signal leads, that endangers the functioning of a radio navigation or other safety service or seriously degrades, obstructs, or repeatedly interrupts a licensed radio communications service. Radio communications services include but are not limited to AM/FM commercial broadcast, television, cellular services, radar, air-traffic control, pager, and Personal Communication Services (PCS). These licensed services, along with unintentional radiators such as digital devices, including computers, contribute to the electromagnetic environment.

Electromagnetic Compatibility (EMC) is the ability of items of electronic equipment to function properly together in the electronic environment. While this computer has been designed and determined to be compliant with regulatory agency limits for EMI, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference with radio communications services, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna.
- Relocate the computer with respect to the receiver.
- Move the computer away from the receiver.
- Plug the computer into a different outlet so that the computer and the receiver are on different branch circuits.

If necessary, consult a Dell Technical Support representative or an experienced radio/television technician for additional suggestions.

For additional regulatory information, see the *Tell Me How* help file that accompanied your computer. To access the help file, see page 50.

## NOM Information (Mexico Only)

The following information is provided on the device(s) described in this document in compliance with the requirements of the official Mexican standards (NOM):

Exporter:	Dell Computer Corporation One Dell Way Round Rock, TX 78682
Importer:	Dell Computer de México, S.A. de C.V. Paseo de la Reforma 2620 - 11° Piso Col. Lomas Altas 11950 México, D.F.
Ship to:	Dell Computer de México, S.A. de C.V. al Cuidado de Kuehne & Nagel de México S. de R.I. Avenida Soles No. 55 Col. Peñon de los Baños 15520 México, D.F.
Model number:	PP04L
Supply voltage:	100–240 VAC
Frequency:	50–60 Hz
Current Consumption:	1.5 A
Output voltage:	20 VDC
Output current:	3.5 A

# Limited Warranties and Return Policy

Dell-branded hardware products purchased in the U.S. or Canada come with either a 90-day (U.S. only), one-year, two-year, three-year, or four-year limited warranty. To determine which warranty you purchased, see the invoice that accompanied your hardware product(s). The following sections describe the limited warranties and return policy for the U.S., the limited warranties and return policy for Canada, and the manufacturer guarantee for Latin America and the Caribbean.

## Limited Warranty for the U.S.

### What is covered by this limited warranty?

This limited warranty covers defects in materials and workmanship in your—our end-user customer's—Dell-branded hardware products, including Dell-branded peripheral products, such as monitors, keyboards, pointing devices (mice), and wireless devices.

### What is not covered by this limited warranty?

This limited warranty does not cover:

- Software, including the operating system and software added to the Dell-branded hardware products through our factory-integration system, third-party software, or the reloading of software
- Non-Dell-branded products and accessories
- Problems that result from:
  - External causes such as accident, abuse, misuse, or problems with electrical power
  - Servicing not authorized by us
  - Usage that is not in accordance with product instructions
  - Failure to follow the product instructions or failure to perform preventive maintenance
  - Problems caused by using accessories, parts, or components not supplied by us
- Products with missing or altered service tags or serial numbers
- Products for which we have not received payment

**THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN TIME TO THE TERM OF THE LIMITED WARRANTY PERIOD REFLECTED ON YOUR INVOICE. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU.**

**WE DO NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED WARRANTY OR FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. OUR LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH WE ARE RESPONSIBLE.**

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

### How long does this limited warranty last?

This limited warranty lasts for the time period indicated on your invoice, except that the limited warranty on Dell-branded batteries lasts only one year and the limited warranty on the lamps for Dell-branded projectors lasts only ninety days. The limited warranty begins on the date of the invoice. The warranty period is not extended if we repair or replace a warranted product or any parts. Dell may change the availability of limited warranties, at its discretion, but any changes will not be retroactive.

### What do I do if I need warranty service?

Before the warranty expires, please call us at the relevant number listed in the following table. Please also have your Dell service tag number or order number available.

