

Dell™ Inspiron™ 4000 System

# SOLUTIONS GUIDE

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## 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 potentially hazardous situation which, if not avoided, may result in minor or moderate injury.

## Abbreviations and Acronyms

For a complete listing of abbreviations and acronyms, see the Glossary in the *Tell Me How* help file (see the *Start Here* sheet for instructions on how to open the help file).

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# Safety Instructions

Use the following safety guidelines to help protect yourself and your computer. For comfort and efficiency, observe the ergonomic guidelines in "Sitting Comfortably at Your Computer" in the *Tell Me How* help file.

## When Using Your Computer

 **CAUTION:** Do not operate your portable computer for an extended period of time with the base resting directly on your body. With extended operation, heat can potentially build up in the base. Allowing sustained contact with the skin could cause discomfort or, eventually, a burn.

- Do not attempt to service the computer yourself. Always follow installation instructions closely.
- Do not carry a battery in your pocket, purse, or other container where metal objects (such as car keys) could short-circuit the battery terminals. The resulting excessive current flow can cause extremely high temperatures and may result in damage from burns.
- 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.
- 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 while it is inside a carrying case.
- Do not use your computer in a wet environment, for example, near a bath tub, sink, or swimming pool or in a wet basement.
- 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.
- Use only the AC adapter and batteries that are approved for use with this computer as indicated in this document. Use of another type of battery or AC adapter may risk fire or explosion.

- Before you connect the computer to a power source, ensure that the voltage rating of the AC adapter matches that of the available power source:
  - 115 V/60 Hz in most of North and South America and some Far Eastern countries such as South Korea and Taiwan
  - 100 V/50 Hz in eastern Japan and 100 V/60 Hz in western Japan
  - 230 V/50 Hz in most of Europe, the Middle East, and the Far East
- To help prevent electric shock, plug the AC adapter and external device power cables into properly grounded power sources. These cables are equipped with 3-prong plugs to help ensure proper grounding. Do not use adapter plugs or remove the grounding prong from a cable. If you must use an extension cable, use a 3-wire cable with properly grounded plugs.
- If you use an extension cable with your AC adapter, ensure that the total ampere rating of the products plugged in to the extension cable does not exceed the ampere rating of the extension cable.
- To remove power from the computer, turn it off, remove the battery, and disconnect the AC adapter from the electrical outlet.
- If your computer includes an integrated or optional (PC Card) modem, disconnect the modem cable during an electrical storm to avoid the remote risk of electric shock from lightning via the telephone line.
- 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.
- PC Cards may become very warm during normal operation. Use care when removing PC Cards after their continuous operation.
- Do not dispose of batteries in a fire. They may explode. Check with local authorities for disposal instructions.
- 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 removing a memory module from the system board or disconnecting an external device from the computer, wait 5 seconds after turning off the computer before removing the memory module or disconnecting the device to help avoid possible damage to the system board.
- Before you clean your computer, turn it off, unplug it from its power source, and remove the battery.
- Clean your computer with a soft cloth dampened with water rather than with liquid or aerosol cleaners.

- Clean the display with a soft, clean cloth and commercial window cleaner that does not contain wax or abrasives. Apply the cleaner to the cloth; then stroke the cloth across the display in one direction, moving from the top of the display to the bottom. If the display contains grease or some other contaminant, use isopropyl alcohol instead of commercial window cleaner.
- If your computer gets wet, see page 42 for instructions. If you drop or damage the computer, see page 43. If, after following these procedures, you confirm that your computer is not operating properly, contact Dell (see page 75).

### When Removing or Installing Memory Modules

Before you remove or install memory modules, 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.

 **NOTICE:** Wait 5 seconds after turning off the computer before disconnecting an external device or removing a memory module to help prevent possible damage to the system board.

- 1 Turn off your computer and all attached devices.
- 2 Disconnect your computer and external devices from their electrical outlets to reduce the potential for personal injury or shock. Also, disconnect any telephone or telecommunication lines from the computer.
- 3 Remove the battery from the battery bay and, if present, the secondary battery from the modular bay.
- 4 Ground yourself by touching an unpainted metal surface at the back of the computer before touching anything inside your computer.

While you work, periodically touch an unpainted metal surface on the computer to dissipate any static electricity that might harm internal components.

In addition, take note of these safety guidelines when appropriate:

- When you disconnect a cable, pull on its connector, not on the cable itself. As you pull connectors apart, keep them evenly aligned to avoid bending any pins. Also, before you connect a cable, make sure that both connectors are correctly oriented and aligned.
- Handle memory modules with care. Don't touch the components on a module. Hold a module by its edges.



**CAUTION:** There is a danger of a new battery exploding if it is incorrectly installed. Replace the battery only with the same or equivalent type recommended by the manufacturer. Discard used batteries according to the manufacturer's instructions.

### Protecting Against Electrostatic Discharge

To prevent static damage, discharge static electricity from your body before you touch anything inside your computer and periodically while you work inside the computer. You can do so by touching an unpainted metal surface on the back of the computer.

You can also take the following steps to prevent static damage:

- Do not remove items from their antistatic packing material until you are ready to install them in your computer. 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.



SECTION 1

# Setting Up

Setting Up Dellnet™

Connecting a Printer

Turning Off the Computer

Using the Modular Bay

Setting Up the APR to Connect to a Network

 **HINT:** Dellnet is not available in certain regions.



## Setting Up Dellnet™

To set up Dellnet Internet Access Service, double-click the **Dellnet Signup** icon on the Microsoft® Windows® desktop and follow the instructions that appear on the screen.

### Accessing the Internet



To access the Internet after completing the Dellnet registration process, double-click the **Internet Explorer** icon on your Windows desktop. Internet Explorer automatically initiates the Internet connection through Dellnet.

### Accessing Your E-Mail



To access your Dellnet e-mail, double-click the **Outlook Express** icon on your Windows desktop. Click **Send/Receive** to download your messages from the mail server. When you download your messages, they are stored on your hard drive until you delete them.

### Viewing Your Account Information

 **HINT:** Dellnet allows you to use case-sensitive passwords. Be sure that <Caps Lock> is not turned on.

If you did not record your Dellnet user name or password, access the **Dellnet Administration** tool to verify or change this information:

- 1 Click the **Start** button, point to **Programs**—> **Dellnet**, and then click **Dellnet Administration**.
- 2 Click **Next** twice.
- 3 Click **Connect** to connect to Dellnet.
- 4 When the **Dellnet Self-Administration** page appears, click **View My Account Information**.
- 5 Click **Next**.
- 6 Type your **Challenge Phrase** answer.
- 7 Click **Next**.

Your account information appears on the screen.

- 8 Click **Print** to print the information or click **Main Menu** to go to the main menu.

## Sending and Receiving E-Mail

- Double-click the **Outlook Express** icon to initiate a connection to the Internet through Dellnet.
- Always check the address of each recipient when sending e-mail. Otherwise, your e-mail is returned to you.
- Be sure that the person who is sending e-mail to you is typing your e-mail address correctly.
- Do not send e-mail messages larger than 2 MB.
- If you are having difficulties sending e-mail, determine whether the problem involves just one recipient or all recipients. Then contact the Dellnet technical support staff (see page 75).



## Resetting E-Mail Address Settings

If your e-mail software gets corrupted, reset your account:

- 1 Click the **Start** button, point to **Programs**—> **Dellnet**, and then click **Dellnet Administration**.
- 2 Click **Next** twice.
- 3 Click **Connect** to connect to Dellnet.
- 4 When the **Dellnet Self-Administration** page appears, click **Make My Changes Take Effect**.
- 5 Click **Next**.
- 6 Type your **Challenge Phrase** answer.
- 7 Click **Next**.
- 8 Click **Click To Make Changes Take Effect**.
- 9 Click **OK**.



## Connecting a Printer

See the documentation that came with the printer for any recommended preparation procedures, such as:

- Removing the packaging
- Installing the toner or ink cartridge
- Loading paper

Then follow the instructions that came with the printer to connect it to the computer. If no information is provided, see the following sections.

### Installing the Printer Driver

Dell installs drivers for some new printers. Click the **Start** button, point to **Settings**, and then click **Printers**. If your printer is listed in the **Printers** window, the printer is ready to use.



**HINT:** For complete printer driver installation instructions, refer to your printer documentation.

If you need to install a printer driver, insert the installation CD into the CD or DVD drive. Then follow the prompts on the screen using the instructions that came with the printer.

If your printer installation CD does not automatically run, click the **Start** button on the Windows desktop, click **Run**, and type `x:\setup.exe` (where *x* is the letter of your CD or DVD drive [usually drive D]). Then click **OK** and follow the prompts on your screen.

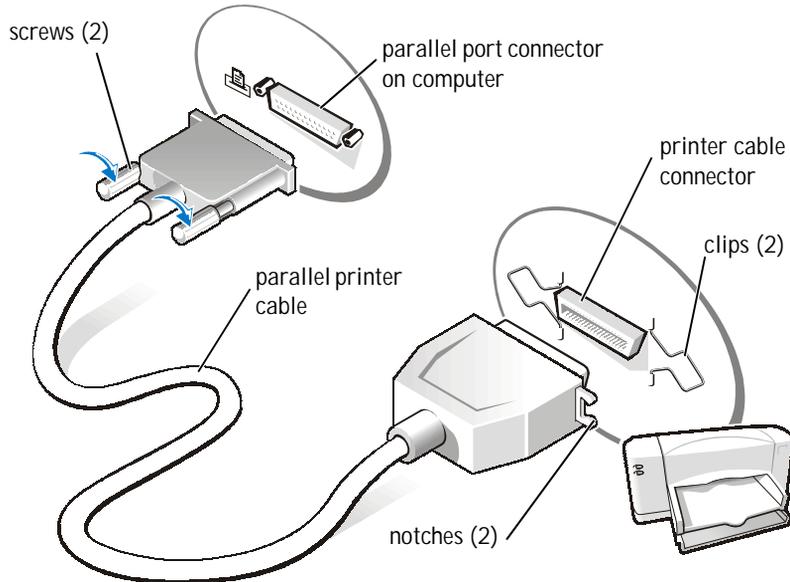
### Parallel Printer

- 1 Turn off the computer (see page 18).



**NOTICE:** Use only a standard IEEE parallel cable measuring 3 m (10 ft) or less to connect the printer to the computer. Use of a nonstandard cable may prevent the printer from working.

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

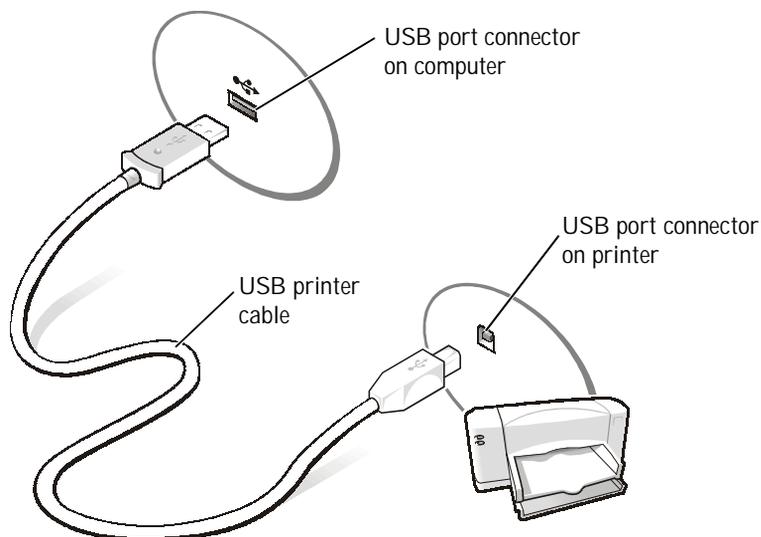


- 3 Turn on the printer and then turn on the computer. If the **Add New Hardware Wizard** window appears, click **Cancel**.
- 4 Install the printer driver if necessary (see page 16).

