

Dell™ Dimension™ 900

Solutions Guide



Hints, Notices, and Cautions



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



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



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

Abbreviations and Acronyms

For a complete list of abbreviations and acronyms, see the *Tell Me How* help file (click the **Start** button on the Microsoft® Windows® desktop, point to **Programs**→**User's Guides**, and click **Tell Me How**).

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Safety Instructions

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

When Using Your Computer

As you use your computer, observe the following safe-handling guidelines.

⚠ CAUTION: Do not operate your computer with any cover(s) (including computer covers, bezels, filler brackets, front-panel inserts, and so on) removed.

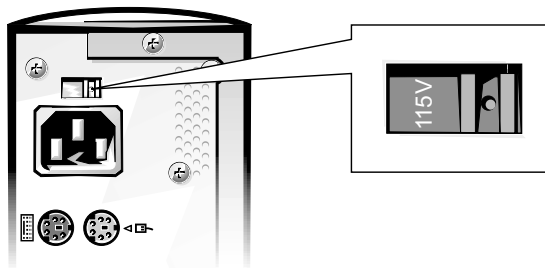
- To help avoid damaging your computer, be sure the voltage selection switch on the power supply is set to match the AC power available at your location.

NOTE: Auto-select power supplies do not require a voltage selection switch. Your power supply may not have this switch.

- 115 volts (V)/60 hertz (Hz) in most of North and South America and some Far Eastern countries such as South Korea and Taiwan
- 100 V/50 Hz in eastern Japan and 100 V/60 Hz in western Japan

NOTE: The voltage selection switch must be set to the 115V position even though the AC supply in Japan is 100 V.

- 230 V/50 Hz in most of Europe, the Middle East, and the Far East




Also be sure your monitor and attached devices are electrically rated to operate with the AC power available in your location.


- Before working inside the computer, unplug the computer to help prevent electric shock or system board damage. Certain system board components continue to receive power any time the computer is connected to AC power.
- To help avoid possible damage to the system board, wait 15 seconds after turning off the computer before disconnecting a device from the computer.
- To help prevent electric shock, plug the computer and device power cables into properly grounded power sources. These cables are equipped with three-prong plugs to help ensure proper grounding. Do not use adapter plugs or remove the grounding prong from a cable. If you must use an extension cable, use a three-wire cable with properly grounded plugs.



- To help protect your computer from sudden, transient increases and decreases in electrical power, use a surge suppressor, line conditioner, or uninterruptible power supply (UPS).
- Be sure nothing rests on your computer's cables and that the cables are not located where they can be stepped on or tripped over.
- Do not spill food or liquids on your computer. If the computer gets wet, contact Dell (see page 86).
- Do not push any objects into the openings of your computer. Doing so can cause fire or electric shock by shorting out interior components.
- Keep your computer away from radiators and heat sources. Also, do not block cooling vents. Avoid placing loose papers underneath your computer; do not place your computer in a closed-in wall unit or on a bed, sofa, or rug.

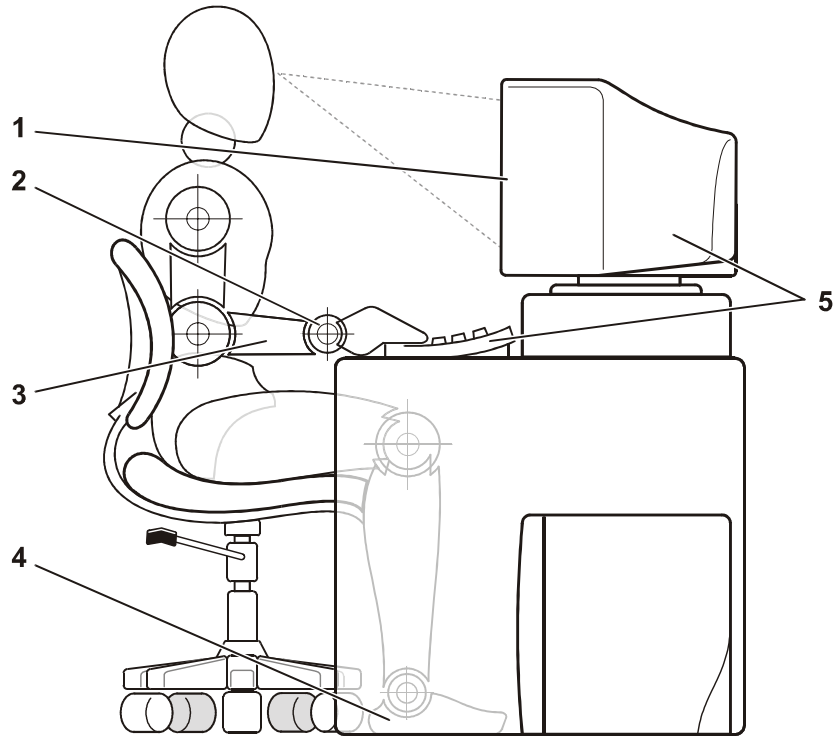
Ergonomic Computing Habits

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

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

For comfort and efficiency, observe the following ergonomic guidelines when setting up and using your computer:

- Position your computer so that the monitor and keyboard are directly in front of you as you work. Special shelves are available (from Dell and other sources) to help you correctly position your keyboard.
- Set the monitor at a comfortable viewing distance (usually 510 to 610 millimeters [20 to 24 inches] from your eyes).
- Make sure the monitor screen is at eye level or slightly lower when you are sitting in front of the monitor.
- Adjust the tilt of the monitor, its contrast and brightness settings, and the lighting around you (such as overhead lights, desk lamps, and the curtains or blinds on nearby windows) to minimize reflections and glare on the monitor screen.
- Use a chair that provides good lower back support.
- Keep your forearms horizontal with your wrists in a neutral, comfortable position while using the keyboard or mouse.
- Always leave space to rest your hands while using the keyboard or mouse.
- Let your upper arms hang naturally at your sides.
- Sit erect, with your feet resting on the floor and your thighs level.
- When sitting, make sure the weight of your legs is on your feet and not on the front of your chair seat. Adjust your chair's height or use a footrest, if necessary, to maintain proper posture.
- Vary your work activities. Try to organize your work so that you do not have to type for extended periods of time. When you stop typing, try to do things that use both hands.