<b>Individual Home Consumers:</b>	
Technical Support	1-800-624-9896
Customer Service	1-800-624-9897
<b>Individual Home Consumers who purchased through an Employee Purchase Program:</b>	
Technical Support and Customer Service	1-800-822-8965
<b>Home and Small Business Commercial Customers:</b>	
Technical Support and Customer Service	1-800-456-3355
<b>Medium, Large, or Global Commercial Customers, Healthcare Customers, and Value Added Resellers (VARs):</b>	
Technical Support and Customer Service	1-800-822-8965
<b>Government and Education Customers:</b>	
Technical Support and Customer Service	1-800-234-1490
<b>Dell-Branded Memory</b>	1-888-363-5150

### What will Dell do?

**During the first 90 days of the 90-day limited warranty and the first year of all other limited warranties:** For the first 90 days of the 90-day limited warranty and the first year of all other limited warranties, we will repair any Dell-branded hardware products returned to us that prove to be defective in materials or workmanship. If we are not able to repair the product, we will replace it with a comparable product that is new or refurbished.

When you contact us, we will issue a Return Material Authorization Number for you to include with your return. You must return the products to us in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk if the product is lost or damaged in shipment. We will return the repaired or replacement products to you. We will pay to ship the repaired or replaced products to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, we will ship the product to you freight collect.

If we determine that the product is not covered under this warranty, we will notify you and inform you of service alternatives that are available to you on a fee basis.

**NOTE:** Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary, or personal information and removable media such as floppy disks, CDs, or PC Cards. We are not responsible for any of your confidential, proprietary, or personal information; lost or corrupted data; or damaged or lost removable media.

**During the remaining years:** For the remaining period of the limited warranty, we will replace any defective part with new or refurbished parts, if we agree that it needs to be replaced. When you contact us, we will require a valid credit card number at the time you request a replacement part, but we will not charge you for the replacement part as long as you return the original part to us within thirty days after we ship the replacement part to you. If we do not receive the original part within thirty days, we will charge to your credit card the then-current standard price for that part.

We will pay to ship the part to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, we will ship the part freight collect. We will also include a prepaid shipping container with each replacement part for your use in returning the replaced part to us.

**NOTE:** Before you replace parts, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). We are not responsible for lost or corrupted data.

### **What if I purchased a service contract?**

If your on-site service contract is with Dell, on-site service will be provided to you under the terms of the on-site service agreement. Please refer to that contract for details on how to obtain service.

If you purchased through us a service contract with one of our third-party service providers, please refer to that contract for details on how to obtain service.

### **How will you fix my product?**

We use new and refurbished parts made by various manufacturers in performing warranty repairs and in building replacement parts and systems. Refurbished parts and systems are parts or systems that have been returned to Dell, some of which were never used by a customer. All parts and systems are inspected and tested for quality. Replacement parts and systems are covered for the remaining period of the limited warranty for the product you bought.

## What do I do if I am not satisfied?

We pride ourselves on our great customer service. If you are not satisfied with the service you receive under this limited warranty, please let us know. We have found that the best way to resolve issues regarding our limited warranty is to work together. If, after those discussions, you are still not satisfied, we believe arbitration is the most expeditious way to resolve your concerns. Therefore, **ANY CLAIM, DISPUTE, OR CONTROVERSY (WHETHER IN CONTRACT, TORT, OR OTHERWISE, WHETHER PREEXISTING, PRESENT, OR FUTURE, AND INCLUDING STATUTORY, COMMON LAW, INTENTIONAL TORT, AND EQUITABLE CLAIMS) AGAINST DELL** arising from or relating to this limited warranty, its interpretation, or the breach, termination, or validity thereof, the relationships which result from this limited warranty (including, to the full extent permitted by applicable law, relationships with third parties), Dell's advertising, or any related purchase **SHALL BE RESOLVED EXCLUSIVELY AND FINALLY BY BINDING ARBITRATION ADMINISTERED BY THE NATIONAL ARBITRATION FORUM (NAF)** under its Code of Procedure then in effect (available via the Internet at [www.arb-forum.com/](http://www.arb-forum.com/) or via telephone at 1-800-474-2371). The arbitration will be limited solely to the dispute or controversy between you and Dell. Any award of the arbitrator(s) shall be final and binding on each of the parties, and may be entered as a judgment in any court of competent jurisdiction. Information may be obtained and claims may be filed with the NAF at P.O. Box 50191, Minneapolis, MN 55405. This provision applies only to individual home consumers and consumers who purchased through an employee purchase program. It does not apply to small, medium, large, and global commercial customers or government, education, and healthcare customers.