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

## USB Printer

- 1 Install the printer driver if necessary (see page 16).
- 2 Attach the USB printer cable to the USB port connector on the computer and the printer. The USB connectors fit only one way.



## Turning Off the Computer

 **NOTICE:** To prevent data loss, you must perform the Windows shutdown procedure to turn off your computer.

### Windows Millennium Edition (Me) and Windows 2000

- 1 Save and close any open files and exit any open programs.
- 2 Click the **Start** button and then click **Shut Down**.
- 3 Click the pull-down menu under **What do you want the computer to do?**
- 4 Click **Shut down** and then click **OK**.

The computer automatically turns off after the shutdown process finishes.

## Windows 98

- 1 Save and close any open files and exit any open programs.
- 2 Click the **Start** button and then click **Shut Down**.
- 3 In the **Shut Down Windows** window, click **Shut down** and then click **OK**.

The computer automatically turns off after the shutdown process finishes.

## Using the Modular Bay

Dell ships your computer with a CD drive (or an optional DVD drive) installed in the modular bay. The modular bay also supports the following devices:

- CD drive
- CD-RW drive
- DVD drive
- Zip drive
- Floppy drive
- SuperDisk LS-120 drive
- Second battery
- Dell TravelLite™ module

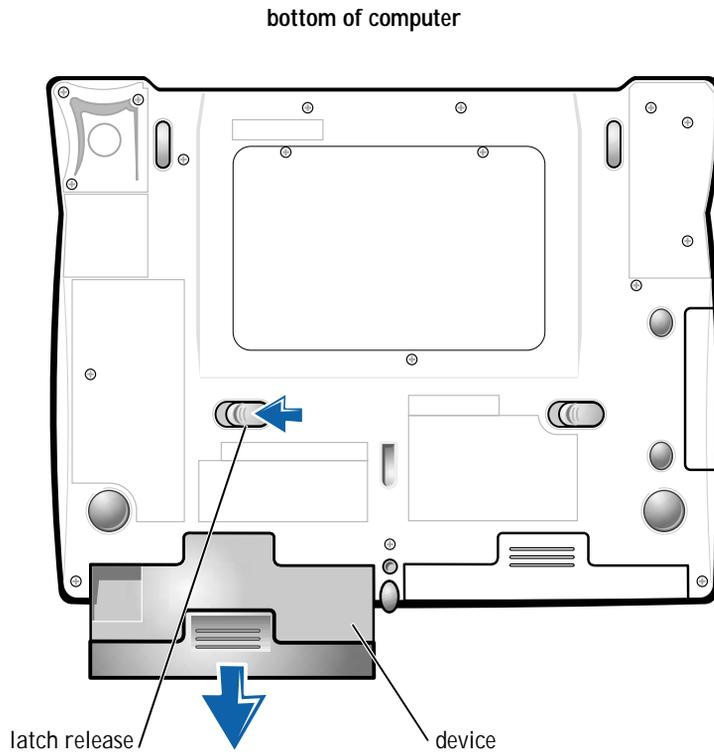
 **NOTICE:** To prevent irreparable damage to the docking connector, do not remove or replace devices while the computer is connected to an advanced port replicator (APR).

## Swapping Devices While the Computer Is Turned Off

- 1 Save and close any open files, exit any open programs, and shut down the computer (see page 18).
- 2 If the computer is connected (docked) to an APR, undock it (see page 59).
- 3 Close the display and turn the computer over.

- 4 Slide and hold the latch release, and pull the device out of the modular bay.

➡ **NOTICE:** To prevent damage, place devices in a travel case when they are not inserted in the computer. Store devices in a dry, safe place, and avoid placing heavy objects on top of them.



➡ **NOTICE:** Insert devices before you dock and turn on the computer.

- 5 Insert the new device into the bay, and push it until you hear a click.
- 6 Turn on the computer.

## Swapping Devices While Windows Is Running

 **NOTICE:** To prevent irreparable damage to the docking connector, do not replace devices while the computer is connected to an APR.

In Microsoft Windows 98 or Windows Me

- 1 Right-click the **Softex BayManager** icon on the Microsoft Windows taskbar.
- 2 Click **Remove/Swap**.
- 3 Keep the display open, and tilt the computer back so that you can access the bottom of the computer.
- 4 Slide and hold the latch release, and pull the device out of the modular bay.
- 5 Insert the new device into the bay, and push it until you hear a click.
- 6 Click **OK**. Then, click **OK** again to close the **Softex BayManager** window.

In Microsoft Windows 2000

- 1 Double-click the **Unplug or Eject Hardware** icon on the Microsoft Windows taskbar.
- 2 Click the device you want to eject and then click **Stop**.
- 3 Click **OK** and wait until the device you want to eject is cleared from the list of devices in the **Unplug or Eject Hardware** window.
- 4 Keep the display open, and tilt the computer back so that you can access the bottom of the computer.
- 5 Slide and hold the latch release, and pull the device out of the modular bay.
- 6 Insert the new device into the bay, and push it until you hear a click.
- 7 When Windows recognizes the new device, click **Close**.

 **HINT:** A network adapter is also referred to as a network interface controller (NIC).

## Setting Up the APR to Connect to a Network

 **NOTICE:** Do not install a NIC or a NIC/modem combination PC Card until you complete the advanced port replicator (APR) setup.

If you purchased the APR with an integrated network adapter, you must first configure the computer to use the APR with a network.

### Setting Up the APR for Windows Me and Windows 98

- 1 If the computer is on, shut down the operating system and turn off the computer (see page 18).
- 2 Disconnect all external devices from the APR.
- 3 Connect the AC adapter to the APR and an electrical outlet.
- 4 Insert the computer into the APR.
- 5 Turn on the computer.

The computer automatically detects the network adapter and begins the software installation.

- 6 At the **Add New Hardware Wizard** window, click **Automatic search for a better driver (Recommended)** and then click **Next**.
- 7 Click **Finish** when Windows displays a message that the driver is installed.
- 8 Click **Yes** to restart the computer.

After the computer restarts, Windows modifies settings, creates a **Dock 1** configuration, and then displays a *Setup is complete* message.

- 9 Click **OK**.
- 10 If the *Updated display settings* message appears, click **OK**.
- 11 If necessary, consult your network administrator for instructions on configuring the network adapter settings.

## Setting Up the APR for Windows 2000

➔ **NOTICE:** Do not install the drivers from the CD that is shipped with the APR. The network adapter will not work if they are installed.

- 1 If the computer is on, shut down the operating system and turn off the computer (see page 18).
- 2 Disconnect all external devices from the APR.
- 3 Insert the computer into the APR.
- 4 Attach the network cable and the AC adapter to the APR.
- 5 Turn on the computer.
- 6 Log on as a user with administrative privileges.
- 7 Make sure that **3Com PCI Ethernet Adapter (10/100)** appears in the **Found New Hardware** window.

Windows 2000 automatically installs the network adapter drivers.



SECTION 2
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## Solving Problems

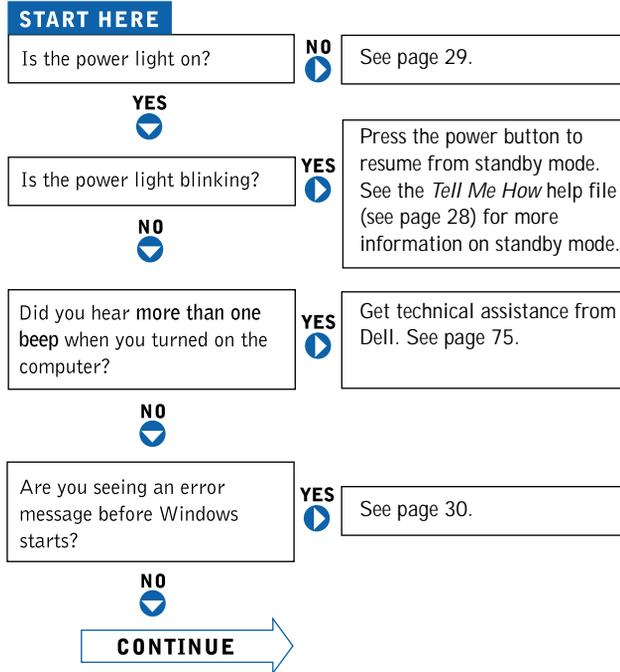
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- Finding Solutions
- Accessing Help Files
- Power Problems
- Start-Up Error Messages
- Video and Display Problems
- Sound and Speaker Problems
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- Internet Connection Problems
- E-Mail Problems
- If Your Computer Gets Wet
- If You Drop or Damage Your Computer
- Resolving Other Technical Problems
- Reinstalling Drivers and Utilities
- Reinstalling Windows
- Recreating the Hibernate File (Windows 98 Only)

# 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 30.

sound or the speakers?

**YES**  
▶

See page 32.

the printer?

**YES**  
▶

See page 33.

the modem?

**YES**  
▶

See page 34.

the scanner?

**YES**  
▶

See page 35.

the touchpad?

**YES**  
▶

See page 35.

the external keyboard?

**YES**  
▶

See page 36.

unexpected characters?

**YES**  
▶

See page 36.

the hard drive or a disk drive?

**YES**  
▶

See page 36.

the network adapter?

**YES**  
▶

See page 39.

Windows error messages?

**YES**  
▶

See page 39.

a program?

**YES**  
▶

See page 40.

the Internet?

**YES**  
▶

See page 41.

your e-mail?

**YES**  
▶

See page 42.

Are you having some other type of problem?

**YES**  
▶

See page 44.

## Accessing Help Files

### TO ACCESS THE Tell Me How HELP FILE

- 1 Click the **Start** button, point to **Dell Documents**, and then click **Tell Me How**.

### TO ACCESS WINDOWS 2000 HELP

- 1 Click the **Start** button and then click **Help**.
- 2 Click the **Search** tab.
- 3 Type a word or phrase that describes your problem and then click **List Topics**.
- 4 Click the topic that describes your problem and then click **Display**.
- 5 Follow the instructions shown on the screen.

### TO ACCESS WINDOWS ME HELP

- 1 Click the **Start** button and then click **Help**.
- 2 Type a word or phrase that describes your problem in the **Search** box and then click **Go**.
- 3 Click the topic that describes your problem and then click **Display**.
- 4 Follow the instructions shown on the screen.

### TO ACCESS WINDOWS 98 SE HELP

- 1 Click the **Start** button and then click **Help**.
- 2 Type a word or phrase that describes your problem and then click **Display**.
- 3 In the **Topics Found** window, click the topic that describes your problem and then click **Display**.
- 4 Follow the instructions shown on the screen.

# Power Problems

**CHECK THE POWER LIGHT**— When the power light is blinking, the computer has power. If the power light is blinking, the computer is in standby mode—press the power button to resume from standby mode. If the power light is off, press the power button.

**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**— Be sure that the power cable is firmly inserted into the electrical outlet and the green light on the AC adapter 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.

**CHECK FOR INTERFERENCE**— Electrical appliances on the same circuit or operating near the computer can cause interference. Other causes of interference: power extension cables, too many devices on a power strip, or multiple power strips connected to the same electrical outlet.

**ADJUST THE POWER PROPERTIES**— See the *Tell Me How* help file or search for the keyword `standby` in *Windows Help*. To access help files, see page 28.