1	Monitor screen at or below eye level	4	Feet flat on the floor
2	Wrists relaxed and flat	5	Monitor and keyboard positioned directly in front of the user
3	Arms at desk level		

When Working Inside Your Computer

Before you open the computer cover, perform the following steps in the sequence indicated.

⚠ CAUTION: Do not attempt to service the computer yourself, except as explained in your online Dell documentation or otherwise provided to you. Always follow installation and service instructions closely.

 **NOTICE:** To help avoid possible damage to the system board, wait 5 seconds after turning off the computer before removing a component from the system board or disconnecting a device from the computer.

- 1 Perform an orderly shutdown using the operating system menu.
- 2 Turn off your computer and any devices.
- 3 Ground yourself by touching an unpainted metal surface on the chassis, such as the metal around the card-slot openings at the back of the computer, before touching anything inside your computer.


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

- 4 Disconnect your computer and devices from their power sources. Also, disconnect any telephone or telecommunication lines from the computer.

Doing so reduces the potential for personal injury or shock.

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

- When you disconnect a cable, pull on its connector or on its strain-relief loop, not on the cable itself. Some cables have a connector with locking tabs; if you are disconnecting this type of cable, press in on the locking tabs before disconnecting the cable. As you pull connectors apart, keep them evenly aligned to avoid bending any connector pins. Also, before you connect a cable, make sure both connectors are correctly oriented and aligned.
- Handle components and cards with care. Do not touch the components or contacts on a card. Hold a card by its edges or by its metal mounting bracket. Hold a component such as a microprocessor chip by its edges, not by its pins.

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

Protecting Against Electrostatic Discharge


Static electricity can harm delicate components inside your computer. To prevent static damage, discharge static electricity from your body before you touch any of your computer's electronic components, such as the microprocessor. You can do so by touching an unpainted metal surface on the computer chassis.

As you continue to work inside the computer, periodically touch an unpainted metal surface to remove any static charge your body may have accumulated.

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

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

The following notice may appear throughout this document to remind you of these precautions:

 **NOTICE:** See "Protecting Against Electrostatic Discharge" in the safety instructions at the front of this guide.

SECTION 1

Setting Up

Connecting a Printer

Turning Off the Computer

Connecting a Printer

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

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

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

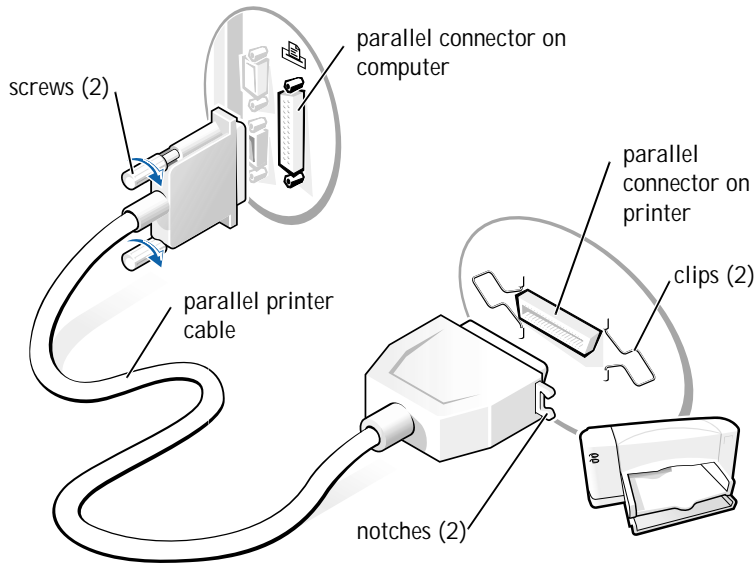
Parallel Printer

- 1 Turn off the computer (see page 17).



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


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



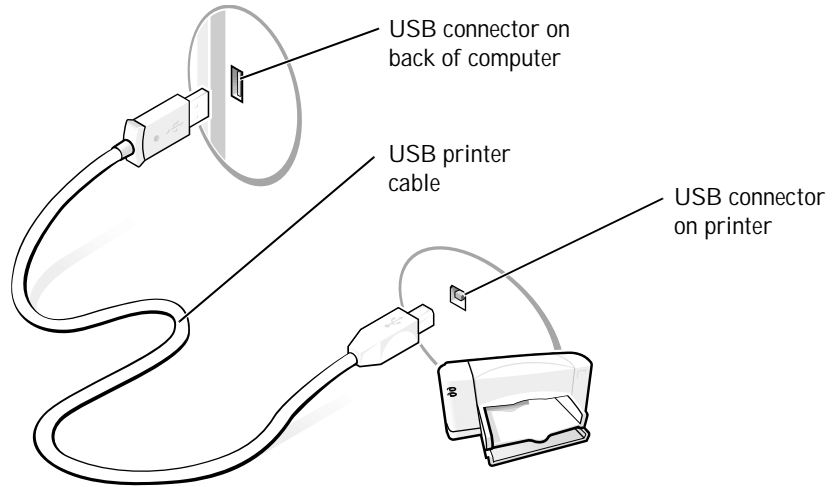
- 3 Turn on the printer and then turn on the computer. If the **Add New Hardware Wizard** window appears, click **Cancel**.
- 4 Install the printer driver if necessary (see page 17).

USB Printer

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

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

HINT: Your computer has one USB connector on the back panel and one USB connector on the front panel (see pages 54 and 55 for their locations). For convenience, Dell recommends using the back-panel USB connector for a printer, and the front-panel USB connector for cameras or gaming devices.



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


Installing the Printer Driver

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

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

If you connect an older printer and it doesn't work after you install the driver, access the system setup program (see page 78) and ensure that the parallel port is set to operate in bidirectional mode.

Turning Off the Computer

 **NOTICE:** To prevent data loss, you must perform the Windows shutdown procedure.

Windows Millennium Edition (Me) and Windows 2000

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

The computer automatically turns off after the shutdown process finishes.

- 5 Turn off your monitor and any other devices connected to power.

