

SECTION 6

## Setting Up a Home and Office Network

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Connecting to a Network Adapter

Network Setup Wizard


Network Problems


## Connecting to a Network Adapter

Before you connect your computer to a network, the computer must have a network adapter installed and a network cable connected to it.

To connect a network cable:

- 1 Connect the network cable to the network adapter connector on the back of your computer.
- 2 Connect the other end of the network cable to a network connection device, such as a network wall jack.

 **NOTE:** Insert the cable until it clicks into place, and then gently pull it to ensure that it is secure.

 **NOTE:** Do not use a network cable with a telephone wall jack.




## Network Setup Wizard

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

- 1 Click the **Start** button, point to **All Programs**→ **Accessories**→ **Communications**, and then click **Network Setup Wizard**.

- 2 On the welcome screen, click **Next**.
- 3 Click **Checklist for creating a network**.
- 4 Complete the checklist and required preparations, and return to the Network Setup Wizard.
- 5 Follow the instructions on the screen.

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

## Network Problems

**CHECK THE NETWORK CABLE CONNECTOR** — Ensure that the network cable connector is firmly connected to the optional 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 optional network adapter driver is loaded and the adapter 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.



**SECTION 7**

# Solving Problems

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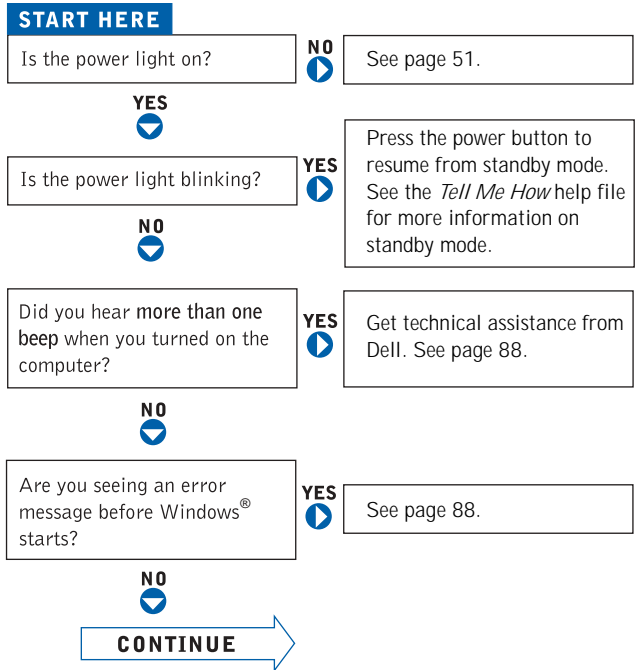
Resolving Software and Hardware Incompatibilities

Reinstalling Microsoft® Windows® XP

# Finding Solutions

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

 **NOTE:** 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 89.
- ▶ sound or the speakers? **YES** ▶ See page 71.
- ▶ the printer? **YES** ▶ See page 40.
- ▶ the modem? **YES** ▶ See page 35.
- ▶ the scanner? **YES** ▶ See page 91.
- ▶ the touch pad? **YES** ▶ See page 66.
- ▶ the external keyboard? **YES** ▶ See page 66.
- ▶ unexpected characters? **YES** ▶ See page 67.
- ▶ the hard drive or a disk drive? **YES** ▶ See page 92.
- ▶ the network adapter? **YES** ▶ See page 83.
- ▶ Windows error messages? **YES** ▶ See page 88.
- ▶ a program? **YES** ▶ See page 94.
- ▶ the Internet? **YES** ▶ See page 34.
- ▶ your e-mail? **YES** ▶ See page 95.

Are you having some other type of problem?

**YES** ▶ See page 96.

## Accessing Help

### TO ACCESS THE *TELL ME HOW* HELP FILE —

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

### TO ACCESS HELP —

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

## Error Messages

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

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

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

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

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



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

**OPERATING SYSTEM NOT FOUND** — Contact Dell (see "Accessing Help" on page 88).



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




- 1 Click the **Start** button.
- 2 *Click Control Panel.*
- 3 Click **Add or Remove Programs**.
- 4 Select the program you want to remove.
- 5 Click **Remove** or **Change/Remove** and follow the prompts on the screen.
- 6 See the program documentation for installation instructions.

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


## Video and Display Problems

### If the display is blank

**CHECK THE  LIGHT** — When the  light is blinking, the computer has power.

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

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



 **NOTE:** If you are using a program that requires a higher resolution than your computer supports, it is recommended that you attach an external monitor to your computer.

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

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

**CONNECT THE COMPUTER DIRECTLY TO AN ELECTRICAL OUTLET** — Bypass power protection devices, power strips, and the extension cable to verify that the computer turns on. To access the help file, see "Accessing Help" on page 88.

**ADJUST THE POWER PROPERTIES** — Search for the keyword *standby* in the Help and Support Center. For instructions on accessing help files, see "Accessing Help" on page 88.

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

## If the display is difficult to read

**ADJUST THE BRIGHTNESS** — See the *Tell Me How* help file for instructions on adjusting the brightness. To access the help file, see "Accessing Help" on page 88.

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

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

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

#### ADJUST THE WINDOWS DISPLAY SETTINGS —

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

**SEE "ERROR MESSAGES"** — If an error message appears, see "Error Messages" on page 88.

### If only part of the display is readable

#### CONNECT AN EXTERNAL MONITOR —

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

If the external monitor works, the computer display or video controller may be defective. Contact Dell (see "Contacting Dell" on page 129).

## 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.




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

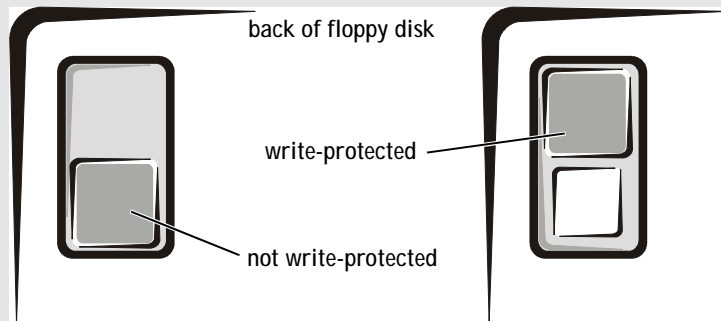
## Drive Problems

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

**NOTE:** For information on saving files to a floppy disk, see the *Tell Me How* help file. To access the help file, see "Accessing Help" on page 88.

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

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



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

#### REINSTALL THE DRIVE —

- 1 Save and close any open files, exit any open programs, and shut down the computer.
- 2 Remove the drive from the module bay. See "Using the Module Bay" in the *Tell Me How* help file for instructions. To access the help file, see "Accessing Help" on page 88.
- 3 Reinstall the drive.
- 4 Turn on the computer.

**CLEAN THE DRIVE —** See "Cleaning Your Computer" in the *Tell Me How* help file for instructions. To access the help file, see "Accessing Help" on page 88.

### If you have problems with a hard drive

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

#### CHECK THE DRIVE FOR ERRORS —

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

## PC Card Problems

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

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

**IF YOU HAVE PROBLEMS WITH A DELL-PROVIDED PC CARD —**  
Contact Dell (see "Accessing Help" on page 88).

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



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




## General Program Problems

### A program crashes

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

### A program stops responding

**END THE PROGRAM —**

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

### Error messages appear

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

# 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, it is recommended 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 Shut down the computer (see "Turning Off Your Computer" on page 43), disconnect the AC adapter from the computer, and then disconnect the AC adapter from the electrical outlet.
- 2 Turn off any attached external devices, and disconnect them from their power sources and then from the computer.
- 3 Ground yourself by touching one of the metal connectors on the back of the computer.
- 4 Remove the module bay device 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 "Replacing the Hard Drive" on page 113).
- 8 Remove the memory module(s) (see "Adding Memory" on page 108).
- 9 Open the display and place the computer right-side up across two books or similar props to let air circulate all around it. Let the computer dry for at least 24 hours in a dry area at room temperature.