## May I transfer the limited warranty?

Limited warranties on systems may be transferred if the current owner transfers ownership of the system and records the transfer with us. The limited warranty on Dell-branded memory may not be transferred. You may record your transfer by going to Dell's website:

- If you are an Individual Home Consumer, go to [www.dell.com/us/en/dhs/topics/sbtopic\\_015\\_ccare.htm](http://www.dell.com/us/en/dhs/topics/sbtopic_015_ccare.htm)
- If you are a Small, Medium, Large, or Global Commercial Customer, go to [www.dell.com/us/en/biz/topics/sbtopic\\_ccare\\_nav\\_015\\_ccare.htm](http://www.dell.com/us/en/biz/topics/sbtopic_ccare_nav_015_ccare.htm)
- If you are a Government, Education, or Healthcare Customer, or an Individual Consumer who purchased through an employee purchase program, go to [www.dell.com/us/en/pub/topics/sbtopic\\_015\\_ccare.htm](http://www.dell.com/us/en/pub/topics/sbtopic_015_ccare.htm)

If you do not have Internet access, call your customer care representative or call 1-800-624-9897.

## "Total Satisfaction" Return Policy (U.S. Only)

We value our relationship with you and want to make sure that you're satisfied with your purchases. That's why we offer a "Total Satisfaction" return policy for most products that you—the end-user customer—purchase directly from Dell. Under this policy, you may return to Dell products that you purchased directly from Dell for a credit or a refund of the purchase price paid, less shipping and handling and applicable restocking fees as follows:

- **New Hardware Products and Accessories** — All new hardware, accessories, parts, and unopened software still in its sealed package, excluding the products listed below, may be returned within thirty days from the invoice date. To return applications software or an operating system that has been installed by Dell, you must return the entire computer. A different return policy applies to nondefective products purchased through Dell's Software and Peripherals division by customers of our Small and Medium Business divisions. Those products may be returned within thirty days from the invoice date, but a fifteen percent (15%) restocking fee will be deducted from any refund or credit. The "Total Satisfaction" Return Policy and Software and Peripherals division return policy are not available for Dell | EMC storage products, EMC-branded products, or enterprise software.

- **Reconditioned or Refurbished Dell-Branded Hardware Products and Parts** — All reconditioned or refurbished Dell-branded server and storage products may be returned within thirty days from the invoice date. All other reconditioned or refurbished Dell-branded hardware products and parts may be returned within fourteen days of the invoice date.

To return products, e-mail or call Dell customer service to receive a Credit Return Authorization Number within the return policy period applicable to the product you want to return. You must obtain a Credit Return Authorization Number in order to return the product. See "Contacting Dell" on page 100 (or [www.dell.com/us/en/gen/contact.htm](http://www.dell.com/us/en/gen/contact.htm)) to find the appropriate contact information for obtaining customer assistance.

You must ship the products to Dell within five days of the date that Dell issues the Credit Return Authorization Number. You must also return the products to Dell in their original packaging, in as-new condition along with any media, documentation, and all other items that were included in the original shipment, prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment.

## Limited Warranty Terms for Canada

### What is covered by this limited warranty?

This limited warranty covers defects in materials and workmanship in your—our end-user customer's—Dell-branded hardware products, including Dell-branded monitors, keyboards, wireless access points, and pointing devices (mice).

### What is not covered by this limited warranty?

This limited warranty does not cover:

- Software, including the operating system and software added to the Dell-branded hardware products through our factory-integration system, or the reloading of the software
- Non-Dell branded products and accessories
- Problems that result from:
  - External causes such as accident, abuse, misuse, or problems with electrical power
  - Servicing not authorized by us
  - Usage that is not in accordance with product instructions
  - Failure to follow the product instructions or failure to perform preventive maintenance
  - Problems caused by using accessories, parts, or components not supplied by us
- Products with missing or altered service tags or serial numbers
- Products for which we have not received payment



THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM PROVINCE TO PROVINCE. DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN PRODUCT IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT, FOR THE TERM OF THE WARRANTY PERIOD REFLECTED ON YOUR INVOICE. EXCEPT FOR THE EXPRESS WARRANTIES CONTAINED IN THIS WARRANTY STATEMENT, DELL DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, STATUTORY OR OTHERWISE. SOME PROVINCES DO NOT ALLOW THE EXCLUSION OF CERTAIN IMPLIED WARRANTIES OR CONDITIONS, OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS. THEREFORE, THE FOREGOING EXCLUSIONS AND LIMITATIONS MAY NOT APPLY TO YOU.