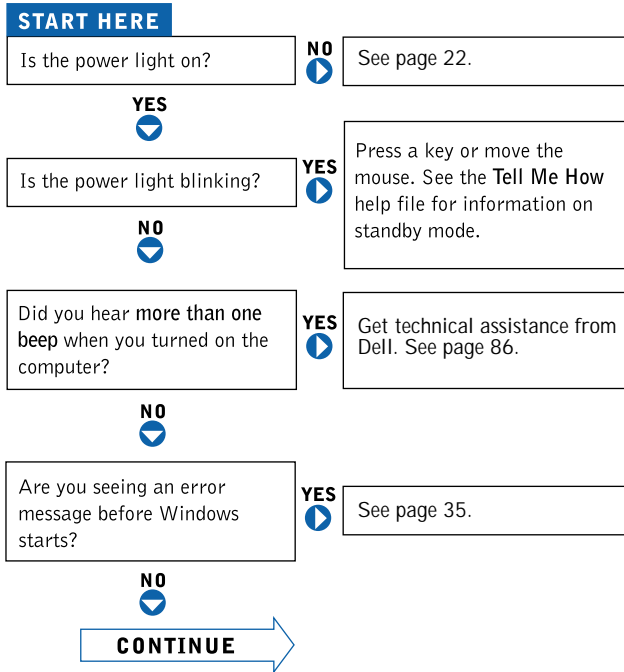
SECTION 2

Solving Problems

Finding Solutions
Accessing Help Files
Power Problems
Start-Up Error Messages
Video and Monitor Problems
Sound and Speaker Problems
Printer Problems
Scanner Problems
Modem Problems
Mouse Problems
Keyboard Problems
Drive Problems
Network Problems
Microsoft® Windows® Error Messages
General Program Problems
Internet Connection Problems
E-Mail Problems
Resolving Other Technical Problems
Reinstalling Drivers
Resolving Software and Hardware Incompatibilities
Using System Restore
Reinstalling Windows Millennium Edition (Me)
Reinstalling Windows 2000

Finding Solutions

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



Are you having a problem with...

NO
▼

- ▶ video or the monitor? **YES** ▶ See page 24.
- ▶ sound or the speakers? **YES** ▶ See page 26.
- ▶ the printer? **YES** ▶ See page 27.
- ▶ the modem? **YES** ▶ See page 29.
- ▶ the mouse? **YES** ▶ See page 31.
- ▶ the keyboard? **YES** ▶ See page 31.
- ▶ the hard drive or a disk drive? **YES** ▶ See page 32.
- ▶ the network adapter? **YES** ▶ See page 34.
- ▶ the scanner? **YES** ▶ See page 28.
- ▶ Windows error messages? **YES** ▶ See page 35.
- ▶ a program? **YES** ▶ See page 36.
- ▶ the Internet? **YES** ▶ See page 37.
- ▶ your email? **YES** ▶ See page 38.

Are you having some other type of problem?

YES
▶

▶ See page 39.

Accessing Help Files

TO ACCESS THE *TELL ME HOW* HELP FILE

- 1 Click the **Start** button, point to **Programs**, point to **User's Guides**, and then click **Tell Me How**.

TO ACCESS WINDOWS ME HELP

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

TO ACCESS WINDOWS 2000 HELP

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

Power Problems



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

CHECK THE POWER LIGHT — When the power light is solid green, the computer has power. If the power light is blinking green, the computer is in standby mode—press a key on the keyboard or move the mouse. If the power light is off, the computer is either not turned on or is not receiving electrical power. If the power light is solid amber, the computer is receiving electrical power, but an internal power problem may exist—call Dell for technical assistance (see page 86).

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

CHECK THE POWER CABLE CONNECTION — Be sure that the power cable is firmly inserted into the electrical outlet and the computer power connector.

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.

SWAP THE COMPUTER AND MONITOR POWER CABLES — Swap the computer and monitor power cables to determine if the power cable is defective.

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

CHECK THE POWER PROPERTIES — See the *Tell Me How* help file or search for the keyword `standby` in *Windows Help*. To access help files, see page 22.

Start-Up Error Messages


OPERATING SYSTEM NOT FOUND — Call Dell for technical assistance (see page 86).

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

NON-SYSTEM DISK ERROR — There is a floppy disk in the floppy drive. Remove the floppy disk and restart the computer.

Video and Monitor Problems

If the screen is blank

 **HINT:** See the monitor documentation for fault indications and troubleshooting procedures specific to your monitor.

CHECK THE VIDEO CABLE CONNECTION — Check for bent pins (most video cable connectors have missing pins, which is normal, but not bent pins). Ensure that the video cable is connected as shown on the *START HERE* sheet for your computer.

PRESS THE MONITOR POWER BUTTON — Be sure that you firmly pressed the monitor power button.

CHECK THE POWER LIGHT — When the power light is lit or blinking, the monitor has power. If the power light is blinking, press a key on the keyboard or move the mouse.

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

SWAP THE COMPUTER AND MONITOR POWER CABLES — Swap the computer and monitor power cables to determine if the power cable is defective.

TEST THE VIDEO EXTENSION CABLE (IF USED) — If you are using a video extension cable and removing the cable solves the problem, the cable is defective.

TEST THE MONITOR — If another monitor is available, connect it to the computer.

CHECK THE BACK PANEL LIGHTS — If all four lights below the serial port are not green, call Dell for technical assistance (see page 86).

CHECK THE POWER PROPERTIES — See the *Tell Me How* help file or search for the keyword `standby` in *Windows Help*. To access help files, see page 22.

If the screen is difficult to read

ADJUST THE CONTRAST AND BRIGHTNESS — See the monitor documentation for instructions on adjusting the contrast and brightness.

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

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

MOVE THE MONITOR AWAY FROM EXTERNAL POWER SOURCES

Fans, fluorescent lights, halogen lamps, and other electrical devices can cause the screen image to appear “shaky.” Turn off nearby devices to check for interference.

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

DEGAUSS (DEMAGNETIZE) THE MONITOR — See the monitor documentation.


RUN THE MONITOR SELF-TEST — See the monitor documentation.

RESTORE THE RECOMMENDED SETTINGS — Restore the original resolution and refresh rate settings. See the *Tell Me How* help file for instructions. To access help files, see page 22.

CHECK FOR ADDITIONAL ADJUSTMENTS — See the monitor documentation for any additional adjustments that your monitor may require.

ADJUST THE WINDOWS DISPLAY SETTINGS — Click the **Start** button, point to **Settings**, and click **Control Panel**. Double-click the **Display** icon and then click the **Settings** tab. Try different settings for **Colors** and **Screen area**.

CHECK FOR INTERRUPT REQUEST CONFLICTS — See page 41.

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

Sound and Speaker Problems

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

ADJUST THE SPEAKER CONTROLS — Adjust the volume, bass, or treble controls to eliminate distortion.