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



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

- 10 Ground yourself by touching one of the metal connectors on the back of the computer.
- 11 Replace the memory module(s), the memory module cover, and the screw(s).
- 12 Replace the hard drive.
- 13 Replace the module bay device and any PC Cards you removed.

 **NOTE:** See "Limited Warranties and Return Policy" on page 149 for information on your warranty coverage.


- 14 Replace the battery.
- 15 Turn on the computer and verify that it is working properly.

If the computer does not start, or if you cannot identify the damaged components, contact Dell (see "Contacting Dell" on page 129).

## If You Drop or Damage Your Computer

- 1 Save and close any open files, exit any open programs, and shut down the computer (see "Turning Off Your Computer" on page 43).
- 2 Disconnect the AC adapter from the computer and from the electrical outlet.
- 3 Turn off any attached external devices, and disconnect them from their power sources and then from the computer.
- 4 Remove and reinstall the battery.
- 5 Turn on the computer.

If the computer does not start, or if you cannot identify the damaged components, contact Dell (see "Contacting Dell" on page 129).

 **NOTE:** See "Limited Warranties and Return Policy" on page 149 for information on your warranty coverage.

## Resolving Other Technical Problems

**GO TO THE DELL SUPPORT WEBSITE** — Go to [support.dell.com](http://support.dell.com) for help with general usage, installation, and troubleshooting questions. See "Dell Technical Support Policy (U.S. Only)" on page 128 for a description of the hardware and software support provided by Dell.

**E-MAIL DELL** — Go to [support.dell.com](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. See "Dell Technical Support Policy (U.S. Only)" on page 128 for a description of the hardware and software support provided by Dell.

**CONTACT DELL** — If you cannot solve your problem using the Dell™ Support website or e-mail service, call Dell for technical assistance (see "Contacting Dell" on page 129). See "Dell Technical Support Policy (U.S. Only)" on page 128 for a description of the hardware and software support provided by Dell.




# Drivers

## What Is a Driver?

A driver is a program that controls a device such as a printer, mouse, or keyboard. All devices require a driver program.

A driver acts like a translator between the device and the programs that use the device. Each device has its own set of specialized commands that only its driver recognizes.

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

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

Many drivers, such as the keyboard driver, come with your Microsoft® Windows® operating system. You may need to install drivers if you:

- Upgrade your operating system.
- Reinstall your operating system.
- Connect or install a new device.

## Identifying Drivers

If you experience a problem with any device, identify whether the driver is the source of your problem and, if necessary, update the driver.

- 1 Click the **Start** button and click **Control Panel**.
- 2 Under **Pick a Category**, click **Performance and Maintenance**.
- 3 Click **System**.
- 4 In the **System Properties** window, click the **Hardware** tab.
- 5 Click **Device Manager**.
- 6 Scroll down the list to see if any device has an exclamation point (a yellow circle with a [!]) on the device icon.

If an exclamation point is next to the device name, you may need to reinstall the driver or install a new driver.

## Reinstalling Drivers and Utilities



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

### Using Windows XP Device Driver Rollback

If a problem occurs on your computer after you install or update a driver, use Windows XP Device Driver Rollback to replace the driver with the previously installed version.

- 1 Click the **Start** button and click **Control Panel**.
- 2 Under **Pick a Category**, click **Performance and Maintenance**.
- 3 Click **System**.
- 4 In the **System Properties** window, click the **Hardware** tab.
- 5 Click **Device Manager**.
- 6 Right-click the device for which the new driver was installed and click **Properties**.
- 7 Click the **Drivers** tab.
- 8 Click **Roll Back Driver**.

If Device Driver Rollback does not resolve the problem, then use System Restore (see "Using System Restore" on page 100) to return your computer to the operating state that existed before you installed the new driver.

### Using the Drivers and Utilities CD

If using Device Driver Rollback or System Restore (see "Using System Restore" on page 100) does not resolve the problem, then reinstall the driver from the *Drivers and Utilities* CD:

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

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

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

4 Click **Next**.

The CD automatically scans your hardware to detect drivers and utilities used by your computer.

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

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

6 Click the link of a specific driver or utility to display information about the driver or utility that you want to install.

7 Click the **Install** button (if present) to begin installing the driver or utility. At the welcome screen, follow the screen prompts to complete the installation.

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

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

## Manually Reinstalling Drivers for Windows XP

- 1 After extracting the driver files to your hard drive as described in the previous section, click the **Start** button, point to **Settings**, and click **Control Panel**.
- 2 Click the **Start** button and right-click **My Computer**.
- 3 Click **Properties**.
- 4 Click the **Hardware** tab and click **Device Manager**.
- 5 Double-click the type of device for which you are installing the driver (for example, **Modems** or **Infrared devices**).




**NOTE:** If you are reinstalling an infrared sensor driver, you must first enable the infrared sensor in the system setup program (see "System Setup Screens" on page 125) before continuing with the driver installation.

- 6 Double-click the name of the device for which you are installing the driver.
- 7 Click the **Driver** tab and click **Update Driver**.
- 8 Click **Install from a list or specific location (Advanced)** and click **Next**.
- 9 Click **Browse** and browse to the location to which you previously extracted the driver files.
- 10 When the name of the appropriate driver appears, click **Next**.
- 11 Click **Finish** and restart your computer.

## Using System Restore


The Microsoft® Windows® XP operating system provides System Restore to allow you to return your computer to an earlier operating state (without affecting data files) if changes to the hardware, software, or other system settings have left the computer in an undesirable operating state. See the Help and Support Center for information on using System Restore. To access help, see page 88.

 **NOTICE:** Make regular backups of your data files. System Restore does not monitor your data files or recover them.

### Creating a Restore Point

- 1 Click the **Start** button and click **Help and Support**.
- 2 Click **System Restore**.
- 3 Follow the instructions on the screen.

### Restoring the Computer to an Earlier Operating State

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

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

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

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

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

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

- 5 Click **Next**.

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

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

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

## Undoing the Last System Restore



**NOTICE:** Before you undo the last system restore, save and close all open files and close all open programs. Do not alter, open, or delete any files or programs until the system restoration is complete.

- 1 Click the **Start** button, point to **All Programs**→ **Accessories**→ **System Tools**, and then click **System Restore**.
- 2 Click **Undo my last restoration** and click **Next**.
- 3 Click **Next**.

The **System Restore** screen appears and the computer restarts.

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

## Enabling System Restore

If you reinstall Windows XP with less than 200 MB of free hard-disk space available, System Restore is automatically disabled. To see if System Restore is enabled:

- 1 Click the **Start** button and click **Control Panel**.
- 2 Click **Performance and Maintenance**.
- 3 Click **System**.

- 4 Click the **System Restore** tab.
- 5 Ensure that **Turn off System Restore** is unchecked.

## Resolving Software and Hardware Incompatibilities

Windows XP IRQ conflicts occur if a device either is not detected during the operating system setup or is detected but incorrectly configured.

To check for conflicts on a computer running Windows XP:

- 1 Click the **Start** button and click **Control Panel**.
- 2 Click **Performance and Maintenance** and click **System**.
- 3 Click the **Hardware** tab and click **Device Manager**.
- 4 In the **Device Manager** list, check for conflicts with the other devices.  
Conflicts are indicated by a yellow exclamation point (!) beside the conflicting device or a red x if the device has been disabled.
- 5 Double-click any conflict to display the **Properties** window.  
If an IRQ conflict exists, the **Device** status area in the **Properties** window reports the cards or devices that share the device's IRQ.
- 6 Resolve conflicts by reconfiguring the devices or removing the devices from the **Device Manager**.