WE DO NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS WARRANTY STATEMENT OR FOR SPECIAL, INDIRECT, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. OUR LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH WE ARE RESPONSIBLE.

SOME PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

### How long does this limited warranty last?

This limited warranty lasts for the time period indicated on your invoice, except that the limited warranty on Dell-branded batteries lasts only one year and the limited warranty on the lamps for Dell-branded projectors lasts only ninety days. The limited warranty begins on the date of the invoice. The warranty period is not extended if we repair or replace a warranted product or any parts. Dell may change the terms and availability of limited warranties, at its discretion, but any changes will not be retroactive (that is, the warranty terms in place at the time of purchase will apply to your purchase).

### What do I do if I need warranty service?

Before the warranty expires, please call us at the relevant number listed in the following table. Please also have your Dell service tag number or order number available.

<b>Individual Home Consumers; Home Office and Small Business Customers:</b>	
Technical Support and Customer Service	1-800-847-4096
<b>Medium, Large, and Global Commercial Customers; Government, Education, and Healthcare Customers; and Value Added Resellers (VARs):</b>	
Technical Support	1-800-387-5757
Customer Service	1-800-326-9463

<b>Government or Education Customers, or Individual Home Consumers who purchased through an Employee Purchase Program:</b>	
Technical Support	1-800-387-5757
Customer Service	1-800-326-9463 (Extension 8221 for Individual Consumers)
<b>Dell-Branded Memory</b>	1-888-363-5150

## What will Dell do?

**During the first year of all limited warranties:** During the first year of all limited warranties, we will repair any Dell-branded hardware products returned to us that prove to be defective in materials or workmanship. If we are not able to repair the product, we will replace it with a comparable product that is new or refurbished.

When you contact us, we will issue a Return Material Authorization Number for you to include with your return. You must return the products to us in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk if the product is lost or damaged in shipment. We will return the repaired or replacement products to you. We will pay to ship the repaired or replaced products to you if you use an address in Canada. Otherwise, we will ship the product to you freight collect.

If we determine that the problem is not covered under this warranty, we will notify you and inform you of service alternatives that are available to you on a fee basis.

**NOTE:** Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary or personal information, removable media, such as floppy disks, CDs, or PC Cards. We are not responsible for any of your confidential, proprietary or personal information; lost or corrupted data; or damaged or lost removable media.

**During the remaining years following the first year of all limited warranties:** We will replace any defective part with new or refurbished parts, if we agree that it needs to be replaced. When you contact us, we will require a valid credit card number at the time you request a replacement part, but we will not charge you for the replacement part as long as you return the original part to us within thirty days after we ship the replacement part to you. If we do not receive the original part within thirty days, we will charge to your credit card the then-current standard price for that part.

We will pay to ship the part to you if you use an address in Canada. Otherwise, we will ship the part freight collect. We will also include a prepaid shipping container with each replacement part for your use in returning the replaced part to us.

**NOTE:** Before you replace parts, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). We are not responsible for lost or corrupted data.

## What if I purchased an on-site service contract?

If your service contract is with Dell, service will be provided to you under the terms of the service contract. Please refer to that contract for details on how to obtain service. Dell's service contracts can be found online at [www.dell.ca](http://www.dell.ca) or by calling Customer Care at 1-800-847-4096. If you purchased through us a service contract with one of our third-party service providers, please refer to that contract (mailed to you with your invoice) for details on how to obtain service.

## How will you fix my product?

We use new and refurbished parts made by various manufacturers in performing warranty repairs and in building replacement parts and systems. Refurbished parts and systems are parts or systems that have been returned to Dell, some of which were never used by a customer. All parts and systems are inspected and tested for quality. Replacement parts and systems are covered for the remaining period of the limited warranty for the product you bought. Dell owns all parts removed from repaired products.