VERIFY THE SPEAKER CABLE CONNECTIONS — Ensure that the speakers are connected as shown on the *START HERE* sheet for your computer and the setup diagram supplied with the speakers.

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

RUN THE SPEAKER DIAGNOSTICS — Some speaker systems have self-contained diagnostics. See the speaker documentation for diagnostics instructions.

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

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

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

TEST THE SPEAKERS — If you are using Windows 2000, plug the speaker audio cable into the headphone connector of the CD or DVD drive. Ensure that the headphone volume control is turned up. Play a music CD.

REINSTALL THE SOUND (AUDIO) DRIVER — See page 39.

CHECK FOR INTERRUPT REQUEST CONFLICTS — See page 41.

Printer Problems

If you cannot print to a parallel port printer

VERIFY THE PRINTER CABLE CONNECTIONS — Ensure that the printer cable is connected as described on page 14.

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

VERIFY THAT THE PRINTER IS RECOGNIZED BY WINDOWS

- 1 Click the **Start** button, point to **Settings**, and then click **Printers**.
If the printer is listed, right-click the printer icon.
- 2 Click **Properties**, and then select the **Details** tab in Windows Me and the **Ports** tab in Windows 2000. Ensure that the **Print to the following port(s):** setting is **LPT1 (Printer Port)**.

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


REINSTALL THE PRINTER DRIVER — See page 16.

CHECK FOR INTERRUPT REQUEST CONFLICTS — See page 41.

If you cannot print to a USB printer

VERIFY THE PRINTER CABLE CONNECTIONS — Ensure that the printer cable is connected as described on page 15.

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

 **HINT:** If you need technical assistance for your printer, call the printer's manufacturer. Dell does not cover the printer's warranty.



HINT: If you need technical assistance for your scanner, call the scanner's manufacturer (see the documentation that came with the scanner for the correct phone number). Dell does not cover the scanner's warranty.

VERIFY THAT THE PRINTER IS RECOGNIZED BY WINDOWS

- 1 Click the **Start** button, point to **Settings**, and then click **Printers**.
If the printer is listed, right-click the printer icon.
- 2 Click **Properties**, and then select the **Details** tab in Windows Me and the **Ports** tab in Windows 2000. Ensure that the **Print to the following port(s)**: setting is **LPT1 (Printer Port)**.

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

REINSTALL THE PRINTER DRIVER — See page 16.

CHECK FOR INTERRUPT REQUEST CONFLICTS — See page 41.

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 — Reinstall the scanner driver. See the scanner documentation for instructions.

CHECK FOR INTERRUPT REQUEST CONFLICTS — See page 41.

Modem Problems

CHECK THE CONNECTION — Verify that the telephone line is connected to the green jack on the modem. (The green line-in jack has either a LINE IN label or a connector-shaped icon next to it.)

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

CONNECT THE MODEM DIRECTLY TO THE TELEPHONE WALL JACK

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

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



HINT: Connect the modem to an analog telephone jack only. The modem does not operate while it is connected to a digital telephone network.

VERIFY THAT THE MODEM IS COMMUNICATING WITH WINDOWS

Windows Me

- 1 Click the **Start** button, point to **Settings**, and click **Control Panel**.
- 2 In the **Control Panel**, double-click **Modems**.
If there are multiple entries for the same modem or modems listed that are not installed, delete the entries and restart the computer.
- 3 Click the **Diagnostics** tab.
- 4 Click the COM port for your modem.
- 5 Click **More Info** to verify that the modem is communicating with Windows.
If all commands receive responses, the modem is operating properly.

Windows 2000

- 1 Click the **Start** button, point to **Settings**, and click **Control Panel**.
- 2 In the **Control Panel**, double-click **Phone and Modem Options**.
If there are multiple entries for the same modem or modems listed that are not installed, delete the entries and restart the computer.
- 3 Click the **Modems** tab.
- 4 Click the COM port for your modem.
- 5 Click the **Properties** button.
- 6 Click the **Diagnostics** tab to verify that the modem is communicating with Windows.
If all commands receive responses, the modem is operating properly.

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

CHECK FOR INTERRUPT REQUEST CONFLICTS — See page 41.

Mouse Problems

IF YOU CONNECTED THE MOUSE BEFORE TURNING ON THE COMPUTER, RECONNECT THE MOUSE CABLE

- 1 Press < Ctrl>< Esc> to display the **Start** menu.
- 2 Use the keyboard arrow keys to highlight **Shut Down**, and then press < Enter>.
- 3 After the computer turns off, reconnect the mouse cable as shown on the *START HERE* sheet for your computer.
- 4 Start the computer.

IF YOU CONNECTED THE MOUSE AFTER TURNING ON THE COMPUTER, REMOVE THE POWER CABLE, AND THEN RECONNECT THE MOUSE CABLE — If the mouse is connected after the power is turned on, the mouse will appear to be nonfunctional. To make the mouse function properly:

- 1 While your computer is on, remove the power cable from the back of the computer.
- 2 Connect the mouse to the computer.
- 3 Reconnect the power cable.
- 4 Turn on your computer.

Pressing the power button does not clear the computer's settings and does not restore mouse functionality.

CHECK THE MOUSE SETTINGS — Click the **Start** button, select **Control Panel**, and then double-click the **Mouse** icon. Try adjusting the settings.

CHECK FOR INTERRUPT REQUEST CONFLICTS — See page 41.


Keyboard Problems

RECONNECT THE KEYBOARD CABLE — Shut down the computer (see page 17), reconnect the keyboard cable as shown on the *START HERE* sheet for your computer, and then restart the computer.

CHECK FOR INTERRUPT REQUEST CONFLICTS — See page 41.

Drive Problems

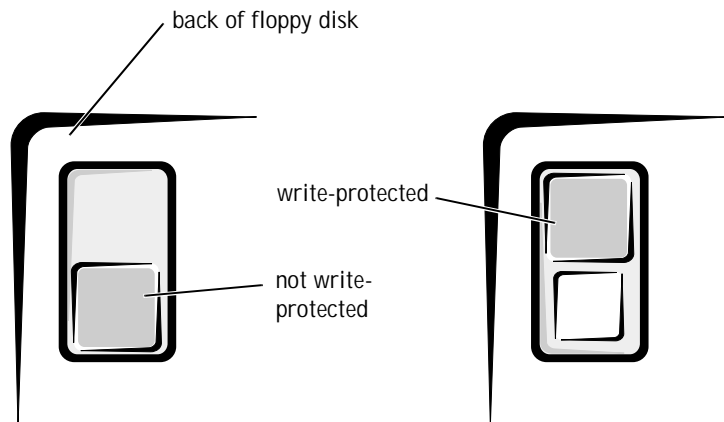
If you cannot save a file to a floppy disk

 **HINT:** See the *Tell Me How* help file for information on saving files to a floppy disk. To access help files, see page 22.