To use the Windows XP Hardware Troubleshooter:

- 1 Click the **Start** button and click **Help and Support**.
- 2 Type `hardware troubleshooter` in the **Search** field and click the arrow to start the search.
- 3 Click **Hardware Troubleshooter** in the **Search Results** list.
- 4 In the **Hardware Troubleshooter** list, click **I need to resolve a hardware conflict on my computer**, and click **Next**.

# Reinstalling Microsoft® Windows® XP

## Before You Reinstall

If you are considering reinstalling the Windows XP operating system to correct a problem with a newly installed driver, first try using Windows XP Device Driver Rollback (see "Using Windows XP Device Driver Rollback" on page 98). If Device Driver Rollback does not resolve the problem, then use System Restore (see "Using System Restore" on page 100) to return your operating system to the operating state it was in before you installed the new device driver.

## Reinstalling Windows XP

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


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

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





## Booting From the Operating System CD

- 1 Save and close any open files and exit any open programs.
- 2 Insert the *Operating System* CD. If any program starts automatically, exit the program before proceeding.
- 3 Shut down the computer through the **Start** menu (see "Turning Off Your Computer" on page 43) and restart the computer.
- 4 Press F12 immediately after the DELL™ logo appears.

If the operating system logo appears, wait until you see the Windows desktop, and then shut down the computer and try again.

- 5 Press the arrow keys to select **CD-ROM**, and then press .
- 6 When the **Press any key to boot from CD message** appears, press any key.

### Windows XP Setup

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

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




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

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

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

- 9 If the **Modem Dialing Information** screen appears, enter the requested information and click **Next**.

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



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

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



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

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

## Reinstalling Drivers and Software

- 1 Reinstall the appropriate drivers (see "Drivers" on page 97).
- 2 Reinstall your virus protection software. See the documentation that came with the software for instructions.
- 3 Reinstall your other software programs. See the documentation that came with the software for instructions.



SECTION 8

## Adding and Replacing Parts

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Adding Memory


Adding a Mini PCI Card

Replacing the Hard Drive


## Adding Memory

You can increase your computer memory by installing memory modules on the system board. See "Specifications" on page 118 for information on the memory supported by your computer. Be sure to add only memory modules that are intended for your computer.

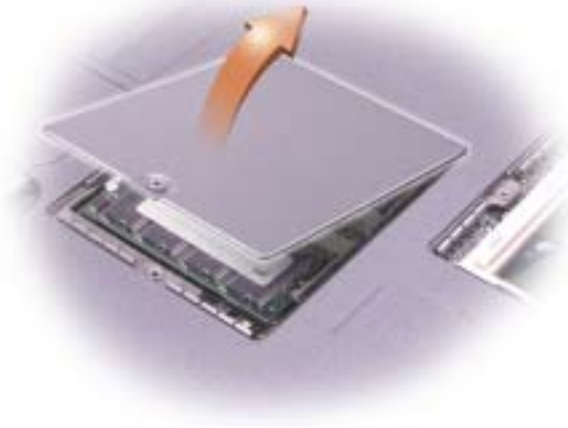
 **NOTE:** Memory modules purchased from Dell are covered under your computer warranty.

 **CAUTION:** Before working inside your Dell™ computer, read the safety instructions on page 11.

- 1 Save and close any open files, exit any open programs, and shut down the computer (see "Turning Off Your Computer" on page 43).
- 2 If the computer is connected to a docking device (docked), undock it. See the documentation that came with your docking device for instructions.
- 3 Remove all installed batteries, and disconnect the AC adapter cable and any external devices from the computer. Wait 5 seconds before proceeding.
- 4 Ground yourself by touching a metal connector on the back of the computer, and continue to do so periodically during this procedure.

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

- 5 Turn the computer over, remove the screw from the memory module cover, and lift the cover.

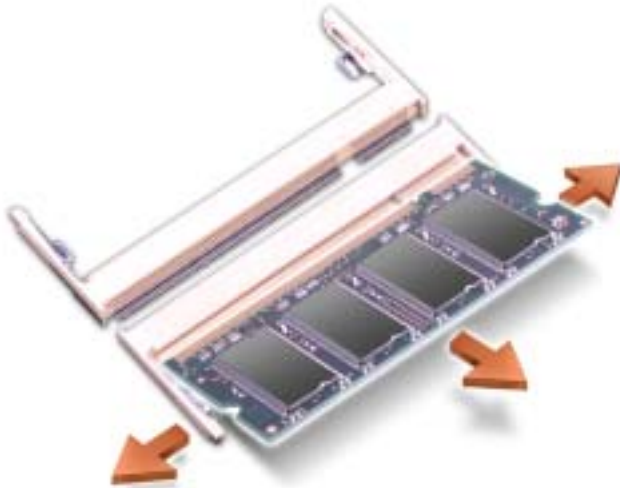


**NOTICE:** To prevent damage to the memory module connector, do not use tools to spread the inner metal tabs that secure the memory module.

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

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

- a Use your fingertips to carefully spread apart the securing clips on each end of the memory module connector until the module pops up.
- b Remove the module from the connector.




**NOTICE:** If you need to install memory modules in two connectors, install a memory module in the connector labeled "SLOT 1" before you install a module in the other connector.

**7** Ground yourself and install the new memory module:

- a Align the notch in the module with the slot in the center of the connector.
- b Slide the edge of the module firmly into the connector, and rotate the module down until you feel a click. If you do not feel the click, remove the module and reinstall it.

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


**8** Replace the cover and screw.


-  **NOTICE:** If the memory module cover is difficult to close, remove the module and reinstall it. Forcing the cover to close may damage your computer.
- 9 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 detects the additional memory and automatically updates the system configuration information.

## Adding a Mini PCI Card

If you ordered a Mini PCI card at the same time that you ordered your computer, Dell has already installed the card for you.

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

 **CAUTION:** Before working inside your computer, read the safety instructions at the front of this guide (see page 11).


- 1 Ensure that the work surface is flat and clean to prevent scratching the computer cover.
- 2 Save and close any open files, exit any open programs, and shut down the computer (see "Turning Off Your Computer" on page 43).
- 3 If the computer is connected to a docking device (docked), undock it. See the documentation that came with your docking device for instructions.
- 4 Remove all installed batteries, and disconnect the AC adapter cable and any external devices from the computer. Wait 5 seconds before proceeding.
- 5 Ground yourself by touching a metal connector on the back of the computer, and continue to do so periodically during this procedure.

- 6 Turn the computer over, and remove the screw from the Mini PCI card cover.

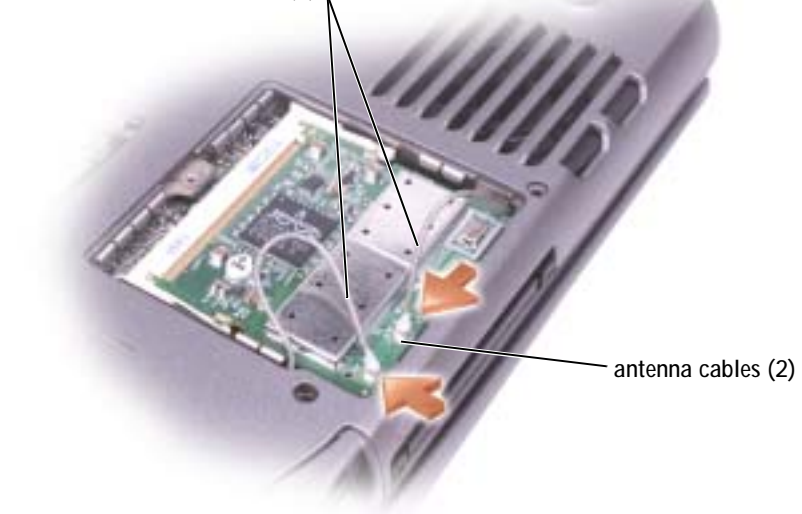


- 7 Place your finger under the cover at the indentation, and lift and slide the cover open.