**RESEAT THE MEMORY MODULES**— If your computer power light turns on but the display remains blank, you may need to reseat the memory modules (see page 61).



**HINT:** See the *Tell Me How* help file for information on standby mode.

## Start-Up Error Messages

**OPERATING SYSTEM NOT FOUND**— Call Dell for technical assistance (see page 75).

**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 ERROR**— A floppy disk is in the floppy drive. Remove the floppy disk and restart the computer.

## Video and Display Problems

If the display is blank

**CHECK THE POWER LIGHT**— When the power light is blinking, the computer has power. If the power light is blinking, the computer is in standby mode—press the power button to resume from standby mode. If the power light is off, press the power button.

**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**— Be sure that the power cable is firmly inserted into the electrical outlet and the green light on the AC adapter is on.

**ADJUST THE POWER PROPERTIES**— Search for the keyword `standby` in *Windows Help*. To access help files, see page 28.

If the display is difficult to read

**ADJUST THE BRIGHTNESS**— See the *Tell Me How* help file (see page 28) for instructions on adjusting the brightness.

**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, or halogen lamps to check for interference.

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

**RESTORE THE RECOMMENDED SETTINGS**— Restore the original resolution and refresh rate settings. See the *Tell Me How* help file for instructions. To access help files, see page 28.

#### **ADJUST THE WINDOWS DISPLAY SETTINGS**

- 1 Click the **Start** button, point to **Settings**, and then click **Control Panel**.
- 2 Double-click the **Display** icon and then click the **Settings** tab.
- 3 Try different settings for **Colors** and **Screen area**.

# Sound and Speaker Problems

## Integrated Speakers

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

**CHECK THE VOLUME CONTROL BUTTONS**— Press both volume control buttons simultaneously or press <Fn> <End> to disable (mute) or reenable the integrated speakers.

**REINSTALL THE SOUND (AUDIO) DRIVER**— See page 44.

## External Speakers



**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.

**VERIFY THE SPEAKER CABLE CONNECTIONS**— Ensure that the speakers are connected as shown on 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 SPEAKER CONTROLS**— Adjust the volume, bass, or treble controls to eliminate distortion.

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

**TEST THE SPEAKERS**— Plug the speaker audio cable into the headphone connector on the side of 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.

**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, or halogen lamps to check for interference.

**REINSTALL THE SOUND (AUDIO) DRIVER**— See page 44.

## Printer Problems

If you cannot print to a parallel port printer

**VERIFY THE PRINTER CABLE CONNECTIONS**— Ensure that the printer cable is connected as described on page 16.

**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 THE PRINTER IS RECOGNIZED BY WINDOWS**

- 1 Click the **Start** button, point to **Settings**, and then click **Printers**.  
If the printer is listed, right-click the printer icon, click **Properties**, and then select the **Details** tab.
- 2 Ensure that the **Print to the following port:** setting is **LPT1 (Printer Port)**.

**REINSTALL THE PRINTER DRIVER**— See page 16.

## If you cannot print to a USB printer

**VERIFY THE PRINTER CABLE CONNECTIONS**— Ensure that the printer cable is connected as described on page 18.

**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 THE PRINTER IS RECOGNIZED BY WINDOWS**—

- 1 Click the **Start** button, point to **Settings**, and then click **Printers**.  
If the printer is listed, right-click the printer icon, click **Properties**, and then select the **Details** tab.
- 2 Ensure that the **Print to the following port:** setting is **USB**.

**REINSTALL THE PRINTER DRIVER**— See page 16.

## Modem Problems

 **NOTICE:** Connect the modem to an analog telephone wall jack only. Connecting the modem to a digital telephone network damages the modem.

**CHECK THE TELEPHONE JACK**— Disconnect the telephone line from the modem and connect it to a telephone. Listen for a dial tone.

**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 connect the modem directly to the telephone wall jack with the telephone line.

**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.

**RUN THE MODEM DIAGNOSTICS**— Click the **Start** button, point to **Programs**—> **3Com NIC Utilities**, and then click **3Com NIC Doctor**:

## 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.

**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.

## Touch Pad Problems

**CHECK THE TOUCH PAD SETTINGS**— Click the **Start** button, point to **Settings**, click **Control Panel**, and then double-click the **Mouse** icon. Try adjusting the settings.

## External Keyboard Problems

**DISCONNECT THE KEYBOARD CABLE**— Shut down the computer (see page 18). Disconnect the keyboard cable and check the cable connector for bent or broken pins.

## Unexpected Characters

**DISABLE THE NUMERIC KEYPAD**— Press the <Num Lk> key 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

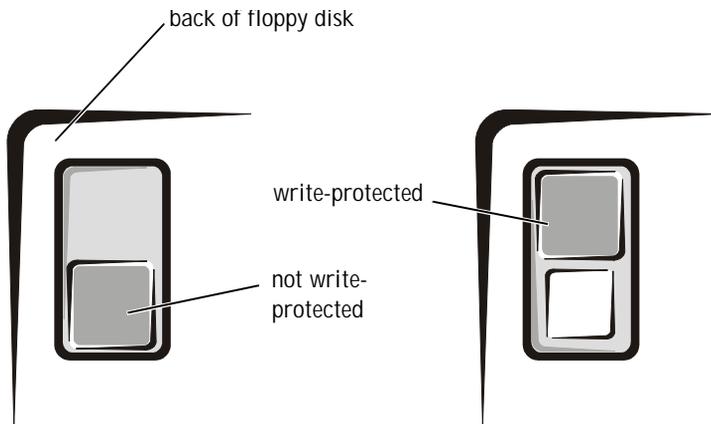


**HINT:** For information on saving files to a floppy disk, see the *Tell Me How* help file (see page 28).

**ENSURE THAT WINDOWS RECOGNIZES THE DRIVE**— Double-click the **My Computer** icon. If the floppy 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.

**CANNOT SAVE FILES TO A FLOPPY DISK**— Ensure that the floppy disk is not full or write-protected (locked). See the following illustration.

**TEST THE DRIVE WITH ANOTHER FLOPPY DISK**— Insert another floppy disk to eliminate the possibility that the original floppy disk is defective.



If you cannot play a music CD or install a program from a CD

**ENSURE THAT WINDOWS RECOGNIZES THE DRIVE**—Double-click the **My Computer** icon. If the CD 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.

**TEST THE DRIVE WITH ANOTHER CD**—Insert another CD to eliminate the possibility that the original CD is defective.

**CLEAN THE DISC**—See the *Tell Me How* help file for instructions. To access help files, see page 28.

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

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

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

## If you cannot play a DVD movie

**ENSURE THAT WINDOWS RECOGNIZES THE DRIVE**— Double-click the **My Computer** icon. If the DVD 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.

**TEST THE DRIVE WITH ANOTHER DVD**— Insert another DVD to eliminate the possibility that the original DVD is defective.

**CLEAN THE DISC**— See the *Tell Me How* help file for instructions. To access, help files, see page 28.

 **HINT:** If you must disable standby mode to write to a CD-RW drive, remember to enable standby mode again when you finish writing the CD.

## If the CD-RW drive stops writing

**DISABLE STANDBY MODE IN WINDOWS BEFORE WRITING TO A CD-RW DISK**— Search for the keyword `standby` in *Windows Help*. To access help files, see page 28.

**CHANGE THE WRITE SPEED TO A SLOWER RATE**— The CD-RW drive must receive a steady stream of data when writing. If the stream is interrupted, an error occurs. Closing all programs before writing to the CD-RW may also alleviate the problem.

## If you have a hard drive problem

### CHECK THE HARD DRIVE FOR ERRORS

*Windows 98 SE and Windows Me:*

Click the **Start** button, point to **Programs**—> **Accessories**—> **System Tools**, and then click **ScanDisk**.

*Windows 2000:*

- 1 Double-click the **My Computer** icon.
- 2 Right-click the **Local Disk** icon and then click **Properties**.
- 3 Click the **Tools** tab.
- 4 Click **Check Now**.

## 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 card driver is loaded and the card is detecting activity.

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

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

## Windows Error Messages

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

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

**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.

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

*Windows 98 SE and Windows Me:*

- 1 Click the **Start** button, point to **Settings**, and then click **Control Panel**.
- 2 Double-click the **Add/Remove Programs** icon.
- 3 Select the program that you want to remove.
- 4 Click **Add/Remove** and follow the prompts on the screen.
- 5 See the program documentation for installation instructions.

*Windows 2000:*

- 1 Click the **Start** button, point to **Settings**, and then click **Control Panel**.
- 2 Double-click the **Add/Remove Programs** icon.
- 3 Select the program that you want to remove.
- 4 Click **Change/Remove** and follow the prompts on the screen.
- 5 See the program documentation for installation instructions.

## General Program Problems

A program crashes

**SEE THE SOFTWARE DOCUMENTATION**— Many software manufacturers maintain websites with information that may help you to solve the problem.

A program stops responding

**PRESS <CTRL> <ALT> <DEL>**— In the **Close Program** window, select the program that is no longer responding. Then click **End Task**.

A solid blue screen appears

**TURN THE COMPUTER OFF**— If the computer does not respond to a keystroke or a proper shutdown (see page 18), 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 will automatically run during the start-up process. Follow the instructions on the screen.

## Internet Connection Problems

If you have a problem with your Dellnet account

**REVIEW "SETTING UP DELLNET"** — See page 14.

**REVIEW "MODEM PROBLEMS"** — See page 34.

**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, point to **Settings**, and then click **Control Panel**.
- 2 Double-click the **Modems** icon.
- 3 In the **Modems Properties** window, click **Dialing Properties**.
- 4 Ensure that **To disable call waiting, dial:** is checked, and then select the proper code according to the information in your telephone directory.
- 5 Click **Apply** and then click **OK**.
- 6 Close the **Modems Properties** window.
- 7 Close the **Control Panel** window.

## E-Mail Problems

REVIEW "SENDING AND RECEIVING E-MAIL"— See page 15.

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

## 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 18), disconnect the AC adapter from the computer, and 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 the modular bay device (see page 19) and 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 63).
- 8 Remove the memory modules (see page 61).
- 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 up the drying process.



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

- 10 Ground yourself by touching one of the metal connectors on the back of the computer.
- 11 Replace the memory modules, the memory module cover, and screw (see page 61).
- 12 Replace the hard drive and screw (see page 63).
- 13 Replace the modular bay device (see page 19) and 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 turn on, or if you cannot identify the damaged components, call Dell for technical assistance (see page 75).

## If You Drop or Damage Your Computer

- 1 Save and close any open files, exit any open application programs, and shut down the computer (see page 18).
- 2 Disconnect the AC adapter from the computer, and disconnect the AC adapter 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 turn on, or if you cannot identify the damaged components, call Dell for technical assistance (see page 75).

## Resolving Other Technical Problems

**GO TO THE DELL SUPPORT WEBSITE**— Go to <http://support.dell.com> for help with general usage, installation, and troubleshooting questions.

**E-MAIL DELL**— Go to <http://support.dell.com> and then click **E-Mail Dell** in the **Communicate** list. Send an e-mail message to Dell about your problem; you can expect to receive an e-mail message from Dell within hours.

**CALL DELL**— If you cannot solve your problem using the Dell support website or e-mail service, call Dell for technical assistance (see page 75).

## Reinstalling Drivers and Utilities

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

- 1 Insert the *Drivers and Utilities* CD into the CD or DVD drive.
- 2 Double-click the **My Computer** icon on your desktop.
- 3 Double-click the icon for your CD or DVD drive.
- 4 Double-click the folder for your operating system.
- 5 Double-click the appropriate language folder for the driver you want to install.
- 6 Double-click the **setup.exe** file and follow the prompts.