ENSURE THAT WINDOWS RECOGNIZES THE DRIVE — Double-click the **My Computer** icon. If the floppy drive is not listed, perform a full scan with your antivirus software to check for and remove viruses. Viruses can sometimes prevent Windows from recognizing the drive.

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

ENSURE THAT THE FLOPPY DISK IS NOT FULL OR WRITE-PROTECTED (LOCKED) — See the following illustration.



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

ENSURE THAT WINDOWS RECOGNIZES THE DRIVE — Double-click the **My Computer** icon. If the CD drive is not listed, perform a full scan with your antivirus software to check for and remove viruses. Viruses can sometimes prevent Windows from recognizing the drive.

TEST THE DRIVE WITH ANOTHER CD — Insert another CD to eliminate the possibility that the original CD is defective. If you have a CD-RW drive, test the drive with a CD-RW.

CLEAN THE DISC — See the *Tell Me How* help file for instructions. To access help files, see page 22.

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


IF HEADPHONES ARE CONNECTED TO THE FRONT-PANEL HEADPHONE CONNECTOR, CHECK FOR SOUND FROM THE HEADPHONES — Sound from the speakers is automatically disabled when headphones are connected to the computer's front-panel headphone connector.


CHECK THE SPEAKERS AND SUBWOOFER — See page 26.


If you cannot play a DVD movie

ENSURE THAT WINDOWS RECOGNIZES THE DRIVE — Double-click the **My Computer** icon. If the DVD drive is not listed, perform a full scan with your antivirus software to check for and remove viruses. Viruses can sometimes prevent Windows from recognizing the drive.

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

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

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

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

CLEAN THE DISC — See the *Tell Me How* help file for instructions. To access help files, see page 22.

If the CD-RW drive stops writing

TURN OFF STANDBY IN WINDOWS BEFORE WRITING TO A CD-RW DISC — See the *Tell Me How* help file or search for the keyword `standby` in *Windows Help*. To access help files, see page 22.

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

If you have a hard drive problem

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

CHECK FOR INTERRUPT REQUEST CONFLICTS — See page 41.

Network Problems

CHECK THE NETWORK CABLE CONNECTOR — Ensure that the network cable connector is firmly connected to the connector on the computer and the network jack as shown on the *START HERE* sheet for your computer.

CHECK THE NETWORK LIGHTS ON THE BACK OF THE COMPUTER

A green light indicates a 10-Mbps network connection, and an orange light indicates a 100-Mbps network connection. The light blinks amber when there is any network traffic. If the light is off, try replacing the network cable.

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.

CHECK FOR INTERRUPT REQUEST CONFLICTS — See page 41.

Microsoft® Windows® Error Messages

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

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

NOT ENOUGH MEMORY OR RESOURCES. CLOSE SOME PROGRAMS AND TRY AGAIN — You have too many programs open. Close all windows and open the program that you want to use. In some cases, you might have to restart your computer to restore computer resources. If so, try running the program that you want to use first.

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. Try to copy the file to a blank disk or use a larger capacity disk.

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

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

General Program Problems

A program crashes


[SEE THE SOFTWARE DOCUMENTATION](#) — Many software manufacturers maintain websites with information that may help you to solve the problem.

A program stops responding

END THE PROGRAM

- 1 Simultaneously press < Ctrl> < Shift> < Esc> .
- 2 In Windows 2000, click the **Task Manager** button, click the **Applications** tab, and then select the program that is no longer responding. In Windows Me, just select the program that is no longer responding.
- 3 Click the **End Task** button.


A program error causes the system to lock up

 **HINT:** ScanDisk may run when you restart the computer. Follow the instructions on the screen.

[TURN THE COMPUTER OFF](#) — If your computer locks up and you are unable to get a response by pressing a key on your keyboard or moving your mouse, press and hold the power button for at least 8 to 10 seconds until the computer turns off. Then press the power button again to turn on the computer. You might lose data if you are unable to perform a Microsoft Windows shutdown.

A solid blue screen appears

TURN THE COMPUTER OFF — If your computer locks up and you are unable to get a response by pressing a key on your keyboard or moving your mouse, press and hold the power button for at least 8 to 10 seconds until the computer turns off. Then press the power button again to turn on the computer. The solid blue screen appears because you were not able to perform a proper Windows shutdown. You might lose data if you are unable to perform a Microsoft Windows shutdown.

 **HINT:** ScanDisk may run when you restart the computer. Follow the instructions on the screen.

Internet Connection Problems

If you have a problem with your Internet connection

REVIEW “MODEM PROBLEMS” — See page 29.

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

Windows Me

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

Windows 2000

- 1 Click the **Start** button, point to **Settings**, and then click **Control Panel**.
- 2 Double-click the **Phone and Modems Options** icon.
- 3 In the **Locations** window, select the location for which you want to disable call waiting, and then click **Edit**.
- 4 Ensure that **To disable call waiting, dial:** is checked and then select the proper code according to the information in your telephone directory.
- 5 Click **Apply** and then click **OK**.
- 6 Close the **Phone and Modems Options** window.
- 7 Close the **Control Panel**.

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

E-Mail Problems

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

Resolving Other Technical Problems

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

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

CALL DELL — If you cannot solve your problem using the Dell | Support website or e-mail service, call Dell for technical assistance (see page 86).

Reinstalling Drivers



NOTICE: The Dell | Support website, **support.dell.com**, and the *Dell Dimension ResourceCD* provide approved drivers for Dell™ computers. If you install drivers obtained from other sources, your computer might not work correctly.

Dell installed the following drivers on your computer:

- **Intel® 800 Series Chip Set Driver** — Installs the Microsoft Windows operating system device installation files (**.inf**) that tell the operating system how certain chip set components should be configured for proper operation.
- **Intel Security Driver** — Provides a heightened level of security for transmitting data across a network or across the Internet.
- **Intel 810e Video Driver** — Enables the built-in video controller to function properly.
- **Creative Labs Audio Driver** — Enables the built-in sound controller to produce sound.
- **Intel 82559 Fast Ethernet LAN on Motherboard** — Enables the computer's built-in network controller to function properly.