- 8 If a Mini PCI card is not already installed, go to step 9. If you are replacing a Mini PCI card, remove the existing card:
    - a Disconnect the Mini PCI card from any attached cables.
    - b Release the Mini PCI card by spreading the metal securing tabs until the card pops up slightly.
    - c Lift the Mini PCI card out of its connector.
  - 9 Align the new Mini PCI card with the connector at a 45-degree angle, and press the Mini PCI card into the connector.
  - 10 Connect the antenna cables from the Mini PCI card to the antenna connectors on the computer.
-  **NOTICE:** The connectors are keyed for correct insertion; do not force the connections.


antenna connectors on card (2)





- 11 Lower the Mini PCI card toward the inner tabs to approximately a 20-degree angle.
- 12 Continue lowering the Mini PCI card until it snaps into the inner tabs of the connector.
- 13 Replace the cover.




# Replacing the Hard Drive


 **NOTICE:** To prevent data loss, shut down your computer (see "Turning Off Your Computer" on page 43) before removing the hard drive. Do not remove the hard drive while the computer is on, in standby mode, or in hibernate mode.


 **NOTICE:** Hard drives are extremely fragile; even a slight bump can damage the drive.

 **CAUTION:** If you remove the hard drive from the computer when the drive is hot, *do not touch* the metal housing of the hard drive.

 **CAUTION:** Before working inside your computer, read the safety instructions at the front of this guide (see page 11).

- 1 Ensure that the work surface is flat and clean to prevent scratching the computer cover.
- 2 Save and close any open files, exit any open programs, and shut down the computer (see "Turning Off Your Computer" on page 43).
- 3 If the computer is connected to a docking device (docked), undock it. See the documentation that came with your docking device for instructions.
- 4 Remove all installed batteries, and disconnect the AC adapter cable and any external devices from the computer. Wait 5 seconds before proceeding.
- 5 Ground yourself by touching a metal connector on the back of the computer, and continue to do so periodically during this procedure.

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


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

- 6 Turn the computer over. Use a small screwdriver to loosen the M2.5 x 5-mm screw.



- 7 Turn the computer over so that it is upright.



 **NOTICE:** When the hard drive is not in the computer, store it in protective antistatic packaging. See "Protecting Against Electrostatic Discharge" on page 17.

- 8 Pull the hard drive cover out of the computer.

- 9 Remove the new drive from its packaging.

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



**NOTICE:** You cannot replace your hard drive unless you open your display first.

- 10 Ensure that the display is open approximately 2.54 cm (1 in).



**NOTICE:** Use firm and even pressure to slide the drive into place. If you force the hard drive into place using excessive force, you may damage the hard drive connector.

- 11 Press the hard drive cover into the bay until it is fully seated in the bay.
- 12 Turn the computer over. Use a small screwdriver to tighten the screw.
- 13 Use the *Operating System CD* to install the operating system for your computer (see "Reinstalling Microsoft® Windows® XP" on page 103).
- 14 Use the *Drivers and Utilities CD* to install the drivers and utilities for your computer (see "Drivers" on page 97).



SECTION 9

## Appendix

Specifications  
Standard Settings  
Dell Technical Support Policy (U.S. Only)  
Contacting Dell  
Regulatory Notices  
Limited Warranties and Return Policy

# Specifications

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## Microprocessor

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Microprocessor type	Intel®
L1 cache	32 KB (internal)
L2 cache	1 MB
External bus frequency	400 MHz, source synchronous processor system bus

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## System Information

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Data bus width	64 bits
DRAM bus width	64 bits
Microprocessor address bus width	32 bits
Flash EPROM	1 MB
Graphics bus	64 bits (with 32 MB of video memory); 128 bits (with 64 MB of video memory)
PCI bus	32 bits

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## PC Card

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CardBus controller	OZ711EC1 CardBus controller
PC Card connector	supports one Type I or Type II card
Cards supported	3.3 V and 5 V
PC Card connector size	68 pins
Data width (maximum)	PCMCIA 16 bits; CardBus 32 bits

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## Smart Card

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Read/write capabilities	reads and writes to all ISO 7816 1/2/3/4 microprocessor cards (T=0, T=1)
Cards supported	3 V and 5 V
Program technology supported	Java cards

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**Smart Card (continued)**

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Interface speed	9600–115,200 BPS
EMV level	level 1 certified
WHQL certification	PC/SC
Compatibility	compatible within a PKI environment
Insert/eject cycles	certified for up to 100,000 cycles

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**Memory**

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Minimum requirement	266 MHz
Memory module connector	two user-accessible DDR SDRAM connectors
Memory module capacities	128 MB, 256 MB, 512 MB, and 1 GB
Memory type	3.3-V DDR SDRAM
Standard memory	128 MB
Maximum memory	2 GB

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**Ports and Connectors**

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Serial	9-pin connector; 16550C-compatible, 16-byte buffer connector
Parallel	25-hole connector; unidirectional, bidirectional, or ECP
Video	15-hole connector
Audio	microphone miniconnector, stereo headphones/speakers miniconnector
USB	two 4-pin USB 2.0-compliant connectors
Infrared sensor	sensor compatible with IrDA Standard 1.1 (Fast IR) and IrDA Standard 1.0 (Slow IR)
S-video TV-out	7-pin mini-DIN connector (optional S-video to composite video adapter cable)
Mini PCI	Type IIIA Mini PCI card slot

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**Ports and Connectors** *(continued)*


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Modem	RJ-11 port
Network adapter	RJ-45 port

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**Communications**


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**Modem:**

Type	v.92 56K MDC
Controller	softmodem
Interface	internal AC '97 bus
Network adapter	10/100/1000 Ethernet LAN on system board
Wireless (optional)	internal Mini PCI Wi-Fi (802.11b and 802.11a) wireless support; Bluetooth™

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**Video**


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Video type	64-bit hardware accelerated
Data bus	4X AGP
Video controller	ATI Mobility RADEON 9000
Video memory	32 MB or 64 MB
LCD interface	LVDS
TV support	NTSC or PAL in S-video and composite modes

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**Audio**


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Audio type	compatible with Soundblaster and Microsoft® Windows® Sound System
Audio controller	Intel AC '97
Stereo conversion	20-bit (stereo digital-to-analog); 18-bit (stereo analog-to-digital)



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**Audio (continued)**

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## Interfaces:

Internal	AC '97
External	microphone miniconnector; stereo headphones/speakers miniconnector
Speaker	two 4-ohm speakers
Internal speaker amplifier	2-W channel into 4 ohms
Volume controls	keyboard shortcuts or program menus

---

**Display**

---

Type (active-matrix TFT)	XGA or SXGA+
Dimensions:	
Height	214.3 mm (8.4 inches)
Width	285.7 mm (11.3 inches)
Diagonal	357.1 mm (14.1 inches)
Maximum resolutions	1024 x 768 at 16.8 million colors (XGA); 1400 x 1050 at 16.8 million colors (SXGA+)
Response time (typical)	20-ms rise (maximum); 30-ms fall (maximum)
Refresh rate	60 Hz
Operating angle	0° (closed) to 180°
Viewing angles:	
Horizontal	± 40°
Vertical	+ 10°/-30°
Pixel pitch	0.28 x 0.28 mm (XGA); 0.20 x 0.20 mm (SXGA+)