## What do I do if I am not satisfied?

We pride ourselves on our great customer service. If you are not satisfied with the service you receive under this limited warranty, please let us know. We have found that the best way to resolve issues regarding our limited warranty is to work together. If, after those discussions, you are still not satisfied, we believe arbitration is the most expeditious way to resolve your concerns. Therefore, **ANY CLAIM, DISPUTE, OR CONTROVERSY (WHETHER IN CONTRACT, TORT, OR OTHERWISE, WHETHER PREEXISTING, PRESENT OR FUTURE, AND INCLUDING STATUTORY, COMMON LAW, INTENTIONAL TORT, AND EQUITABLE CLAIMS) AGAINST DELL** arising from or relating to this limited warranty, its interpretation, or the breach, termination or validity thereof, the relationships which result from this limited warranty (including, to the full extent permitted by applicable law, relationships with third parties), Dell's advertising, or any related purchase **SHALL BE RESOLVED EXCLUSIVELY AND FINALLY BY BINDING ARBITRATION ADMINISTERED BY THE NATIONAL ARBITRATION FORUM (NAF)** under its Code of Procedure then in effect (available via the Internet at [www.arb-forum.com/](http://www.arb-forum.com/), or via telephone at 1-800-474-2371). The arbitration will be limited solely to the dispute or controversy between you and Dell. Any award of the arbitrator(s) shall be final and binding on each of the parties, and may be entered as a judgment in any court of competent jurisdiction. Information may be obtained and claims may be filed with the NAF at P.O. Box 50191, Minneapolis, MN 55405.

## May I transfer the limited warranty?

Limited warranties on systems may be transferred if the current owner transfers ownership of the system and records the transfer with us. The limited warranty on Dell-branded memory may not be transferred. You may record your transfer by going to our website:

- If you are an Individual Home Consumer, go to [www.dell.com/us/en/dhs/topics/sbtopic\\_016\\_ccare.htm](http://www.dell.com/us/en/dhs/topics/sbtopic_016_ccare.htm)
- If you are a Home Office, Small, Medium, Large, or Global Commercial Customer, go to [www.dell.com/us/en/biz/topics/sbtopic\\_ccare\\_nav\\_016\\_ccare.htm](http://www.dell.com/us/en/biz/topics/sbtopic_ccare_nav_016_ccare.htm)
- If you are a Government, Education, or Healthcare Customer, or an Individual Home Consumer who purchased through an Employee Purchase Program, go to [www.dell.com/us/en/pub/topics/sbtopic\\_016\\_ccare.htm](http://www.dell.com/us/en/pub/topics/sbtopic_016_ccare.htm)

If you do not have Internet access, please call Dell at 1-800-326-9463.

## "Total Satisfaction" Return Policy (Canada Only)

If you are an end-user customer who bought new products directly from Dell, you may return them to Dell up to 30 days after you receive them for a refund or credit of the product purchase price. If you are an end-user customer who bought reconditioned or refurbished products from Dell, you may return them to Dell within 14 days after the date of invoice for a refund or credit of the product purchase price. In either case, the refund or credit will not include any shipping and handling charges shown on your invoice and will be subject to a fifteen percent (15%) restocking fee, unless otherwise prohibited by law. If you are an organization that bought the products under a written agreement with Dell, the agreement may contain different terms for the return of products than specified by this policy.

To return products, you must call Dell Customer Service at 1-800-387-5759 to receive a Credit Return Authorization Number. To expedite the process of your refund or credit, Dell expects you to return the products to Dell in their original packaging within five days of the date that Dell issues the Credit Return Authorization Number. You must also prepay shipping charges and insure the shipment or accept the risk of loss or damage during shipment. You may return software for a refund or credit only if the sealed package containing the floppy disk(s) or CD(s) is unopened. Returned products must be in as-new condition, and all of the manuals, floppy disk(s), CD(s), power cables, and other items included with a product must be returned with it. For customers who want to return, for refund or credit only, either application or operating system software that has been installed by Dell, the whole system must be returned, along with any media and documentation that may have been included in the original shipment.

The "Total Satisfaction" Return Policy does not apply to Dell | EMC storage products. It also does not apply to products purchased through Dell's Software and Peripherals division. For those products, please instead refer to Dell's Software and Peripheral's then-current return policy (see the following section, "Dell Software and Peripherals (Canada Only)."