- **Other Drivers** — Control the devices, such as the modem and network cards that might be installed in your computer. For information on those drivers, click the **Start** button, point to **Programs—> User's Guides**, and click the appropriate guide from the list.

Sometimes you can fix a device problem by reinstalling its driver:

- 1 From the Windows desktop, insert the *Dell Dimension ResourceCD* into the CD or DVD drive.
If this is your first time to use the *ResourceCD*, go to step 2. If not, go to step 5.
- 2 When the **ResourceCD Installation** program starts, follow the prompts on the screen.
- 3 When the **InstallShield Wizard Complete** window appears, remove the *ResourceCD* and click **Finish** to restart the computer.
- 4 When you see the Windows desktop, reinsert the *ResourceCD* into the CD or DVD drive.
- 5 At the **Welcome Dell System Owner** screen, click **Next**.



HINT: The *ResourceCD* displays drivers only for hardware that Dell installed at the time of purchase. If you installed any additional hardware, those drivers may not be displayed by the *ResourceCD*. If those drivers are not displayed, exit the ResourceCD program and refer to the documentation and drivers that came with that product.

The **Please wait... the ResourceCD is detecting hardware in your computer** message appears.

The drivers that are used by your computer are automatically displayed in the **My Drivers—The ResourceCD has identified these components in your system** window.

- 6 Click the driver that you want to reinstall and follow the prompts on the screen.
If a particular driver is not listed, then that driver is not required by your operating system.

To view other contents on the *ResourceCD*:

- 1 Verify that your computer is selected in the **System Model** list.
- 2 Verify that your operating system is selected in the **Operating System** list.
- 3 Select the type of device in the **Device Type** list.



NOTICE: The *Dell Dimension ResourceCD* contains drivers for devices that are not part of your computer. Only reinstall the specific drivers for hardware included in your computer. Otherwise your computer might not work correctly.

- 4 Select a topic in the **Topic** list.

If you select **Drivers** in the **Topic** list and a particular driver is not listed, then that driver is not required by your operating system.

Resolving Software and Hardware Incompatibilities

Windows Me and Windows 2000 interrupt request (IRQ) conflicts occur if a device either is not detected during the operating system setup or is detected but incorrectly configured.

Windows Me

To check for conflicts on a computer running Windows Me:

- 1 Click the **Start** button, point to **Settings**, and click **Control Panel**.
- 2 In the **Control Panel**, double-click **System**.
- 3 Click the **Device Manager** tab.
- 4 In the **Device Manager** list, check for conflicts with the other devices.

Conflicts are indicated by a yellow exclamation point (!) beside the conflicting device or a red X if the device has been disabled.

- 5 Double-click any conflicting device listed to bring up the **Properties** window so you can determine what needs to be reconfigured or removed from the **Device Manager**:

Resolve these conflicts before checking specific devices.

- 6 Double-click the malfunctioning device type in the **Device Manager** list.
- 7 Double-click the icon for the specific device in the expanded list.

The **Properties** window appears.

- 8 Resolve any IRQ conflicts.

If there is an IRQ conflict, the **Device** status area in the **Properties** window reports what expansion cards or devices are sharing the device's IRQ.

You can also use the Windows Me Hardware Troubleshooter. To use the troubleshooter, click the **Start** button and click **Help**. Click **Troubleshooting** in the **What would you like help with?** list, click **Hardware & system device problems**, click **Hardware, memory, & others**, and then click **Hardware Troubleshooter**. In the **Hardware Troubleshooter** list, click **I need to resolve a hardware conflict on my computer**, and then click **Next**.

Windows 2000

To check for conflicts on a computer running Windows 2000:

- 1 Click the **Start** button, point to **Settings**, and click **Control Panel**.
- 2 In the **Control Panel**, double-click **System**.
- 3 Click the **Hardware** tab.
- 4 Click **Device Manager**.
- 5 Click **View**, and then click **Resources by connection**.
- 6 Double-click **Interrupt request (IRQ)** to view the IRQ assignments.

Conflicts are indicated by a yellow exclamation point (!) beside the conflicting device or a red X if the device has been disabled.

- 7 Double-click any conflicting device listed to bring up the **Properties** window so you can determine what needs to be reconfigured or removed from the **Device Manager**. Resolve these conflicts before checking specific devices.
- 8 Double-click the malfunctioning device type in the **Device Manager** list.
- 9 Double-click the icon for the specific device in the expanded list.

The **Properties** window appears.

- 10 If there is an IRQ conflict, the **Device status** area in the **Properties** window reports what expansion cards or devices are sharing the device's IRQ. Resolve the IRQ conflicts.

You can also use the Windows 2000 Hardware Troubleshooter. To use the troubleshooter, click the **Start** button and click **Help**. Click **Troubleshooting and Maintenance** on the **Contents** tab, click **Windows 2000 troubleshooters**, and then click **Hardware**. In the **Hardware Troubleshooter** list, click **I need to resolve a hardware conflict on my computer**, and then click **Next**.

Using System Restore

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

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

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

System Restore does not cause you to lose personal files stored in the **My Documents** folder, data files, or e-mail messages after restoring the computer to an earlier time. If you restore the computer to a point before you installed a program, the program's data files won't be lost, but you will have to reinstall the actual program again.



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

System Restore is enabled on your new computer. However, if you reinstall Windows Me 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, point to **Settings**, and then click **Control Panel**.
- 2 Double-click the **System** icon.
- 3 Click the **Performance** tab.
- 4 Click **File System**.
- 5 Click the **Troubleshooting** tab, and make sure that **Disable System Restore** is unchecked.

Before proceeding with any System Restore function, Dell recommends that you thoroughly read Microsoft's information about using System Restore. To access this information:

- 1 Click the **Start** button, point to **Programs**—> **Accessories**—> **System Tools**, and then click **System Restore**.
- 2 Click **Help** in the upper-right corner of the **Welcome to System Restore** screen.

Creating a Restore Point

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

The present date and time are automatically added to your restore point.

- 5 Click **Next**.
- 6 Click **Close**.

Restoring the Computer to an Earlier Operating State

➔ **NOTICE:** Before restoring the computer to an earlier time, 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 **Programs**—> **Accessories**—> **System Tools**, and then click **System Restore**.
- 2 Be sure **Restore my computer to an earlier time** is selected, and then click **Next**.
- 3 Click a calendar date to which you want to restore your computer.