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**Display (continued)**


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**Power Consumption:**

Panel with backlight (typical)	6.5 W (XGA); 7.0 W (SXGA+)
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Controls	brightness can be controlled through keyboard shortcuts
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**Keyboard**

Number of keys	87 (U.S. and Canada); 88 (Europe); 91 (Japan)
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Key travel	2.7 mm ± 0.3 mm (0.11 inch ± 0.016 inch)
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Key spacing	19.05 mm ± 0.3 mm (0.75 inch ± 0.012 inch)
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Layout	QWERTY/AZERTY/Kanji
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**Touch Pad**

X/Y position resolution (graphics table mode)	240 cpi
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**Size:**

Width	64.88-mm (2.55-inch) sensor-active area
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Height	48.88-mm (1.92-inch) rectangle
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**Battery**

Type	6 cell, "smart" lithium ion (48 WHr); 4 cell, "smart" lithium ion (32 WHr)
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**Dimensions:**

Depth	77.5 mm (3.05 inches)
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Height	19.1 mm (0.75 inch)
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Width	123.4 mm (4.86 inches)
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Weight	0.32 kg (0.7 lb) (6-cell battery); 0.23 kg (.5 lb) (4-cell battery)
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Voltage	14.8 VDC
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**Battery (continued)**

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Charge time with computer off (approximate)	approximately 2 hours
Operating time	approximately 3 to 4 hours (6-cell battery); approximately 2 to 3 hours (4-cell battery) <b>NOTE:</b> Battery operating time can be significantly reduced under certain power-intensive conditions. See page 46 for more information on battery life.
Life span (approximate)	300 discharge/charge cycles
Temperature range:	
Operating	0° to 35°C (32° to 95°F)
Storage	-40° to 65°C (-40° to 149°F)

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**AC Adapter**

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Input voltage	90-264 VAC
Input current (maximum)	1.7 A
Input frequency	47-63 Hz
Output current	5.5 A (maximum at 4-second pulse); 4.5 A (continuous)
Output power	90 W or 65 W
Rated output voltage	19.5 VDC
Dimensions:	
Height	27.94 mm (1.1 inches)
Width	58.42 mm (2.3 inches)
Depth	133.85 mm (5.25 inches)
Weight (with cables)	0.4 kg (0.9 lb)
Temperature range:	
Operating	0° to 35°C (32° to 95°F)
Storage	-40° to 65°C (-40° to 149°F)

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**Physical**


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Height	30.8 mm (1.2 inches)
Width	315 mm (12.4 inches)
Depth	259.4 mm (10.2 inches)
Weight:	
With travel module	2.26 kg (4.98 lb)
With CD drive	2.4 kg (5.3 lb)

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**Environmental**


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**Temperature range:**

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

**Relative humidity (maximum):**

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

**Maximum vibration (using a random-vibration spectrum that simulates user environment):**

Operating	0.66 GRMS
Storage	1.30 GRMS


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

Operating	122 G
Storage	163 G


**Altitude (maximum):**

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

# Standard Settings

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

## Viewing the System Setup Screens

- 1 Turn on (or restart) your computer.
- 2 When the DELL™ logo appears, press  immediately. If you wait too long and the Windows logo appears, continue to wait until you see the Windows desktop. Then shut down your computer (see "Turning Off Your Computer" on page 43) and try again.


## System Setup Screens

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

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

The screens display such information as:

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

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

## Commonly Used Options

Certain options require that you reboot the computer for new settings to take effect.

### Changing the Boot Sequence

The **boot sequence**, or **boot order**, tells the computer where to look to find the software needed to start the operating system. You can control the boot sequence using the **Boot Order** page of the system setup program. The **Boot Order** page displays a general list of the bootable devices that may be installed in your computer, including but not limited to the following:

- **Diskette Drive**
- **Modular bay HDD**
- **Internal HDD**
- **CD/DVD/CD-RW drive**

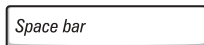
During the boot routine, the computer starts at the top of the list and scans each enabled device for the operating system start-up files. When the computer finds the files, it stops searching and starts the operating system.

To control the boot devices, select (highlight) a device by pressing the



key, and then enable or disable the device or change its order in the list.

- To enable or disable a device, highlight the item and press



. Enabled items appear as white and display a small triangle to their left; disabled items appear blue or dimmed without a triangle.

- To reorder a device in the list, highlight the device and then press



(not case-sensitive) to move the highlighted device up or down.

Boot sequence changes take effect as soon as you save the changes and exit the system setup program.

## Performing a One-Time Boot

You can set a one-time-only boot sequence without entering the system setup program. (You can also use this procedure to boot the Dell Diagnostics on the diagnostics utility partition on your hard drive.)

- 1 Shut down the computer.
- 2 Connect the computer to an electrical outlet.
- 3 Turn on the computer. When the DELL logo appears, press  immediately. If you wait too long and the Windows logo appears, continue to wait until you see the Windows desktop. Then shut down your computer and try again.
- 4 When the boot device list appears, highlight the device from which you want to boot and press .

The computer boots to the selected device.

The next time you reboot the computer, the normal boot order is restored.

## Changing Printer Modes

Set the **Parallel Mode** option according to the type of printer or device connected to the parallel connector. To determine the correct mode to use, see the documentation that came with the device.




Setting **Parallel Mode** to **Disabled** disables the parallel port and the port's LPT address, freeing its interrupt for another device to use.

## Changing COM Ports

**Serial Port** allows you to map the serial port COM address or disable the serial port and its address, freeing its interrupt for another device to use.

## Enabling the Infrared Sensor

- 1 Enter the system setup program:
  - a Turn on your computer.
  - b Press  when the DELL logo appears.

- 2 Press   until you locate **Infrared Data Port** under **Basic Device Configuration**.
- 3 Press the down-arrow key to highlight **Disabled** next to **Infrared Data Port**.
- 4 Press the right-arrow key to change the setting to a COM port.  
Ensure that the COM port that you select is different from the COM port assigned to the serial connector.
- 5 Press the down-arrow key to select **Infrared Mode**, and press the right-arrow key to change the setting to **Fast IR** or **Slow IR**.  
It is recommended that you use **Fast IR**. If the infrared device cannot communicate with your computer, turn off the computer and repeat steps 1 through 5 to change the setting to **Slow IR**.
- 6 Press  to save the changes and exit the system setup program.  
If you are prompted to restart your computer, click **Yes**.
- 7 Follow the instructions on the screen while the infrared sensor driver is being installed.
- 8 At the end of the installation process, click **Yes** to restart the computer.



**NOTE:** If the infrared device cannot communicate with your computer after you repeat steps 1 through 5 to change the system setup program setting to **Slow IR**, contact the infrared device manufacturer.

After you enable the infrared sensor, you can use it to establish a link to an infrared device. To set up and use an infrared device, see the infrared device documentation and the Windows Help and Support Center.

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

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



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

<sup>1</sup> Repair services are provided pursuant to the terms and conditions of your limited warranty and any optional support service contract purchased with the computer.