For detailed information on installing specific drivers and utilities for your computer, see Dell's support website at <http://support.dell.com>.

 **HINT:** You may need to open more folders to find the **setup.exe** file. For example, to install the Windows 98 touch pad driver, double-click **win98**, double-click **touchpad**, double-click **english**, and then double-click **setup.exe**.

# Reinstalling Windows

## Reinstalling Windows Me and Windows 98

➔ **NOTICE:** The *Operating System* CD provides options for reinstalling your Windows Me or Windows 98 Second Edition (SE) operating system. The options can potentially overwrite files installed by Dell and possibly affect programs installed on your hard drive. Therefore, Dell does not recommend that you reinstall your operating system unless instructed to do so by a Dell technical support representative.

➔ **NOTICE:** To prevent conflicts with Windows Me or Windows 98, you must disable any virus protection software installed on your system before you reinstall Windows.

- 1 Turn on the computer, and enter the system setup program as directed by a Dell technical support representative.
- 2 In the system setup program **Boot** menu, change the boot sequence so that the CD or DVD drive boots first as directed by a Dell technical support representative. Then place the *Operating System* CD in the CD or DVD drive and close the drive tray.
- 3 Exit the system setup program.
- 4 At the **Welcome** window, click **OK**.
- 5 Double-click **Refresh Windows OS**.
- 6 Click **OK**.
- 7 Click **OK** again.
- 8 Remove the *Operating System* CD from the CD or DVD drive, and click **OK** to restart your computer.

The **Getting ready to run Windows for the first time** window appears.

- 9 If the mouse tutorial starts, press <Esc> to exit and then press <y>.
- 10 Click the regional setting closest to where you live, and then click **Next**.
- 11 Click the graphic that matches your keyboard layout, and then click **Next**.

- 12 In the **User Information** window, type your name and, if applicable, company name, and then click **Next**.  
The **Name** field must be completed; the **Company Name** field is optional.  
The **License Agreement** window appears.
- 13 Click **I accept the Agreement**, and then click **Next**.
- 14 Type the Windows product key in the fields provided, and then click **Next**.  
The product key is the bar code number found on the Microsoft Windows label, which is located on the computer.
- 15 When the **Start Wizard** appears, click **Finish**.  
The **Enter Windows Password** window appears. To continue without creating a Windows user name and password, click **OK**. Otherwise, type your user name and password in the appropriate fields, and then click **OK**.
- 16 If the **Date/Time Properties** window appears, adjust the date and time properties, click **Apply**, and then click **OK**.  
Windows updates the system settings and restarts your computer.
- 17 If you created a Windows user name and password, type your password and click **OK**.
- 18 Reinstall the appropriate drivers (see page 44).
- 19 Reenable your virus protection software.

## Reinstalling Windows 2000

- 1 Insert the *Operating System* CD into the CD or DVD drive.
- 2 Shut down the computer (see page 18).
- 3 Turn on the computer.
- 4 Press any key when the `Press any key to boot from CD` message appears on the screen.
- 5 When the **Windows 2000 Setup** window appears, ensure that the **To setup Win2000 now, press ENTER** option is highlighted. Then press `<Enter>`.

- 6 Read the information in the **License Agreement** window, and then press < F8 > to continue.
- 7 When the **Windows 2000 Professional Setup** window appears, press the arrow keys to select the Windows 2000 partition option that you want. To continue, press the key specified in the partition option that you chose.
- 8 When the **Windows 2000 Professional Setup** window reappears, press the arrow keys to select the type of filing system that you want Windows 2000 to use, and then press < Enter > .
- 9 Press < Enter > again to restart your computer.
- 10 Click **Next** when the **Welcome to the Windows 2000 Setup Wizard** window appears.
- 11 When the **Regional Settings** window appears, select the settings for your locale, and then click **Next**.
- 12 Enter your name and organization in the **Personalize Your Software** window, and then click **Next**.
- 13 When prompted, enter the Windows product key, which is printed on the Microsoft label on your computer. Then click **Next**.
- 14 When the **Computer Name and Administrator Password** window appears, enter a name for your computer and a password, if desired. Then click **Next**.
- 15 Enter the date and time in the **Date and Time Settings** window, and then click **Next**.

Windows 2000 begins to install its components and configure the computer.

- 16 When the **Completing the Windows 2000 Setup Wizard** window appears, remove the CD from the drive, and then click **Finish**. The computer automatically restarts.

## Recreating the Hibernate File (Windows 98 Only)

 **HINT:** Windows Me and Windows 2000 recreate the hibernate file automatically.

 **HINT:** If you install additional memory, you must delete the original hibernate file before recreating a new one.

When hibernate mode is activated, all system data is stored in the hibernate file on your hard drive. The hibernate file cannot be accessed by the Windows operating system or application programs.

You must recreate the hibernate file if you perform any of the following actions:

- Delete the hibernate file.
- Install a new hard drive.
- Reformat your hard drive.
- Install additional memory.

Boot (Restart) Your Computer With the Drivers and Utilities CD

- 1 Save and close any open files, exit any open programs, and shut down the computer.
- 2 If the computer is connected (docked) to an advanced port replicator (APR), undock it (see page 59).
- 3 Turn on the computer.
- 4 Press < F2 > as soon as you see the Dell logo.  
System setup screen Page 1 appears after a few seconds.
- 5 Press < Alt > < p > to view Page 2.
- 6 Press the arrow keys to select the following boot sequence:
  - Boot First Device: **CD/DVD/CD-RW Drive**
  - Boot Second Device: **Diskette Drive**
  - Boot Third Device: **Internal HDD**
- 7 Press < Esc > to save your changes and exit the system setup program.
- 8 Restart the computer.
- 9 After the computer restarts and loads the diagnostic utility, press the down-arrow key to select **Exit to MS-DOS** and then press < Enter > .

## Delete the Old Hibernate File

- 1 Boot your computer from the *Drivers and Utilities* CD as described on page 48.
- 2 At the `R:\DIAGS` prompt, type `cd\` and press `<Enter>`.
- 3 At the `R:\` prompt, type `cd\win98\suspend` and press `<Enter>`.
- 4 Type `rms2d` and press `<Enter>`.
- 5 Create the hibernate file.

## Create the Hibernate File

- 1 Boot your computer from the *Drivers and Utilities* CD as described on page 48.
- 2 At the `R:\DIAGS` prompt, type `cd\` and then press `<Enter>`.
- 3 At the `R:\` prompt, type `cd\win98\suspend` and press `<Enter>`.
- 4 Type `mks2d` and press `<Enter>`.
- 5 Press the power button until the computer turns off.
- 6 Remove the *Drivers and Utilities* CD from the CD or DVD drive.
- 7 Turn on the computer.



SECTION 3

## Adding Parts

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Replacing the Palm Rests

Replacing the Display Cover

Using the Advanced Port Replicator

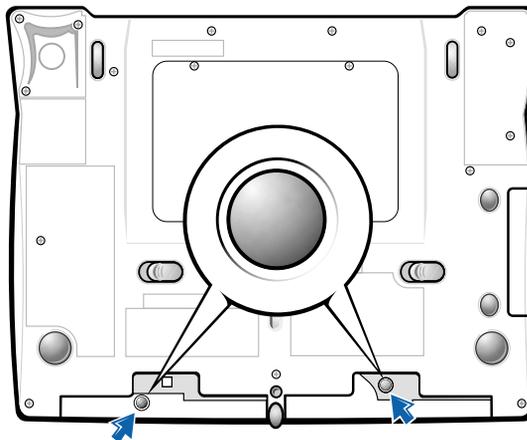
Adding Memory

Replacing a Hard Drive

## Replacing the Palm Rests

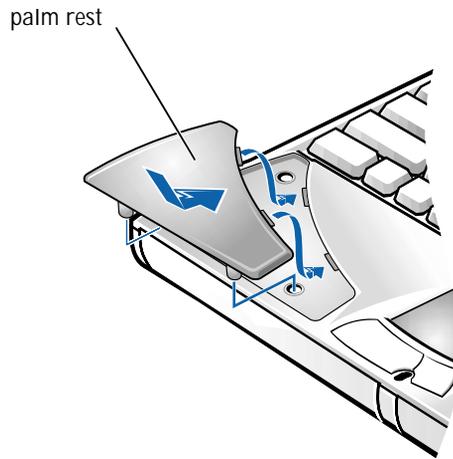
- 1 Save and close any open files, exit any open programs, and shut down the computer (see page 18).
- 2 If the computer is connected (docked) to an advanced port replicator (APR), undock it (see page 59).
- 3 Keep the display open and tilt the computer back so that you can access the bottom of the computer.
- 4 Slide and hold the latch release on the left side, and remove any device installed in the modular bay.
- 5 Slide and hold the latch release on the right side, and remove any battery installed in the battery bay.
- 6 Locate the orange palm rest removal buttons. Place your thumbs on the button and gently push to release the palm rests.

bottom of computer



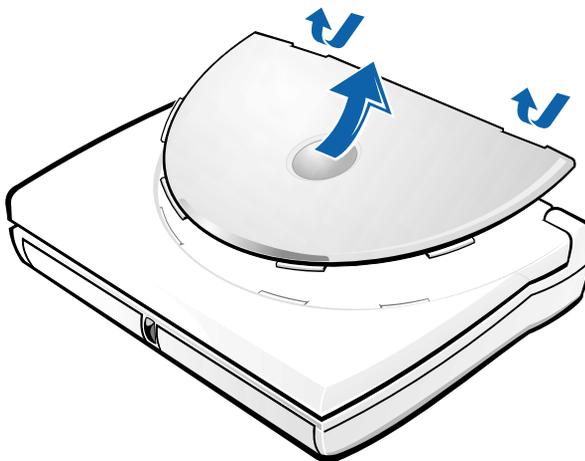
- 7 Remove the palm rests.
- 8 To replace the palm rests, insert the tabs on the inside edge of the palm rest into the slots on the computer. Then press along the outside edges of the palm rest until it snaps into place.

Repeat the process on each side.



## Replacing the Display Cover

- 1 Gently slide your index fingers under the straight edge of the display cover until the cover pops out.
- 2 Slide the display cover towards the back of the computer.



- 3 To replace the display cover, insert the four tabs on the rounded end of the cover into the slots on the top of the computer. Gently press the cover along the straight edge until it snaps into place.
- 4 Gently press the Dell logo on the display cover to engage the final snap tab.

## Using the Advanced Port Replicator

The advanced port replicator (APR) integrates your computer into a desktop environment. The APR includes a NIC to connect your computer to a network.

 **HINT:** If you receive a BIOS upgrade floppy disk with your APR, use the disk to upgrade your computer before you use the APR.

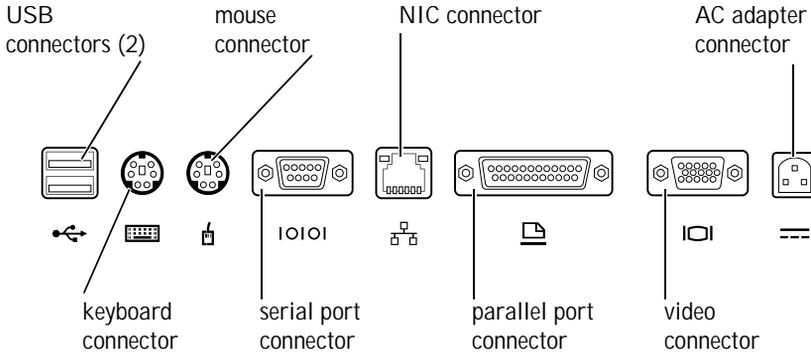
 **NOTICE:** Do not attempt to lift the computer while it is connected to the APR. Doing so will damage the docking connector.