## **Dell Software and Peripherals (Canada Only)**

### **Third-Party Software and Peripherals Products**

Similar to other resellers of software and peripherals, Dell does not warrant third-party products. Third-party software and peripheral products are covered by the warranties provided by the original manufacturer or publisher only. Third party manufacturer warranties vary from product to product. Consult your product documentation for specific warranty information. More information may also be available from the manufacturer or publisher.

While Dell offers a wide selection of software and peripheral products, we do not specifically test or guarantee that all of the products we offer work with any or all of the various models of Dell computers, nor do we test or guarantee all of the products we sell on the hundreds of different brands of computers available today. If you have questions about compatibility, we recommend and encourage you to contact the third-party software and peripheral product manufacturer or publisher directly.

### **Dell-Branded Peripheral Products**

Dell does provide a limited warranty for new Dell-branded peripheral products (products for which Dell is listed as the manufacturer) such as monitors, batteries, memory, docking stations, and projectors). To determine which limited warranty applies to the product you purchased, see the Dell invoice and/or the product documentation that accompanied your product. Descriptions of Dell's limited warranties are described in preceding sections.

### **Return Policy**

If you are an end-user customer who bought Dell Software and Peripherals products directly from a Dell company, you may return Dell Software and Peripherals products that are in as-new condition to Dell up to 30 days from the date of invoice for a refund of the product purchase price if already paid. This refund will not include any shipping and handling charges shown on your invoice; you are responsible for those.

To return products, you must call Dell Customer Service at 1-800-387-5759 to receive a Credit Return Authorization Number. You must ship the Dell Software and Peripherals products back to Dell in their original manufacturer's packaging (which must be in as-new condition), prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment.

To qualify for refund or replacement, returned products must be in as-new condition, software products must be unopened, and all of the manuals, floppy disk(s), CD(s), power cables, and other items included with a product must be returned with it.

## **One-Year End-User Manufacturer Guarantee (Latin America and the Caribbean Only)**

### **Guarantee**

Dell Computer Corporation ("Dell") warrants to the end user in accordance with the following provisions that its branded hardware products, purchased by the end user from a Dell company or an authorized Dell distributor in Latin America or the Caribbean, will be free from defects in materials, workmanship, and design affecting normal use, for a period of one year from the original purchase date. Products for which proper claims are made will, at Dell's option, be repaired or replaced at Dell's expense. Dell owns all parts removed from repaired products. Dell uses new and reconditioned parts made by various manufacturers in performing repairs and building replacement products.

### **Exclusions**

This Guarantee does not apply to defects resulting from: improper or inadequate installation, use, or maintenance; actions or modifications by unauthorized third parties or the end user; accidental or willful damage; or normal wear and tear.

### **Making a Claim**

Claims must be made in Latin America or the Caribbean by contacting the Dell point of sale within the guarantee period. The end user must always supply proof of purchase, indicating name and address of the seller, date of purchase, model and serial number, name and address of the customer, and details of symptoms and configuration at the time of malfunction, including peripherals and software used. Otherwise, Dell may refuse the guarantee claim. Upon diagnosis of a warranted defect, Dell will make arrangements and pay for ground freight and insurance to and from Dell's repair/replacement center. The end user must ensure that the defective product is available for collection properly packed in original or equally protective packaging together with the details listed above and the return number provided to the end user by Dell.

### **Limitation and Statutory Rights**

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**Dell Commercial do Brasil Ltda (CNPJ No. 03 405 822/0001-40)**

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#### **Dell Computer de Chile Ltda**

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Dell Computer de Mexico SA de CV  
Paseo de la Reforma 2620 - 11° Piso  
Col. Lomas Altas  
11950 México, D.F.

## Intel® Warranty Statement for Pentium® and Celeron® Processors Only (U.S. and Canada Only)

### Intel's Three Year Limited Warranty

#### Limited Warranty

Intel warrants that its family of Pentium® and Celeron® processors, if properly used and installed, will be free from defects in materials and workmanship and will substantially conform to Intel's publicly available specifications for a period of three (3) years after the date the Pentium or Celeron processor was purchased (whether purchased separately or as part of a computer system).