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

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

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

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

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

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

## **Contacting Dell**

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

- **[www.dell.com](http://www.dell.com)**
- **[support.dell.com](http://support.dell.com)** (technical support)

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

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

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

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

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

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

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<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
<b>Canada (North York, Ontario)</b>	Automated Order-Status System	toll-free: 1-800-433-9014
International Access Code: <b>011</b>	AutoTech (automated technical support)	toll-free: 1-800-247-9362
	TechFax	toll-free: 1-800-950-1329
	Customer Care (home/small business)	toll-free: 1-800-847-4096
	Customer Care (med./large business, government)	toll-free: 1-800-326-9463
	Technical Support (home/small business)	toll-free: 1-800-847-4096
	Technical Support (med./large bus., government)	toll-free: 1-800-847-4096
	Sales (direct sales—from outside Toronto)	toll-free: 1-800-387-5752
	Sales (direct sales—from within Toronto)	416 758-2200
	Sales (federal government, education, and medical)	toll-free: 1-800-567-7542
<b>Cayman Islands</b>	General Support	1-800-805-7541
<b>Chile (Santiago)</b>	Sales, Customer Support, and Technical Support	toll-free: 1230-020-4823
Country Code: <b>56</b>		
City Code: <b>2</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>China (Xiamen)</b> Country Code: <b>86</b> City Code: <b>592</b>	Tech Support website: <b>support.ap.dell.com/china</b> Tech Support E-mail: <b>cn_support@dell.com</b> Tech Support Fax	818 1350
	Home and Small Business Technical Support	toll-free: 800 858 2437
	Corporate Accounts Technical Support	toll-free: 800 858 2333
	Customer Experience	toll-free: 800 858 2060
	Home and Small Business	toll-free: 800 858 2222
	Preferred Accounts Division	toll-free: 800 858 2062
	Large Corporate Accounts GCP	toll-free: 800 858 2055
	Large Corporate Accounts Key Accounts	toll-free: 800 858 2628
	Large Corporate Accounts North	toll-free: 800 858 2999
	Large Corporate Accounts North Government and Education	toll-free: 800 858 2955
	Large Corporate Accounts East	toll-free: 800 858 2020
	Large Corporate Accounts East Government and Education	toll-free: 800 858 2669
	Large Corporate Accounts Queue Team	toll-free: 800 858 2572
	Large Corporate Accounts South	toll-free: 800 858 2355
	Large Corporate Accounts West	toll-free: 800 858 2811
	Large Corporate Accounts Spare Parts	toll-free: 800 858 2621
<b>Colombia</b>	General Support	980-9-15-3978
<b>Costa Rica</b>	General Support	0800-012-0435
<b>Czech Republic (Prague)</b> International Access Code: <b>00</b> Country Code: <b>420</b> City Code: <b>2</b>	Website: <b>support.euro.dell.com</b> E-mail: <b>czech_dell@dell.com</b> Technical Support Customer Care Fax TechFax Switchboard	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 (Copenhagen)</b>	Website: <b>support.euro.dell.com</b>	
International Access Code: <b>00</b>	E-mail Support (portable computers): den_nbk_support@dell.com	
Country Code: <b>45</b>	E-mail Support (desktop computers): den_support@dell.com	
	E-mail Support (servers): Nordic_server_support@dell.com	
	Technical Support	7023 0182
	Customer Care (Relational)	7023 0184
	Home/Small Business Customer Care	3287 5505
	Switchboard (Relational)	3287 1200
	Fax Switchboard (Relational)	3287 1201
	Switchboard (Home/Small Business)	3287 5000
	Fax Switchboard (Home/Small Business)	3287 5001
<b>Dominica</b>	General Support	toll-free: 1-866-278-6821
<b>Dominican Republic</b>	General Support	1-800-148-0530
<b>Ecuador</b>	General Support	toll-free: 999-119
<b>El Salvador</b>	General Support	01-899-753-0777
<b>Finland (Helsinki)</b>	Website: <b>support.euro.dell.com</b>	
International Access Code: <b>990</b>	E-mail: fin_support@dell.com	
Country Code: <b>358</b>	E-mail Support (servers): Nordic_support@dell.com	
City Code: <b>9</b>	Technical Support	09 253 313 60
	Technical Support Fax	09 253 313 81
	Relational Customer Care	09 253 313 38
	Home/Small Business Customer Care	09 693 791 94
	Fax	09 253 313 99
	Switchboard	09 253 313 00

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

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



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

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Japan (Kawasaki)</b>	Website: <b>support.jp.dell.com</b>	
International Access Code: <b>001</b>	Technical Support (servers)	toll-free: 0120-198-498
Country Code: <b>81</b>	Technical Support outside of Japan (servers)	81-44-556-4162
City Code: <b>44</b>	Technical Support (Dimension™ and Inspiron™)	toll-free: 0120-198-226
	Technical Support outside of Japan (Dimension and Inspiron)	81-44-520-1435
	Technical Support (Dell Precision™, OptiPlex™, and Latitude™)	toll-free: 0120-198-433
	Technical Support outside of Japan (Dell Precision, OptiPlex, and Latitude)	81-44-556-3894
	24-Hour Automated Order Service	044-556-3801
	Customer Care	044-556-4240
	Business Sales Division (up to 400 employees)	044-556-1465
	Preferred Accounts Division Sales (over 400 employees)	044-556-3433
	Large Corporate Accounts Sales (over 3500 employees)	044-556-3430
	Public Sales (government agencies, educational institutions, and medical institutions)	044-556-1469
	Global Segment Japan	044-556-3469
	Individual User	044-556-1760
	Faxbox Service	044-556-3490
	Switchboard	044-556-4300
<b>Korea (Seoul)</b>	Technical Support	toll-free: 080-200-3800
International Access Code: <b>001</b>	Sales	toll-free: 080-200-3600
Country Code: <b>82</b>	Customer Service (Seoul, Korea)	toll-free: 080-200-3800
City Code: <b>2</b>	Customer Service (Penang, Malaysia)	604 633 4949
	Fax	2194-6202
	Switchboard	2194-6000

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>Latin America</b>	Customer Technical Support (Austin, Texas, U.S.A.)	512 728-4093
	Customer Service (Austin, Texas, U.S.A.)	512 728-3619
	Fax (Technical Support and Customer Service) (Austin, Texas, U.S.A.)	512 728-3883
	Sales (Austin, Texas, U.S.A.)	512 728-4397
	SalesFax (Austin, Texas, U.S.A.)	512 728-4600 or 512 728-3772
<b>Luxembourg</b>	Website: <b>support.euro.dell.com</b>	
International Access Code: <b>00</b>	E-mail: tech_be@dell.com	
Country Code: <b>352</b>	Technical Support (Brussels, Belgium)	02 481 92 88
	Home/Small Business Sales (Brussels, Belgium)	toll-free: 080016884
	Corporate Sales (Brussels, Belgium)	02 481 91 00
	Customer Care (Brussels, Belgium)	02 481 91 19
	Fax (Brussels, Belgium)	02 481 92 99
	Switchboard (Brussels, Belgium)	02 481 91 00
<b>Macao</b>	Technical Support	toll-free: 0800 582
Country Code: <b>853</b>	Customer Service (Penang, Malaysia)	604 633 4949
	Transaction Sales	toll-free: 0800 581
<b>Malaysia (Penang)</b>	Technical Support	toll-free: 1 800 888 298
International Access Code: <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

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>Mexico</b>	Customer Technical Support	001-877-384-8979
International Access Code: <b>00</b>		or 001-877-269-3383
Country Code: <b>52</b>	Sales	50-81-8800
		or 01-800-888-3355
	Customer Service	001-877-384-8979
		or 001-877-269-3383
	Main	50-81-8800
		or 01-800-888-3355
<b>Montserrat</b>	General Support	toll-free: 1-866-278-6822
<b>Netherlands Antilles</b>	General Support	001-800-882-1519
<b>Netherlands (Amsterdam)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: <b>00</b>	E-mail (Technical Support):	
Country Code: <b>31</b>	(Enterprise): <a href="mailto:nl_server_support@dell.com">nl_server_support@dell.com</a>	
City Code: <b>20</b>	(Latitude): <a href="mailto:nl_latitude_support@dell.com">nl_latitude_support@dell.com</a>	
	(Inspiron): <a href="mailto:nl_inspiron_support@dell.com">nl_inspiron_support@dell.com</a>	
	(Dimension): <a href="mailto:nl_dimension_support@dell.com">nl_dimension_support@dell.com</a>	
	(OptiPlex): <a href="mailto:nl_optiplex_support@dell.com">nl_optiplex_support@dell.com</a>	
	(Dell Precision): <a href="mailto:nl_workstation_support@dell.com">nl_workstation_support@dell.com</a>	
	Technical Support	020 674 45 00
	Technical Support Fax	020 674 47 66
	Home/Small Business Customer Care	020 674 42 00
	Relational Customer Care	020 674 4325
	Home/Small Business Sales	020 674 55 00
	Relational Sales	020 674 50 00
	Home/Small Business Sales Fax	020 674 47 75
	Relational Sales Fax	020 674 47 50
	Switchboard	020 674 50 00
	Switchboard Fax	020 674 47 50