## Connecting External Devices to the APR

- 1 See the following illustrations for connector locations.
- 2 Connect the external devices to an electrical outlet, if applicable.

The I/O connectors on the back and side of the APR duplicate the primary connectors on the back and side of your computer.

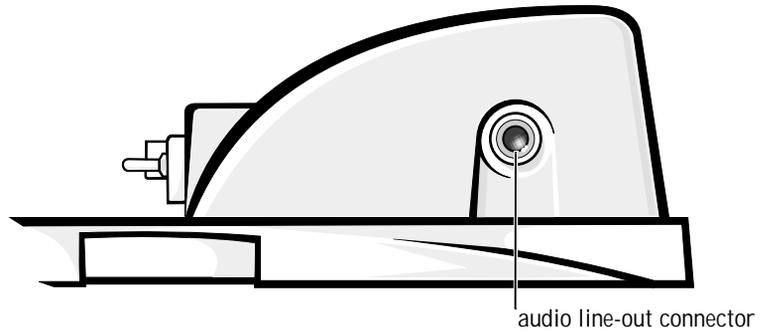
 **HINT:** If the cable connector from the external device has thumbscrews, be sure to tighten them to ensure a proper connection.



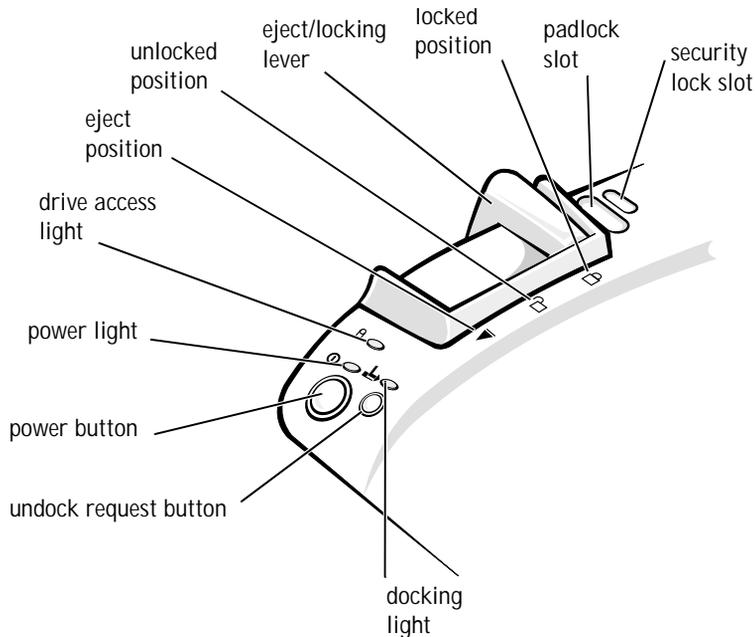
Connector Icon	Connector Description
	Connect one or two USB devices, such as a USB mouse.
	Connect a PS/2-style keyboard or numeric keypad.
	Connect a PS/2-compatible mouse.
10101	Connect a serial device, such as a serial mouse or digital camera.
	Connect a network interface cable.

Connector Icon ( <i>continued</i> )	Connector Description
	Connect a parallel device, such as a printer.
	Connect an external monitor.
	Connect the AC adapter.

The audio line-out connector is on the side of the APR.



## APR Controls and Indicators



## Docking the Computer

➡ **NOTICE:** Before you initially connect your computer to the APR, you must complete the operating system setup. When you see the Windows desktop on your screen, the operating system setup is complete.

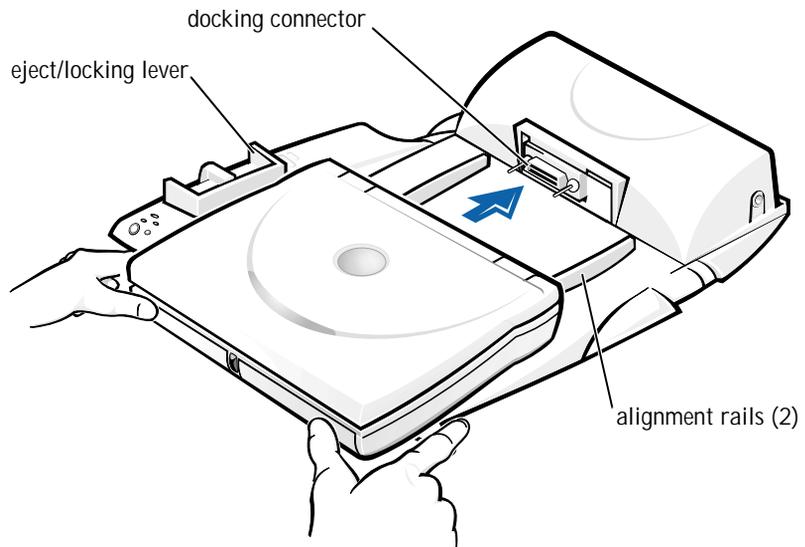
You *dock* your computer when you connect it to an APR. You must connect the AC adapter to the APR before you dock and turn on the computer. The AC adapter powers the APR and the computer at the same time. Any battery installed in the computer charges while you use the APR.

➡ **NOTICE:** Always use the Dell AC adapter that came with the APR. If you use any other commercially available AC adapter—or the AC adapter from other Dell computers—you may damage the APR or the computer.

- 1 Save and close all open files, exit all open programs, and shut down the computer (see page 18).
- 2 Disconnect any external devices, and remove any PC Cards from the computer.

- 3 Connect the AC adapter to the connector on the APR, and connect the AC power cable to an electrical outlet.
- 4 Horizontally center the computer on the APR base, with the back of the computer facing the APR docking connector.
- 5 Slide the computer toward the connector until you feel the grooves on the bottom of the computer engage with the alignment rails.

➔ **NOTICE:** If you attempt to push the computer all the way into the APR without engaging the alignment rails, you may irreparably damage the docking connector on the computer. If you have a monitor stand installed, you will not be able to see the alignment rails or the docking connector.



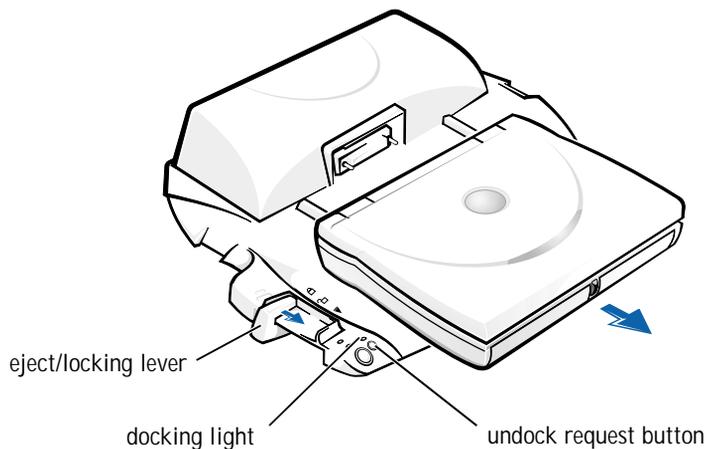
- 6 Gently push the computer forward until the docking connector is fully engaged.
- 7 Slide the eject/locking lever towards the back of the APR to the locked position.

## Undocking the Computer

➔ **NOTICE:** If you do not have a charged battery installed in the computer when you undock the computer, you may lose unsaved data.

➔ **NOTICE:** If you do not use correct undocking procedures, you may lose data and the computer may not restart.

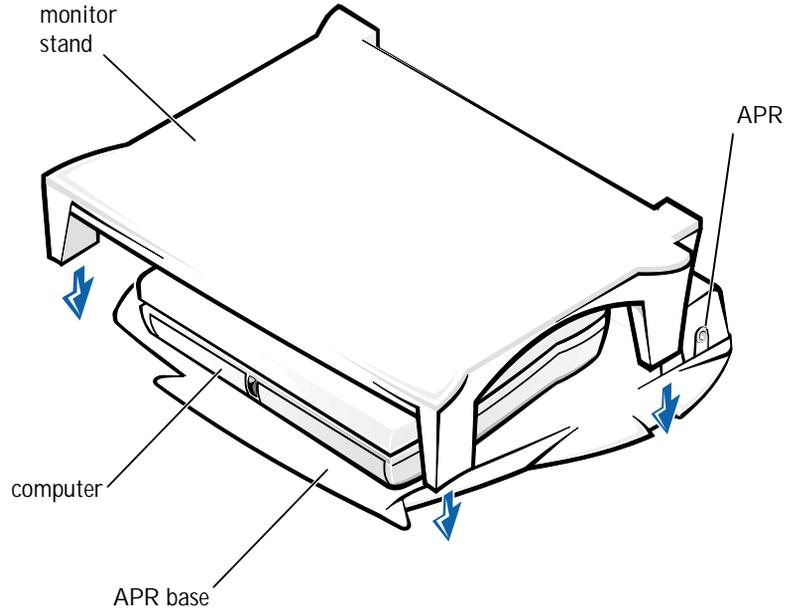
- 1 Save and close all open files and exit all open programs.
- 2 Perform one of the following procedures:
  - Click the **Start** button, and then click **Eject PC**.  
After a few seconds, the computer power light turns off.
  - Press the undock request button on the APR.  
After a few seconds, the green docking light turns off.
- 3 Slide the eject/locking lever on the left side of the APR to the eject position to undock the computer.



**HINT:** Be sure that the back legs on the monitor stand engage the slots on either side of the APR base.

## Monitor Stand

**NOTICE:** The stand supports monitors that weigh up to 45.3 kg (100 lb). Heavier monitors may damage the stand, computer, and APR.



## Adding Memory

You can increase your computer memory by installing memory modules on the system board. See page 68 for information on the type of memory supported by your computer.

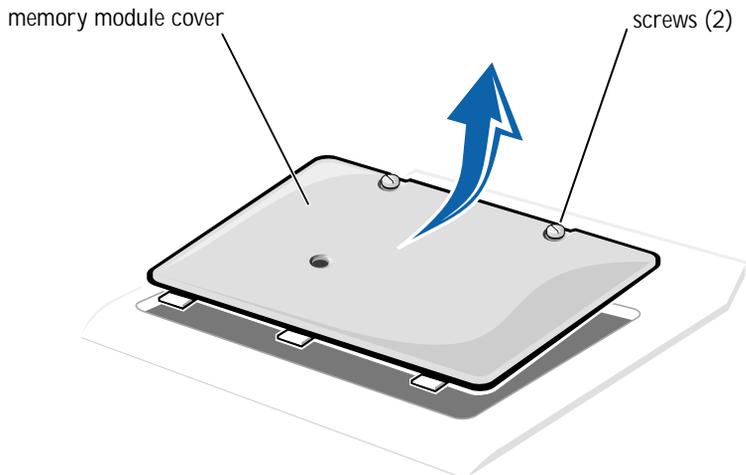
Your computer has two memory module sockets. Dell memory modules designed for your computer can be installed in either socket.

**⚠ CAUTION:** Before working inside your computer, read the “ Safety Instructions” at the front of this guide (see page 7).

**➡ NOTICE:** Do not install or remove a memory module when the computer is turned on, in standby mode, or in hibernate mode.

- 1 Save and close any open files, exit any open programs, and shut down the computer (see page 18).
- 2 Remove all installed batteries and disconnect external devices.
- 3 Disconnect the AC adapter cable from the computer.
- 4 Ground yourself by touching a metal connector on the back of the computer.
- 5 Turn the computer over, loosen the screws, and lift up the memory module cover.