If the Pentium or Celeron processor, which is the subject of this Limited Warranty, fails during the warranty period for reasons covered by this Limited Warranty, Intel, at its option, will:

- REPAIR the Pentium or Celeron processor by means of hardware and/or software; OR
  - REPLACE the Pentium or Celeron processor with another Pentium or Celeron processor; OR
- if Intel is unable to repair or replace the particular Pentium or Celeron processor,
- REFUND the then-current value of the Pentium or Celeron processor.

THIS LIMITED WARRANTY, AND ANY IMPLIED WARRANTIES THAT MAY EXIST UNDER STATE LAW, APPLY ONLY TO THE ORIGINAL PURCHASER OF THE PENTIUM OR CELERON PROCESSOR, OR PENTIUM OR CELERON PROCESSOR-BASED COMPUTER AND LAST ONLY FOR AS LONG AS SUCH PURCHASER CONTINUES TO OWN THE PROCESSOR.

#### Extent of Limited Warranty

Intel does not warrant that your Pentium or Celeron processor will be free from design defects or errors known as "errata." Current characterized errata are available upon request. This limited warranty is for purchasers in the United States and Canada only. The limited warranty does not cover any costs relating to removal or replacement of any Pentium or Celeron processors that are soldered or otherwise permanently affixed to your system's motherboard.

This limited warranty does not cover damages due to external causes, including accident, problems with electrical power, usage not in accordance with product instructions, misuse, neglect, alteration, repair, improper installation, or improper testing.

#### How to Obtain Warranty Service

To obtain warranty service for your Pentium or Celeron processor, you may contact your computer system manufacturer in accordance with its instructions, or you may contact Intel.

To request warranty service from Intel, you should call Intel at 1-800-628-8686 during the warranty period during normal business hours (Pacific Time), excluding holidays. Please be prepared to provide:

- (1) your name, address, and telephone numbers;
- (2) proof of purchase;
- (3) this Intel warranty card;
- (4) a description of the computer system including the brand and model; and
- (5) an explanation of the problem.

[Note: The Customer Service Representative may need additional information from you depending on the nature of the problem.]

The replacement processor is warranted under this written warranty and is subject to the same limitations and exclusions for the remainder of the original warranty period or one (1) year, whichever is longer.

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**Intel Pentium® and Celeron® Processors are backed by a three-year limited warranty.  
Please refer to the reverse side of this card for complete warranty details.**

**Intel's Commitment to Quality**

Intel is committed to producing the highest quality processors available. That's why we have hundreds of people dedicated to continuously improve our design, manufacturing, and testing technology.

We put every one of our Pentium® and Celeron® processors through a rigorous battery of tests during the design and manufacturing processes.

To verify that the new chip will correctly run the software written for Intel Architecture processors, a team of Intel engineers is dedicated to compatibility testing. In a state-of-art lab, this group runs an extensive set of operating systems, applications, network tests and stress tests repeatedly to ensure that the processor is compatible with representative software.

Just as importantly, we work with hardware and software companies in the computer industry to ensure that our processors are compatible with their products.

Additionally, a sampling of Intel processors are subjected to a rigorous "burn-in" test whereby the chip is operated at higher-than-normal temperatures and voltages. During this burn-in period, the processor experiences the equivalent of weeks of normal usage. These units are monitored for failures as part of our ongoing quality assurance process.

As a result, today's microprocessors from Intel are among the most reliable components in computers.

**What are 'Errata'?**

Exhaustive product testing can highlight differences between the actual behavior of the microprocessor and its specifications. Sometimes the discrepancies are caused by a design defect or error, which we call errata. Rigorous validation identifies most errata during the development of the processor, but we do detect additional errata during the life cycle of a microprocessor.

When an erratum is identified, our engineers work to characterize it and find a solution. We work with system designers and software developers to ensure that the discrepancy does not affect their products. If necessary, special software or hardware solutions (sometimes known as "work arounds") are implemented in the system design to prevent computer users from encountering the problem. Errata may then be corrected in future revisions of the microprocessor.

No microprocessor is perfect, and Intel recognizes that some consumers want to know about any errata, whether or not the errata affect them. Intel makes documentation of all characterized Pentium and Celeron processor errata publicly available through our Technical Documentation Service.

*At Intel, our goal is to make every computer user satisfied with his or her Pentium or Celeron processor. Should you have any questions, comments or concerns about your Intel microprocessor, please call us at 1-800-628-8686.*

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