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>New Zealand</b>	E-mail (New Zealand): nz_tech_support@dell.com	
International Access Code: <b>00</b>	E-mail (Australia): au_tech_support@dell.com	
Country Code: <b>64</b>	Home and Small Business	0800 446 255
	Government and Business	0800 444 617
	Sales	0800 441 567
	Fax	0800 441 566
<b>Nicaragua</b>	General Support	001-800-220-1006
<b>Norway (Lysaker)</b>	Website: <b>support.euro.dell.com</b>	
International Access Code: <b>00</b>	E-mail Support (portable computers):	
Country Code: <b>47</b>	nor_nbk_support@dell.com	
	E-mail Support (desktop computers):	
	nor_support@dell.com	
	E-mail Support (servers):	
	nordic_server_support@dell.com	
	Technical Support	671 16882
	Relational Customer Care	671 17514
	Home/Small Business Customer Care	23162298
	Switchboard	671 16800
	Fax Switchboard	671 16865
<b>Panama</b>	General Support	001-800-507-0962
<b>Peru</b>	General Support	0800-50-669
<b>Poland (Warsaw)</b>	Website: <b>support.euro.dell.com</b>	
International Access Code: <b>011</b>	E-mail: pl_support@dell.com	
Country Code: <b>48</b>	Customer Service Phone	57 95 700
City Code: <b>22</b>	Customer Care	57 95 999
	Sales	57 95 999
	Customer Service Fax	57 95 806
	Reception Desk Fax	57 95 998
	Switchboard	57 95 999

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>Portugal</b>	E-mail: <a href="mailto:support.euro.dell.com/es/es/emaildell/">support.euro.dell.com/es/es/emaildell/</a>	
International Access Code: <b>00</b>	Technical Support	800 834 077
Country Code: <b>35</b>	Customer Care	800 300 415 or 800 834 075
	Sales	800 300 410 or 800 300 411 or 800 300 412 or 121 422 07 10
	Fax	121 424 01 12
<b>Puerto Rico</b>	General Support	1-800-805-7545
<b>St. Kitts and Nevis</b>	General Support	toll-free: 1-877-441-4731
<b>St. Lucia</b>	General Support	1-800-882-1521
<b>St. Vincent and the Grenadines</b>	General Support	toll-free: 1-877-270-4609
<b>Singapore (Singapore)</b>	Technical Support	toll-free: 800 6011 051
International Access Code: <b>005</b>	Customer Service (Penang, Malaysia)	604 633 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>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code:	E-mail: <a href="mailto:dell_za_support@dell.com">dell_za_support@dell.com</a>	
<b>09/091</b>	Technical Support	011 709 7710
Country Code: <b>27</b>	Customer Care	011 709 7707
City Code: <b>11</b>	Sales	011 709 7700
	Fax	011 706 0495
	Switchboard	011 709 7700
<b>Southeast Asian and Pacific Countries</b>	Customer Technical Support, Customer Service, and Sales (Penang, Malaysia)	604 633 4810

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>Spain (Madrid)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: <b>00</b>	E-mail: <a href="mailto:support.euro.dell.com/es/es/emaiddell/">support.euro.dell.com/es/es/emaiddell/</a>	
Country Code: <b>34</b>	<b>Home and Small Business</b>	
City Code: <b>91</b>	Technical Support	902 100 130
	Customer Care	902 118 540
	Sales	902 118 541
	Switchboard	902 118 541
	Fax	902 118 539
	<b>Corporate</b>	
	Technical Support	902 100 130
	Customer Care	902 118 546
	Switchboard	91 722 92 00
	Fax	91 722 95 83
<b>Sweden (Upplands Vasby)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: <b>00</b>	E-mail: <a href="mailto:swe_support@dell.com">swe_support@dell.com</a>	
Country Code: <b>46</b>	E-mail Support for Latitude and Inspiron:	
City Code: <b>8</b>	<a href="mailto:Swe-nbk_kats@dell.com">Swe-nbk_kats@dell.com</a>	
	E-mail Support for OptiPlex: <a href="mailto:Swe_kats@dell.com">Swe_kats@dell.com</a>	
	E-mail Support for Servers:	
	<a href="mailto:Nordic_server_support@dell.com">Nordic_server_support@dell.com</a>	
	Technical Support	08 590 05 199
	Relational Customer Care	08 590 05 642
	Home/Small Business Customer Care	08 587 70 527
	Employee Purchase Program (EPP) Support	20 140 14 44
	Fax Technical Support	08 590 05 594
	Sales	08 590 05 185

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>Switzerland (Geneva)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: <b>00</b>	E-mail: <a href="mailto:swisstech@dell.com">swisstech@dell.com</a>	
Country Code: <b>41</b>	E-mail for French-speaking HSB and Corporate Customers: <a href="http://support.euro.dell.com/ch/fr/emaildell/">support.euro.dell.com/ch/fr/emaildell/</a>	
City Code: <b>22</b>	Technical Support (Home and Small Business)	0844 811 411
	Technical Support (Corporate)	0844 822 844
	Customer Care (Home and Small Business)	0848 802 202
	Customer Care (Corporate)	0848 821 721
	Fax	022 799 01 90
	Switchboard	022 799 01 01
<b>Taiwan</b>	Technical Support (portable and desktop computers)	toll-free: 00801 86 1011
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 Service (Penang, Malaysia)	604 633 4949
Country Code: <b>66</b>	Sales	toll-free: 0880 060 09
<b>Trinidad/Tobago</b>	General Support	1-800-805-8035
<b>Turks and Caicos Islands</b>	General Support	toll-free: 1-866-540-3355



<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>U.K. (Bracknell)</b>	Website: <b>support.euro.dell.com</b>	
International Access Code: <b>00</b>	Customer Care website: <b>dell.co.uk/lca/customerservices</b>	
Country Code: <b>44</b>	E-mail: dell_direct_support@dell.com	
City Code: <b>1344</b>	Technical Support (Corporate/Preferred Accounts/PAD [1000+ employees])	0870 908 0500
	Technical Support (direct/PAD and general)	0870 908 0800
	Global Accounts Customer Care	01344 373 185 or 01344 373 186
	Home and Small Business Customer Care	0870 906 0010
	Corporate Customer Care	0870 908 0500
	Preferred Accounts (500–5000 employees) Customer Care	01344 373 196
	Central Government Customer Care	01344 373 193
	Local Government & Education Customer Care	01344 373 199
	Health Customer Care	01344 373 194
	Home and Small Business Sales	0870 907 4000
	Corporate/Public Sector Sales	01344 860 456
<b>Uruguay</b>	General Support	toll-free: 000-413-598-2521

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

# Regulatory Notices

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

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

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

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

For additional regulatory information, see the *Tell Me How* help file that accompanied your computer. To access the help file, see "Accessing Help" on page 88.