The **Choose 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 then click **Next**.

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

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

- 5 Click **OK**.

The **Restoration in Progress** screen appears after System Restore completes collecting data, and then the computer automatically restarts.

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

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

Undoing the Last System Restore

➔ **NOTICE:** Before undoing 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 **Programs**—> **Accessories**—> **System Tools**, and then click **System Restore**.
- 2 Select **Undo my last restoration** and click **Next**.

- ➡ **NOTICE:** Save and close all open files and close all open programs. Do not alter, open, or delete any files or programs until the system restoration is complete.
- 3 Click **OK**.
- 4 The **Undoing Last Restoration** screen appears, and then the computer automatically restarts.
- 5 After the computer restarts, click **OK**.


Reinstalling Windows Millennium Edition (Me)

Before reinstalling the Windows Me operating system to correct a problem, try correcting the problem by performing a Windows System Restore (see page 43). The format and reinstallation process can take 1 to 2 hours, and you will need to reinstall your drivers, virus protection program, and other software once the process is complete.

- ➡ **NOTICE:** The operating system CD provides options for reinstalling your Windows Me operating system. The options can potentially overwrite files installed by Dell and possibly affect programs installed on your hard drive. Therefore, Dell does not recommend that you reinstall your operating system unless instructed to do so by a Dell technical support representative.
- ➡ **NOTICE:** To prevent conflicts with Windows Me, you must disable any virus protection software installed on your computer before you reinstall Windows Me.

Format the Hard Drive

- ➡ **NOTICE:** Formatting the hard drive deletes everything stored on the drive. Back up all of your data before you begin this procedure.
- 1 Turn on the computer and enter the system setup program as directed by a Dell technical support representative (see page 78).
- 2 In the system setup program **Boot** menu, write down the boot sequence, and then change it so that the CD or DVD drive boots first. Then place the operating system CD in the CD or DVD drive and close the drive tray.
- 3 Exit the system setup program.

 **HINT:** The CD that you need to place in your CD or DVD drive is titled *Operating System*.

- 4 Select **Boot From CD-ROM**, and then press <Enter> .
If you wait too long to make this selection, the computer automatically boots from the hard drive. If this occurs, allow the computer to boot completely, and then restart it and try again.
- 5 Select **Start computer with CD-ROM support**, and then press <Enter> .
- 6 At the A:\ prompt, type `x:`, where *x* is the letter of your CD drive (usually D), and then press <Enter> .
- 7 Type `cd win9x`, and press <Enter> .
- 8 At the next prompt, type `format c:`, and press <Enter> .
- 9 Press <y> to begin formatting the hard drive. The format process will take up to 1 hour.
- 10 When you are prompted to enter a volume label, press <Enter> .
- 11 Press and hold the power button for several seconds until the computer turns off, and continue to the next section.

Reinstall Windows Me

- 1 Turn on the computer and enter the system setup program as directed by a Dell technical support representative (see page 78).
If you already changed the boot sequence before you formatted the hard drive, go to step 4. If you did not format the hard drive, go to step 2.
- 2 In the system setup program **Boot** menu, write down the boot sequence, and then change it so that the CD or DVD drive boots first. Then place the operating system CD in the CD or DVD drive and close the drive tray.
- 3 Exit the system setup program.
- 4 Select **Boot From CD-ROM**, and then press <Enter> .
If you wait too long to make this selection, the computer automatically boots from the hard drive. If this occurs, allow the computer to boot completely, and then restart it and try again.
- 5 Select **Start Windows Setup from CD-ROM**, and then press <Enter> .



HINT: The CD that you need to place in your CD or DVD drive is titled *Operating System*.

- 6 Press < Enter > again.
- 7 Select **Continue Setup and replace your current operating system**, and then press < Enter > .
- 8 Press < Enter > again.
ScanDisk automatically starts and checks your hard drive.
- 9 Click **Next** in the **Welcome to Windows Me** window.
- 10 Select the directory in which Windows resides.
If **C:\WINDOWS (recommended)** is displayed, select it, and then click **Next**.



If **C:\WINDOWS.000 (recommended)** is displayed, click **Other** and change **C:\WINDOWS.000** to **C:\WINDOWS**. Then click **Next**.
- 11 Ensure that **Typical** is selected, and then click **Next**.
- 12 Specify a computer name, workgroup, and computer description, if desired, and then click **Next**.
- 13 Select a country in the **Country/Region** window, and then click **Next**.
- 14 Specify a time zone in the **Establish Time Zone** window, and then click **Next**.
- 15 Click **Finish**.
Windows Setup installs necessary files, and then restarts the computer.
- 16 Select **Boot From Hard Drive**, and then press < Enter > .
- 17 In the **User Information** window, type your name and, if applicable, company name, and then click **Next**.
The **Name** field must be completed; the **Company Name** field is optional.


The **License Agreement** window appears.
- 18 Click **I accept the Agreement**, and then click **Next**.
- 19 Type the Windows product key in the fields provided, and then click **Next**.
The product key is the bar code number found on the Microsoft Windows label, which is located on the side of your computer.

- 20 Click **Finish**.
Windows Setup installs additional files, and then restarts the computer.
- 21 Select **Boot From Hard Drive**, and then press < Enter > .
Windows Setup installs additional files, and then restarts the computer.
- 22 Select **Boot From Hard Drive**, and then press < Enter > .
- 23 Enter a password in the **Enter Network Password** window, if desired, and then click **Next**.
- 24 Remove the operating system CD from the CD or DVD drive.
- 25 Enter the system setup program as directed by a Dell technical support representative.
- 26 In the system setup program **Boot** menu, change the boot sequence back to the original boot sequence. Then, exit the system setup program.
- 27 Remove the CD from the drive.
- 28 Reinstall the appropriate drivers (see page 39).
- 29 Reinstall your virus protection software.
- 30 Reinstall your other software programs. See the documentation that came with the software for instructions.

Reinstalling Windows 2000

The format and reinstallation process can take 1 to 2 hours, and you will need to reinstall your drivers, virus protection program, and other software once the process is complete.

-  **NOTICE:** The operating system CD provides options for reinstalling your Windows 2000 operating system. The options can potentially overwrite files installed by Dell and possibly affect programs installed on your hard drive. Therefore, Dell does not recommend that you reinstall your operating system unless instructed to do so by a Dell technical support representative.
-  **NOTICE:** Formatting the hard drive deletes everything stored on the drive. Back up all of your data before you begin this procedure.