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



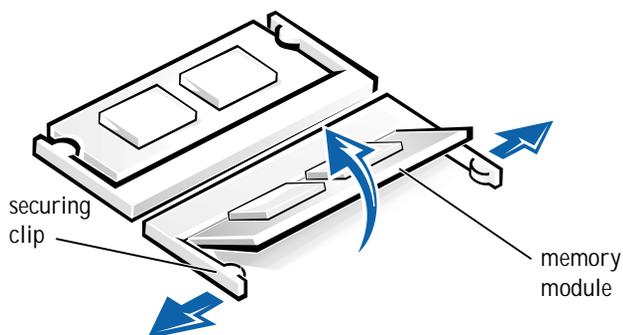
➡ **NOTICE:** To prevent damage to the computer, do not use tools to spread the inner metal tabs of the socket when you are installing or removing a memory module.

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

- a Use your fingernails to carefully spread apart the inner metal tabs of the memory module socket.

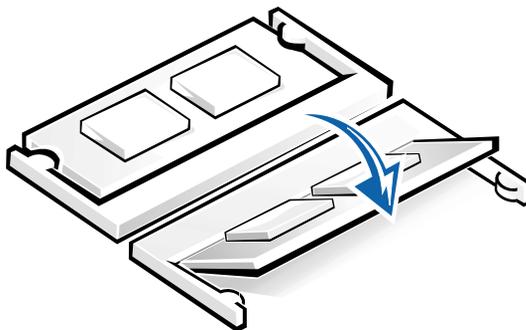
The module should pop up.

- b Lift the memory module away from the socket.



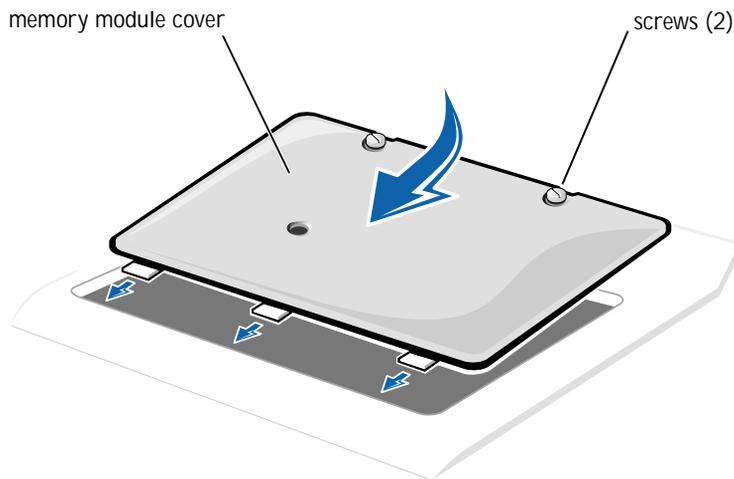
7 Install the memory module:

- a Align the notch in the module with the slot in the center of the socket.
- b Slide the edge of the module firmly into the socket and rotate the module down until you hear a click.



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

- 8 Replace the cover and tighten the screws.



- 9 Insert the battery into the battery bay, or connect the AC adapter to your computer and an electrical outlet.
- 10 Turn on the computer.  
As the computer boots, it will detect the additional memory and automatically update the system configuration information.
- 11 If your computer runs Windows 98, delete and recreate the hibernate file to accommodate the new memory (see page 48).

## Replacing a Hard Drive

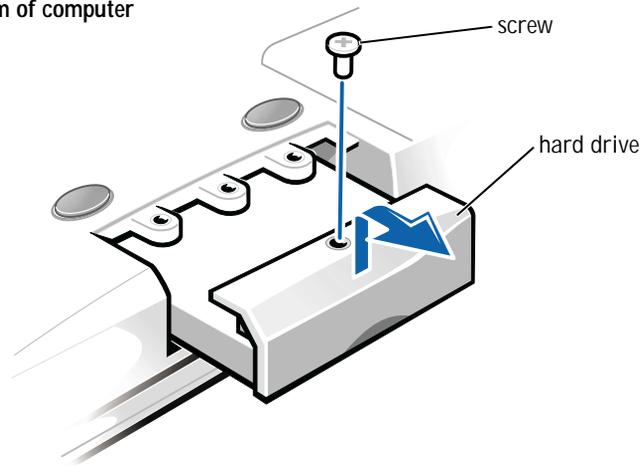
- ➔ **NOTICE:** Hard drives are extremely fragile and must be handled carefully. Even a slight bump can damage the drive.
- ⚠ **CAUTION:** If you remove the hard drive from the computer when the drive is hot, *do not touch* the metal housing of the hard drive.
- ➔ **NOTICE:** To prevent data loss, turn off your computer (see page 18) before removing or installing a hard drive. Do not remove the hard drive while the computer is in standby mode or hibernate mode, or if the power light is lit.

 **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 to install the device drivers and utilities on the new hard drive.

- 1 Save and close any open files, exit any open programs, and shut down the computer (see page 18).
- 2 Remove all installed batteries, and disconnect the AC adapter cable and any external devices from the computer.
- 3 Turn the computer over, and remove the hard drive screw.

bottom of computer



**NOTICE:** When the hard drive is not in the computer, protect the drive from exposure to static electricity by storing it in protective antistatic packaging.

- 4 Lift up the hard drive cover until you hear a click.
- 5 Slide the hard drive out of the computer.
- 6 Remove the new drive from its packaging.

Save the original packaging to use when storing or shipping the hard drive.

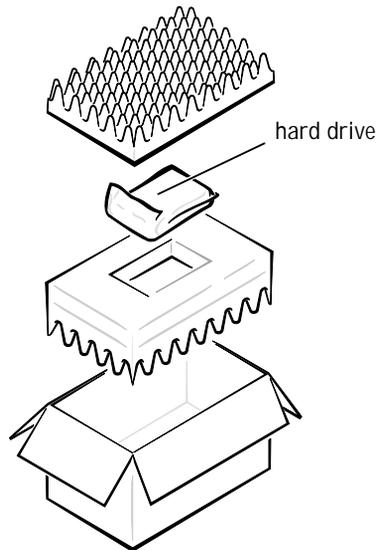
**NOTICE:** Do not force the drive into the computer. If you experience some resistance, use firm and even pressure to slide the drive into place.

- 7 Slide the new drive into the computer:
  - a Lift up the hard drive cover until you hear a click.
  - b Push the hard drive until it is fully seated in the bay.
  - c Press the hard drive cover down.

- 8 Replace and tighten the screw you removed in step 3.
- 9 Install the Dell-provided operating system (see page 45).
- 10 Install the Dell-provided drivers and utilities (see page 44).

### Returning a Hard Drive to Dell

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





SECTION 4

# Appendix

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Specifications

Standard Settings

Contacting Dell

Regulatory Information

Warranty and Return Policy Information

Macrovision Product Notice

## Specifications

Microprocessor	
Microprocessor types	Intel® Mobile Pentium® III Intel Mobile Celeron™
Internal cache	256 KB
External bus frequency	100 MHz
Math coprocessor	internal to the microprocessor
System Information	
System chip set	Intel Mobile 440BX PCI
Data bus width	64 bits
DRAM bus width	64 bits
Microprocessor address bus width	32 bits
PC Card	
CardBus controller	Texas Instruments PCI 1420 CardBus controller
PC Card connectors	two (supports two Type I or Type II cards or one Type III card)
Cards supported	3.3 V and 5 V
PC Card connector size	68 pins
Data width (maximum)	PCMCIA 16 bits CardBus 32 bits
Memory	
Architecture	SDRAM
Memory module socket	two user-accessible SODIMM sockets
Memory module capacities and type	64, 128, and 256 MB
Memory type	3.3-V SODIMM
Standard memory	one 64-MB memory module

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### Memory *(continued)*

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Maximum memory	512 MB
Memory access time: clock speed	100 MHz

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### Ports and Connectors

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Serial (DTE)	9-pin connector; 16550-compatible, 16-byte buffer connector
Parallel	25-hole connector; unidirectional, bidirectional, or ECP
Video	15-hole connector
Audio	microphone connector, headphone/speakers connector
S-video/TV-out	7-pin mini-DIN connector (an S-video to composite video adapter included with the computer)
PS/2 keyboard/mouse	6-pin mini-DIN connector
USB	one 4-pin USB-compliant connector
Infrared	sensor compatible with IrDA Standard 1.1 (Fast IR) and IrDA Standard 1.0 (Slow IR)
Docking	200 pins for the advanced port replicator

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### Video

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Video type	128-bit hardware accelerated
Data bus	2X AGP
Video controller	ATI Mobility M3
Video memory	8 MB
LCD interface	LVDS
TV support	NTSC or PAL in S-video and composite modes

Audio	
Audio type	Sound Blaster (software emulation capable)
Audio controller	ESS Technology Maestro-3i
Stereo conversion	16-bit (analog-to-digital and digital-to-analog)
FM music synthesizer	20 voice, 72 operator
Interfaces:	
Internal	ESS1920 AC97 CODEC
External	microphone-in connector, headphone/speakers connector
Speakers	two 8-ohm speakers
Internal speaker amplifier	1.0-W channel into 4 ohms
Volume controls	key combinations, volume buttons, application program menus
Display	
Type	XGA, active-matrix color (TFT)
Dimensions:	
Height	214.3 mm (8.4 inches)
Width	285.7 mm (11.3 inches)
Diagonal	357.1 mm (14.1 inches)
Maximum resolution	1024 x 768
Response time (typical)	20-ms rise (maximum), 50-ms fall (maximum)
Operating angle	0° (closed) to 180°
Viewing angle:	
Horizontal	± 45°
Vertical	+ 15°, - 30°
Dot pitch	0.28 mm

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Display (*continued*)

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Luminance	120 nits
Power consumption:	
Panel (typical)	1.0 W
Backlight	3.4 W
Controls	brightness can be controlled through key combinations

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Keyboard

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Number of keys	87 (U.S. and Canada); 88 (Europe); 90 (Japan)
Key travel	2.7 mm $\pm$ 0.3 to 0.4 mm (0.11 inch $\pm$ 0.016 inch)
Key spacing	19.05 mm $\pm$ 0.3 mm (0.75 inch $\pm$ 0.012 inch)
Layout	QWERTY/AZERTY/Kanji

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Touch Pad

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Interface	PS/2 compatible
X/Y position resolution (graphics table mode)	240 cpi
Size:	
Thickness	2.00 mm (0.08 inch) at highest component
Width	64.88 mm (2.55-inch) sensor-active area
Height	48.88-mm (1.92-inch) rectangle
Weight	6.5 g (0.23 ounce)
Power:	
Supply voltage	5 V $\pm$ 0.5 VDC
Supply current	25 mA (maximum operating for track stick and touch pad combined)
ESD	in accordance with IEC-801-2

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Track Stick

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Interface	PS/2 compatible
X/Y position resolution (graphics table mode)	240 counts/sec @ 100 gf
Size	protrudes 0.5 mm higher than surrounding keycaps
Power:	
Supply voltage	5 V ± 0.5 VDC
Supply current	25 mA (maximum operating for track stick and touch pad combined)
ESD	in accordance with IEC-801-2

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Battery

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Type	4-cell or 8-cell smart lithium ion
Dimensions:	
Depth	88.5 mm (3.48 inches)
Height	21.5 mm (0.83 inch)
Width	139.0 mm (5.47 inches)
Weight	0.39 kg (0.87 lb) (8 cell) 0.22 kg (0.49 lb) (4 cell)
Voltage	14.8 VDC
Capacity	26.5 WHr (4 cell) 53 WHr (8 cell)
Charge time (approximate):	
Computer off	1 hour and 6 minutes
Life span (approximate)	500 discharge/charge cycles
Temperature range:	
Charge	0° to 35°C (32° to 95°F) (8 cell) 0° to 40°C (32° to 104°F) (4 cell)
Storage	-40° to 65°C (-4° to 140°F)

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## AC Adapter

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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); 3.51 A (continuous)
Output power	70 W
Rated output voltage	19.5 VDC
Dimensions:	
Height	27.94 mm (1.1 inches)
Width	58.42 mm (2.3 inches)
Depth	133.35 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 140°F)

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## Environmental (Computer)

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Temperature range:	
Operating	0° to 40°C (32° to 104°F)
Storage	-40° to 65°C (-104° to 140°F)
Relative humidity (maximum):	
Operating	10% to 90% (noncondensing)
Storage	5% to 95% (noncondensing)
Maximum vibration:	
Operating	0.9 GRMS using a random-vibration spectrum that simulates user environment
Storage	1.3 GRMS using a random-vibration spectrum that simulates air/truck shipment

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 Environmental (Computer) *(continued)*


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## Maximum shock:

Operating	152.4 cm/sec (60 inches/sec) (equal to a half-sine pulse width of 2 ms)
Storage	203.2 cm/sec (80 inches/sec) (equal to a half-sine pulse width of 2 ms)

## Altitude:

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

The system setup program contains the standard settings for your computer.