## 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):

<b>Exporter:</b>	Dell Computer Corporation One Dell Way Round Rock, TX 78682
<b>Importer:</b>	Dell Computer de México, S.A. de C.V. Paseo de la Reforma 2620 - 11° Piso Col. Lomas Altas 11950 México, D.F.
<b>Ship to:</b>	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.
<b>Model number:</b>	PP05L
<b>Supply voltage:</b>	100–240 VAC
<b>Frequency:</b>	50–60 Hz
<b>Current Consumption:</b>	1.5 A
<b>Output voltage:</b>	19.5 VDC
<b>Output current:</b>	4.92 A

# Limited Warranties and Return Policy

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

## Limited Warranty for the U.S.

### What is covered by this limited warranty?

This limited warranty covers defects in materials and workmanship in your—our end-user customer's—Dell-branded hardware products, including Dell-branded peripheral products.

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

This limited warranty does not cover:

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

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

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

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

### **How long does this limited warranty last?**

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

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

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

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

## What will Dell do?

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

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

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

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

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

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

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

## What if I purchased a service contract?

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

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

## How will you fix my product?

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

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

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

## May I transfer the limited warranty?

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

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

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



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

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

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

To return products, e-mail or call Dell customer service to receive a Credit Return Authorization Number within the return policy period applicable to the product you want to return. You must obtain a Credit Return Authorization Number in order to return the product. See "Contacting Dell" on page 129 (or [www.dell.com/us/en/gen/contact.htm](http://www.dell.com/us/en/gen/contact.htm)) to find the appropriate contact information for obtaining customer assistance.

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

## Limited Warranty Terms for Canada

### What is covered by this limited warranty?

This limited warranty covers defects in materials and workmanship in your—our end-user customer's—Dell-branded hardware products, including Dell-branded peripheral products.

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

This limited warranty does not cover:

- Software, including the operating system and software added to the Dell-branded hardware products through our factory-integration system, or the reloading of the software
- Non-Dell branded products and accessories

- Problems that result from:
  - External causes such as accident, abuse, misuse, or problems with electrical power
  - Servicing not authorized by us
  - Usage that is not in accordance with product instructions
  - Failure to follow the product instructions or failure to perform preventive maintenance
  - Problems caused by using accessories, parts, or components not supplied by us
- Products with missing or altered service tags or serial numbers
- Products for which we have not received payment

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

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

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

### **How long does this limited warranty last?**

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

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

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

<b>Individual Home Consumers; Home Office and Small Business Customers:</b>	
Technical Support and Customer Service	1-800-847-4096
<b>Medium, Large, and Global Commercial Customers; Government, Education, and Healthcare Customers; and Value Added Resellers (VARs):</b>	
Technical Support	1-800-387-5757
Customer Service	1-800-326-9463
<b>Government or Education Customers, or Individual Home Consumers who purchased through an Employee Purchase Program:</b>	
Technical Support	1-800-387-5757
Customer Service	1-800-326-9463 (Extension 8221 for Individual Consumers)
<b>Dell-Branded Memory</b>	<b>1-888-363-5150</b>

## What will Dell do?

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

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

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

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

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

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

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

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

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

### How will you fix my product?

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

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

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

you and Dell. Any award of the arbitrator(s) shall be final and binding on each of the parties, and may be entered as a judgment in any court of competent jurisdiction. Information may be obtained and claims may be filed with the NAF at P.O. Box 50191, Minneapolis, MN 55405.

### **May I transfer the limited warranty?**

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

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

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

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

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

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

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

## Dell Software and Peripherals (Canada Only)

### Third-Party Software and Peripherals Products

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

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

### Dell-Branded Peripheral Products

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

### Return Policy

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

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

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

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

### Guarantee

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

### Exclusions

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

### Making a Claim

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

### Limitation and Statutory Rights

Dell makes no other warranty, guarantee or like statement other than as explicitly stated above, and this Guarantee is given in place of all other guarantees whatsoever, to the fullest extent permitted by law. In the absence of applicable legislation, this Guarantee will be the end user's sole and exclusive remedy against Dell or any of its affiliates, and neither Dell nor any of its affiliates shall be liable for loss of profit or contracts, or any other indirect or consequential loss arising from negligence, breach of contract, or howsoever.

**This Guarantee does not impair or affect mandatory statutory rights of the end user against and/or any rights resulting from other contracts concluded by the end user with Dell and/or any other seller.**

#### **Dell World Trade LP**

One Dell Way, Round Rock, TX 78682, USA

**Dell Computadores do Brasil Ltda (CNPJ No. 72.381.189/0001-10)/**

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

Avenida Industrial Belgraf, 400

92990-000 - Eldorado do Sul - RS - Brasil

**Dell Computer de Chile Ltda**  
Coyancura 2283, Piso 3- Of.302,  
Providencia, Santiago - Chile

**Dell Computer de Colombia Corporation**  
Carrera 7 #115-33 Oficina 603  
Bogota, Colombia

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



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

## Intel's Three Year Limited Warranty

### Limited Warranty

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

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

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

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

### Extent of Limited Warranty

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

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

### How to Obtain Warranty Service

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

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

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

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

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

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

**Intel's Commitment to Quality**

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

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

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

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

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

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

**What are 'Errata'?**

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

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

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

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

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# DELL INFORMATION DEVELOPMENT

## Printing Specifications

	ENGLISH (Completed by Information Development)	LOCALIZATION (Heavily outlined boxes completed by Agency)
MILESTONE NAME:	B2 - Benz Owner's Manual	
PATH:	(S:\SYSTEMS\Bondi_Benz\Benz\owner\A00\English)	
LANGUAGES:	English	
-----		Agency:
PART and REVISION NUMBER:	4N142 A00	
SPEC SHEET PREPARED BY:	Gloria Salinas	
DATE SPEC SHEET COMPLETED:	12/05/02	
CONTACTS:	Cathy Brown Cathy_Brown@Dell.com 512-723-9330	Karen Johnson Karen_Johnson@Dell.com 512-728-0218
AMF PRINT VENDOR AND/OR REGIONS:	IPC, EMF, APCC, and CCC	Same as English
COMPUTER SOURCE:	<input checked="" type="checkbox"/> Dell PC      Other _____	<input type="checkbox"/> Dell PC      Other _____
APPLICATION SFTWR FOR BOOK:	<input checked="" type="checkbox"/> Frame      ___ Word ___ Quark      Other _____	<input type="checkbox"/> Frame      ___ Word ___ Quark      Other _____
APPLICATION SFTWR FOR COVER:	___ Frame      ___ Word <input checked="" type="checkbox"/> Quark      Other _____	<input type="checkbox"/> Frame      ___ Word ___ Quark      Other _____
FILE TYPE:	<input checked="" type="checkbox"/> High Resolution PDF      Other _____	<input type="checkbox"/> High Resolution PDF      Other _____
.PS DRIVER USED:	<input checked="" type="checkbox"/> Scitex Dolev400 PSM L2 + Adobe PS	<input type="checkbox"/> Scitex Dolev400 PSM L2
COLORS/ SEPARATIONS:	Book COVER: <input checked="" type="checkbox"/> CMYK      ___ Gray Scale  Book INTERIOR: <input checked="" type="checkbox"/> Print all as Gray Scale (Graphics Included)  OTHER: ___ CMYK      ___ Gray Scale Pantone #s _____	*Book COVER: ___ CMYK      ___ Gray Scale  Book INTERIOR: Print all as Gray Scale (Graphics Included)  OTHER: ___ CMYK      ___ Gray Scale Pantone #s _____
FOR PROOF ONLY PDF:	___ YES <input checked="" type="checkbox"/> NO	___ YES      ___ NO
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PAGE SIZE:	7.5 x 9	Same as English
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Last Revised: 11/14/02

\* Refer to deliverables matrix in supplier tool kit

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