 **NOTICE:** Unless you are an expert computer user, don't change the settings for this program. Certain changes might make your computer work incorrectly.

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

### System Setup Pages

The system setup pages display the current setup information and settings for your computer. You can change settings that appear as white type on the screen.

- Page 1 displays system information.
- Page 2 displays boot configuration and dock configuration settings.
- Page 3 displays basic device configuration settings.
- Page 4 displays battery charge status.
- Page 5 displays power management settings.
- Page 6 displays system security and hard drive password settings.

## Viewing the System Setup Pages

- 1 Turn on (or restart) your computer.
- 2 When the Dell logo appears, press < F2 > 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 18) and try again.

## Contacting Dell

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

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

### Contact Numbers and Addresses

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-mail Address	Area Codes, Local Numbers, and Toll Free Numbers
<b>Australia (Sydney)</b>	Home and Small Business	1-300-65-55-33
International Access Code: <b>0011</b>	Government and Business	toll free: 1-800-633-559
Country Code: <b>61</b>	Preferred Accounts Division (PAD)	toll free: 1-800-060-889
City Code: <b>2</b>	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

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-mail Address	Area Codes, Local Numbers, and Toll Free Numbers
<b>Austria (Vienna)</b>	Home/Small Business Sales	01 795 67602
International Access Code: <b>900</b>	Home/Small Business Fax	01 795 67605
Country Code: <b>43</b>	Home/Small Business Customer Care	01 795 67603
City Code: <b>1</b>	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
	Website: <b><a href="http://support.euro.dell.com">http://support.euro.dell.com</a></b>	
	E-mail: <b>tech_support_germany@dell.com</b>	
<b>Belgium (Brussels)</b>	Technical Support	02 481 92 88
International Access Code: <b>00</b>	Customer Care	02 481 91 19
Country Code: <b>32</b>	Home/Small Business Sales	toll free: 0800 16884
City Code: <b>2</b>	Corporate Sales	02 481 91 00
	Fax	02 481 92 99
	Switchboard	02 481 91 00
	Website: <b><a href="http://support.euro.dell.com">http://support.euro.dell.com</a></b>	
	E-mail: <b>tech_be@dell.com</b>	
<b>Brazil</b>	Customer Support, Technical Support	0800 90 3355
International Access Code: <b>0021</b>	Sales	0800 90 3366
Country Code: <b>55</b>	Website: <b><a href="http://www.dell.com/br">http://www.dell.com/br</a></b>	
City Code: <b>51</b>		
<b>Brunei</b>	Customer Technical Support (Penang, Malaysia)	604 633 4966
Country Code: <b>673</b>	Customer Service (Penang, Malaysia)	604 633 4949
	Transaction Sales (Penang, Malaysia)	604 633 4955

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-mail Address	Area Codes, Local Numbers, and Toll Free Numbers
<b>Canada (North York, Ontario)</b> International Access Code: <b>011</b>	Automated Order-Status System AutoTech (Automated technical support) Customer Care (From outside Toronto) Customer Care (From within Toronto) Customer Technical Support Sales (Direct Sales—from outside Toronto) Sales (Direct Sales—from within Toronto) Sales (Federal government, education, and medical) Sales (Major Accounts) TechFax	toll free: 1-800-433-9014 toll free: 1-800-247-9362 toll free: 1-800-387-5759 416 758-2400 toll free: 1-800-847-4096 toll free: 1-800-387-5752 416 758-2200 toll free: 1-800-567-7542 toll free: 1-800-387-5755 toll free: 1-800-950-1329
<b>Chile (Santiago)</b> Country Code: <b>56</b> City Code: <b>2</b>	Sales, Customer Support, and Technical Support	toll free: 1230-020-4823
<b>China (Xiamen)</b> Country Code: <b>86</b> City Code: <b>592</b>	Technical Support Customer Experience Home and Small Business Preferred Accounts Division Large Corporate Accounts	toll free: 800 858 2437 toll free: 800 858 2060 toll free: 800 858 2222 toll free: 800 858 2062 toll free: 800 858 2999
<b>Czech Republic (Prague)</b> International Access Code: <b>00</b> Country Code: <b>420</b> City Code: <b>2</b>	Technical Support Customer Care Fax TechFax Switchboard Website: <a href="http://support.euro.dell.com">http://support.euro.dell.com</a> E-mail: <a href="mailto:czech_dell@dell.com">czech_dell@dell.com</a>	02 22 83 27 27 02 22 83 27 11 02 22 83 27 14 02 22 83 27 28 02 22 83 27 11

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-mail Address	Area Codes, Local Numbers, and Toll Free Numbers
<b>Denmark (Horsholm)</b>	Technical Support	45170182
International Access Code: <b>009</b>	Relational Customer Care	45170184
Country Code: <b>45</b>	Home/Small Business Customer Care	32875505
	Switchboard	45170100
	Fax Technical Support (Upplands Vasby, Sweden)	859005594
	Fax Switchboard	45170117
	Website: <a href="http://support.euro.dell.com">http://support.euro.dell.com</a>	
	E-mail: <a href="mailto:den_support@dell.com">den_support@dell.com</a>	
<b>Finland (Helsinki)</b>	Technical Support	09 253 313 60
International Access Code: <b>990</b>	Technical Support Fax	09 253 313 81
Country Code: <b>358</b>	Relational Customer Care	09 253 313 38
City Code: <b>9</b>	Home/Small Business Customer Care	09 693 791 94
	Fax	09 253 313 99
	Switchboard	09 253 313 00
	Website: <a href="http://support.euro.dell.com">http://support.euro.dell.com</a>	
	E-mail: <a href="mailto:fin_support@dell.com">fin_support@dell.com</a>	

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-mail Address	Area Codes, Local Numbers, and Toll Free Numbers
<b>France (Paris/Montpellier)</b>	<b>Home and Small Business</b>	
International Access Code: <b>00</b>	Technical Support	0825 387 270
Country Code: <b>33</b>	Customer Care	0825 823 833
City Code: <b>(1) (4)</b>	Switchboard	0825 004 700
	Switchboard (Alternative)	04 99 75 40 39
	Sales	0825 004 700
	Fax	0825 004 701
	Website: <a href="http://support.euro.dell.com">http://support.euro.dell.com</a>	
	E-mail: <a href="mailto:web_fr_tech@dell.com">web_fr_tech@dell.com</a>	
	<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 99
	Website: <a href="http://support.euro.dell.com">http://support.euro.dell.com</a>	
	E-mail: <a href="mailto:web_fr_tech@dell.com">web_fr_tech@dell.com</a>	
<b>Germany (Langen)</b>	Technical Support	06103 766-7200
International Access Code: <b>00</b>	Technical Support Fax	06103 766-9222
Country Code: <b>49</b>	Home/Small Business Customer Care	0180-5-224400
City Code: <b>6103</b>	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
	Website: <a href="http://support.euro.dell.com">http://support.euro.dell.com</a>	
	E-mail: <a href="mailto:tech_support_germany@dell.com">tech_support_germany@dell.com</a>	

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-mail Address	Area Codes, Local Numbers, and Toll Free Numbers
<b>Hong Kong</b>	Technical Support	toll free: 800 96 4107
International Access Code: <b>001</b>	Customer Service (Penang, Malaysia)	604 633 4949
Country Code: <b>852</b>	Transaction Sales	toll free: 800 96 4109
	Corporate Sales	toll free: 800 96 4108
<b>Ireland (Bray)</b>	Technical Support	1-850-543-543
International Access Code: <b>16</b>	Customer Care	01 204 4026
Country Code: <b>353</b>	Sales	1-850-235-235
City Code: <b>1</b>	SalesFax	01 286 2020
	Fax	01 286 6848
	TechFax	01 204 4708
	Switchboard	01 286 0500
	Website: <a href="http://support.euro.dell.com">http://support.euro.dell.com</a>	
	E-mail: <a href="mailto:dell_direct_support@dell.com">dell_direct_support@dell.com</a>	
<b>Italy (Milan)</b>	<b>Home and Small Business</b>	
International Access Code: <b>00</b>	Technical Support	02 577 826 90
Country Code: <b>39</b>	Customer Care	02 696 821 14
City Code: <b>02</b>	Fax	02 696 824 13
	Switchboard	02 696 821 12
	Website: <a href="http://support.euro.dell.com">http://support.euro.dell.com</a>	
	E-mail: <a href="mailto:web_it_tech@dell.com">web_it_tech@dell.com</a>	
	<b>Corporate</b>	
	Technical Support	02 577 826 90
	Customer Care	02 577 825 55
	Fax	02 575 035 30
	Switchboard	02 577 821
	Website: <a href="http://support.euro.dell.com">http://support.euro.dell.com</a>	
	E-mail: <a href="mailto:web_it_tech@dell.com">web_it_tech@dell.com</a>	

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-mail Address	Area Codes, Local Numbers, and Toll Free Numbers
<b>Japan (Kawasaki)</b>	Technical Support (Inspiron™)	toll free: 0120-1982-56
International Access Code: <b>001</b>		or 0088-25-3355
Country Code: <b>81</b>	Customer Care	044 556-4240
City Code: <b>44</b>	Home and Small Business Group Sales	044 556-3344
	Preferred Accounts Division Sales	044 556-3433
	Large Corporate Accounts	044 556-3430
	Faxbox Service	03-5972-5840
	Switchboard	044 556-4300
	Website: <a href="http://support.jp.dell.com">http://support.jp.dell.com</a>	
<b>Korea (Seoul)</b>	Technical Support	toll free: 080-200-3800
International Access Code: <b>001</b>	Sales	toll free: 080-200-3777
Country Code: <b>82</b>	Customer Service (Seoul, Korea)	2194-6220
City Code: <b>2</b>	Customer Service (Penang, Malaysia)	604 633 4949
	Fax	2194-6202
	Switchboard	2194-6000
<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

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-mail Address	Area Codes, Local Numbers, and Toll Free Numbers
<b>Luxembourg</b>	Technical Support (Brussels, Belgium)	02 481 92 88
International Access Code: <b>00</b>	Home/Small Business Sales (Brussels, Belgium)	toll free: 080016884
Country Code: <b>352</b>	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
	Website: <a href="http://support.euro.dell.com">http://support.euro.dell.com</a>	
	E-mail: tech_be@dell.com	
<b>Macau</b>	Technical Support	toll free: 0800 582
Country Code: <b>853</b>	Customer Service (Penang, Malaysia)	633 4949
	Transaction Sales	toll free: 0800 581
<b>Malaysia (Penang)</b>	Technical Support	toll free: 1 800 888 298
International Access Code: <b>00</b>	Customer Service	04 633 4949
Country Code: <b>60</b>	Transaction Sales	toll free: 1 800 888 202
City Code: <b>4</b>	Corporate Sales	toll free: 1 800 888 213
<b>Mexico (Colonia Granada)</b>	Automated Order-Status System (Austin, Texas, U.S.A.)	512 728-0685
International Access Code: <b>95</b>	AutoTech (Automated technical support) (Austin, Texas, U.S.A.)	512 728-0686
Country Code: <b>52</b>	Customer Technical Support	525 228-7870
City Code: <b>5</b>	Sales	525 228-7811
		or toll free: 91-800-900-37
		or toll free: 91-800-904-49
	Customer Service	525 228-7878
	Main	525 228-7800

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-mail Address	Area Codes, Local Numbers, and Toll Free Numbers
<b>Netherlands (Amsterdam)</b>	Technical Support	020 581 8838
International Access Code: <b>00</b>	Customer Care	020 581 8740
Country Code: <b>31</b>	Home/Small Business Sales	toll free: 0800-0663
City Code: <b>20</b>	Home/Small Business Sales Fax	020 682 7171
	Corporate Sales	020 581 8818
	Corporate Sales Fax	020 686 8003
	Fax	020 686 8003
	Switchboard	020 581 8818
	Website: <a href="http://support.euro.dell.com">http://support.euro.dell.com</a>	
	E-mail: tech_nl@dell.com	
<b>New Zealand</b>	Home and Small Business	0800 446 255
International Access Code: <b>00</b>	Government and Business	0800 444 617
Country Code: <b>64</b>	Sales	0800 441 567
	Fax	0800 441 566
<b>Norway (Lysaker)</b>	Technical Support	671 16882
International Access Code: <b>095</b>	Relational Customer Care	671 17514
Country Code: <b>47</b>	Home/Small Business Customer Care	23162298
	Switchboard	671 16800
	Fax Technical Support (Upplands Vasby, Sweden)	590 05 594
	Fax Switchboard	671 16865
	Website: <a href="http://support.euro.dell.com">http://support.euro.dell.com</a>	
	E-mail: nor_support@dell.com	
<b>Poland (Warsaw)</b>	Technical Support	22 60 61 999
International Access Code: <b>011</b>	Customer Care	22 60 61 999
Country Code: <b>48</b>	Sales	22 60 61 999
City Code: <b>22</b>	Fax	22 60 61 998
	Switchboard	22 60 61 999
	Website: <a href="http://support.euro.dell.com">http://support.euro.dell.com</a>	
	E-mail: pl_support@dell.com	

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-mail Address	Area Codes, Local Numbers, and Toll Free Numbers
<b>Singapore (Singapore)</b>	Technical Support	toll free: 800 6011 051
International Access Code: <b>005</b>	Customer Service (Penang, Malaysia)	04 633 4949
Country Code: <b>65</b>	Transaction Sales	toll free: 800 6011 054
	Corporate Sales	toll free: 800 6011 053
<b>South Africa (Johannesburg)</b>	Technical Support	011 709 7710
International Access Code: <b>09/091</b>	Customer Care	011 709 7710
Country Code: <b>27</b>	Sales	011 706 7700
City Code: <b>11</b>	Fax	011 709 0495
	Switchboard	011 709 7700
	Website: <a href="http://support.euro.dell.com">http://support.euro.dell.com</a>	
	E-mail: <a href="mailto:dell_za_support@dell.com">dell_za_support@dell.com</a>	
<b>Southeast Asian and Pacific Countries</b>	Customer Technical Support, Customer Service, and Sales (Penang, Malaysia)	604 633 4810
<b>Spain (Madrid)</b>	<b>Home and Small Business</b>	
International Access Code: <b>00</b>	Technical Support	902 100 130
Country Code: <b>34</b>	Customer Care	902 118 540
City Code: <b>91</b>	Sales	902 118 541
	Switchboard	902 118 541
	Fax	902 118 539
	Website: <a href="http://support.euro.dell.com">http://support.euro.dell.com</a>	
	E-mail: <a href="mailto:web_esp_tech@dell.com">web_esp_tech@dell.com</a>	
	<b>Corporate</b>	
	Technical Support	902 100 130
	Customer Care	902 118 546
	Switchboard	91 722 92 00
	Fax	91 722 95 83
	Website: <a href="http://support.euro.dell.com">http://support.euro.dell.com</a>	
	E-mail: <a href="mailto:web_esp_tech@dell.com">web_esp_tech@dell.com</a>	

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-mail Address	Area Codes, Local Numbers, and Toll Free Numbers
<b>Sweden (Upplands Vasby)</b>	Technical Support	08 590 05 199
International Access Code: <b>009</b>	Relational Customer Care	08 590 05 642
Country Code: <b>46</b>	Home/Small Business Customer Care	08 587 70 527
City Code: <b>8</b>	Fax Technical Support	08 590 05 594
	Sales	08 590 05 185
	Website: <a href="http://support.euro.dell.com">http://support.euro.dell.com</a>	
	E-mail: <a href="mailto:swe_support@dell.com">swe_support@dell.com</a>	
<b>Switzerland (Geneva)</b>	Technical Support	0844 811 411
International Access Code: <b>00</b>	Customer Care	0848 802 802
Country Code: <b>41</b>	Fax	022 799 01 90
City Code: <b>22</b>	Switchboard	022 799 01 01
	Website: <a href="http://support.euro.dell.com">http://support.euro.dell.com</a>	
	E-mail: <a href="mailto:swisstech@dell.com">swisstech@dell.com</a>	
<b>Taiwan</b>	Technical Support	toll free: 0080 60 1255
International Access Code: <b>002</b>	Technical Support (Servers)	toll free: 0080 60 1256
Country Code: <b>886</b>	Transaction Sales	toll free: 0080 651 228 or 0800 33 556
	Corporate Sales	toll free: 0080 651 227 or 0800 33 555
<b>Thailand</b>	Technical Support	toll free: 0880 060 07
International Access Code: <b>001</b>	Customer Support (Penang, Malaysia)	604 633 4949
Country Code: <b>66</b>	Sales	toll free: 0880 060 09

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-mail Address	Area Codes, Local Numbers, and Toll Free Numbers
<b>U.K. (Bracknell)</b>	Technical Support	0870 908 0800
International Access Code: <b>010</b>	Global Accounts Customer Care	01344 723186
Country Code: <b>44</b>	Corporate Customer Care	01344 723185
City Code: <b>1344</b>	Preferred Accounts (500-5000 employees) Customer Care	01344 723196
	Central Government Customer Care	01344 723193
	Local Government Customer Care	01344 723194
	Home/Small Business Sales	0870 907 4000
	Corporate/Public Sector Sales	01344 860456
	AutoFax	0870 908 0510
	Website: <b><a href="http://support.euro.dell.com">http://support.euro.dell.com</a></b>	
	E-mail: <b>dell_direct_support@dell.com</b>	

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-mail Address	Area Codes, Local Numbers, and Toll Free Numbers
<b>U.S.A. (Austin, Texas)</b>	Automated Order-Status System	toll free: 1-800-433-9014
International Access Code: <b>011</b> Country Code: <b>1</b>	AutoTech (for portable and desktop computers) <b>Dell Home and Small Business Group</b> (for portable and desktop computers): Customer Technical Support (Return Material Authorization Numbers) Customer Technical Support (Home sales purchased via <b>http://www.dell.com</b> ) Customer Service (Credit Return Authorization Numbers) <b>National Accounts</b> (systems purchased by established Dell national accounts [have your account number handy], medical institutions, or value-added resellers [VARs]): Customer Service and Technical Support (Return Material Authorization Numbers) <b>Public Americas International</b> (systems purchased by governmental agencies [local, state, or federal] or educational institutions): Customer Service and Technical Support (Return Material Authorization Numbers) Dell Sales Spare Parts Sales DellWare™ Fee-Based Technical Support Sales (Catalogs) Fax TechFax Dell Services for the Deaf, Hard-of-Hearing, or Speech-Impaired Switchboard Dellnet Technical Support	toll free: 1-800-247-9362 toll free: 1-800-624-9896 toll free: 1-877-576-3355 toll free: 1-800-624-9897 toll free: 1-800-822-8965 toll free: 1-800-234-1490 toll free: 1-800-289-3355 or toll free: 1-800-879-3355 toll free: 1-800-357-3355 toll free: 1-800-753-7201 toll free: 1-800-433-9005 toll free: 1-800-426-5150 toll free: 1-800-727-8320 toll free: 1-800-950-1329 toll free: 1-877-DELLTTY (1-877-335-5889) 512 338-4400 toll free: 1-877-Dellnet (1-877-335-5638)

## Returning Items for Warranty Repair or Credit

- 1 Call Dell to obtain an authorization number, and write it clearly and prominently on the outside of the box.
- 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, CDs, 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 packages are not accepted.

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

## Regulatory Information

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. Your Dell computer is designed to comply with applicable regulations regarding EMI. Changes or modifications not expressly approved by Dell could void the user's authority to operate the equipment.

Additional regulatory information regarding your computer can be found in the *Tell Me How* help file. To open the file, click the **Start** button on the Windows desktop, point to **Dell Documents**, and then click **Tell Me How**.

### Battery Disposal



Your computer uses a lithium-ion battery and a nickel-metal hydride (NiMH) coin-cell battery. For instructions about replacing the lithium-ion battery in your computer, see the *Tell Me How* help file. To open the file, click the **Start** button on the Windows desktop, point to **Dell Documents**, and then click **Tell Me How**.

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.

### 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
Supply voltage:	100–240 VAC
Frequency:	50–60 Hz
System input voltage:	20 VDC, 3.5 A
Current consumption:	1.5 A

## Información para NOM (únicamente para México)

La información siguiente se proporciona en el dispositivo o en los dispositivos descritos en este documento, en cumplimiento con los requisitos de la Norma Oficial Mexicana (NOM):

Exportador:	Dell Computer Corporation One Dell Way Round Rock, TX 78682
Importador:	Dell Computer de México, S.A. de C.V. Paseo de la Reforma 2620 - 11° Piso Col. Lomas Altas 11950 México, D.F
Embarcar a:	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
Tensión alimentación:	100–240 VAC
Frecuencia:	50–60 Hz
Voltaje de entrada del sistema:	20 VDC, 3.5 A
Consumo de corriente:	1.5 A

## Warranty and Return Policy Information

Dell Computer Corporation (“Dell”) manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry-standard practices. For information about the Dell warranty for your computer, see the *Tell Me How* help file. To open the file, click the **Start** button on the Windows desktop, point to **Dell Documents**, and then click **Tell Me How**.

## Macrovision Product Notice

The following product notice applies to the Macrovision Corporation product that is included with the DVD-ROM drive:

This product incorporates copyright protection technology that is protected by method claims of certain U.S. patents and other intellectual property rights owned by Macrovision Corporation and other rights owners. Use of this copyright protection technology must be authorized by Macrovision Corporation, and is intended for home and other limited viewing uses only unless otherwise authorized by Macrovision Corporation. Reverse engineering or disassembly is prohibited.



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