 **HINT:** The CD that you need to place in your CD or DVD drive is titled *Operating System*.

- 1 Insert the operating system CD into the CD or DVD drive.
 - 2 Shut down the computer.
 - 3 Start the computer.
 - 4 Press any key when the **Press any key to boot from CD** message appears on the screen.
 - 5 When the **Windows 2000 Setup** screen appears, ensure that the **To setup Win2000 now, press ENTER** option is highlighted. Then press <Enter>.
 - 6 Read the information in the **License Agreement** screen, and then press <F8> to continue.
 - 7 When the **Windows 2000 Professional Setup** screen appears, use the arrow keys to select **Format partition using the NTFS file system**. If more than one operating system is installed on the computer, select **Format partition using the FAT file system**. If you do not want to format the hard drive, select **Leave the current file system intact (no changes)**. Press <Enter>.
- If you selected **Leave the current file system intact (no changes)**, go to step 9. Otherwise, go to step 8.
- 8 Press <f> to begin formatting the hard drive. The format process will take up to 1 hour.
 - 9 Press <Enter> to restart your computer.
 - 10 Click **Next** when the **Welcome to the Windows 2000 Setup Wizard** screen appears.
 - 11 When the **Regional Settings** screen appears, select the settings for your locale, and then click **Next**.
 - 12 Enter your name and organization in the **Personalize Your Software** screen, and then click **Next**.
 - 13 Type the Windows product key in the fields provided, and then click **Next**.

The product key is the bar code number found on the Microsoft Windows label, which is located behind the front-panel connector door as shown on the *START HERE* sheet for your computer.

14 When the **Computer Name and Administrator Password** screen appears, enter a name for your computer and a password, if desired. Then click **Next**.

15 Enter the date and time in the **Date and Time Settings** screen, and then click **Next**.

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

16 When the **Completing the Windows 2000 Setup Wizard** screen appears, remove the CD from the drive, and then click **Finish**.

The computer automatically restarts.

17 Reinstall the appropriate drivers (see page 39).

18 Reinstall your virus protection software.

19 Reinstall your other software programs. See the documentation that came with the software for instructions.

SECTION 3

Adding Parts

Front and Back Views of the Computer

Removing the Computer Cover

Looking Inside Your Computer

Removing and Replacing the Riser-Board Bracket

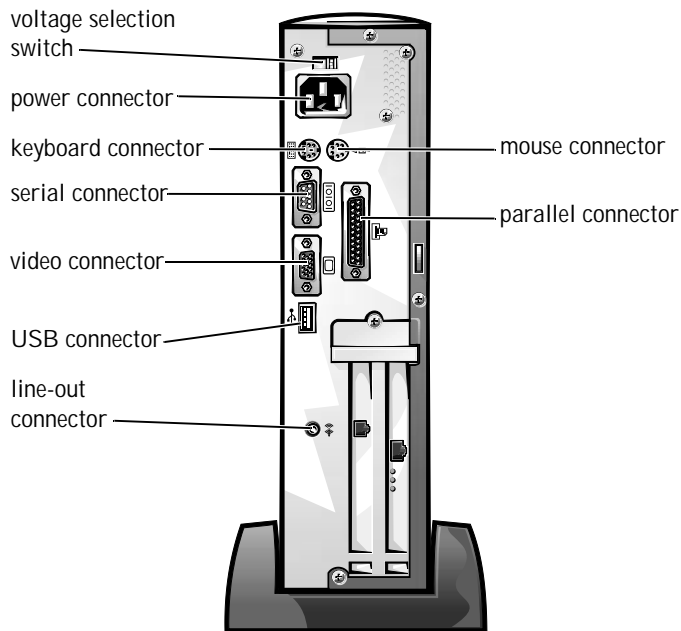
Adding Cards

Adding Memory

Replacing the Computer Cover

Front and Back Views of the Computer





Removing the Computer Cover

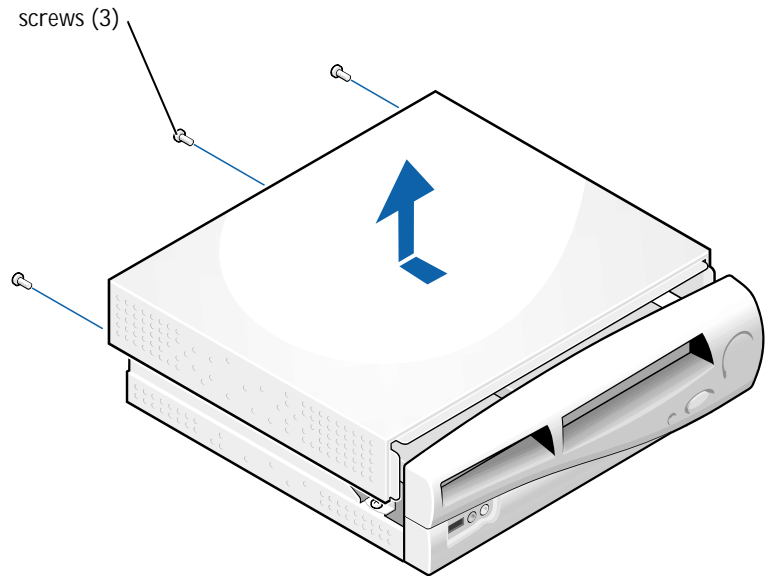
⚠ CAUTION: Before you begin any of the procedures in this section, follow the safety instructions on page 7.


➡ NOTICE: To avoid damaging the system board, disconnect the power cable from the electrical outlet and from the back of the computer, and then press the power button before you open the computer cover. The system board continues to receive a small amount of power when the computer is turned off and attached to an electrical outlet (the system-board power light [see page 58] is on when power is detected).

1 Turn off the computer and attached devices, and disconnect them from their electrical outlets.

➡ NOTICE: To disconnect a network cable, first unplug the cable from your computer and then unplug it from the network jack on the wall.

- 2 Briefly press the power button.
Pressing the power button when the computer is not connected to an electrical outlet discharges residual electricity and can help prevent system board damage.
- 3 Lift the computer out of its stand.
- 4 Place the computer in a horizontal position.
- 5 If you have installed a padlock through the padlock ring on the back panel, remove the padlock.
- 6 Remove the three screws that secure the cover to the back panel.

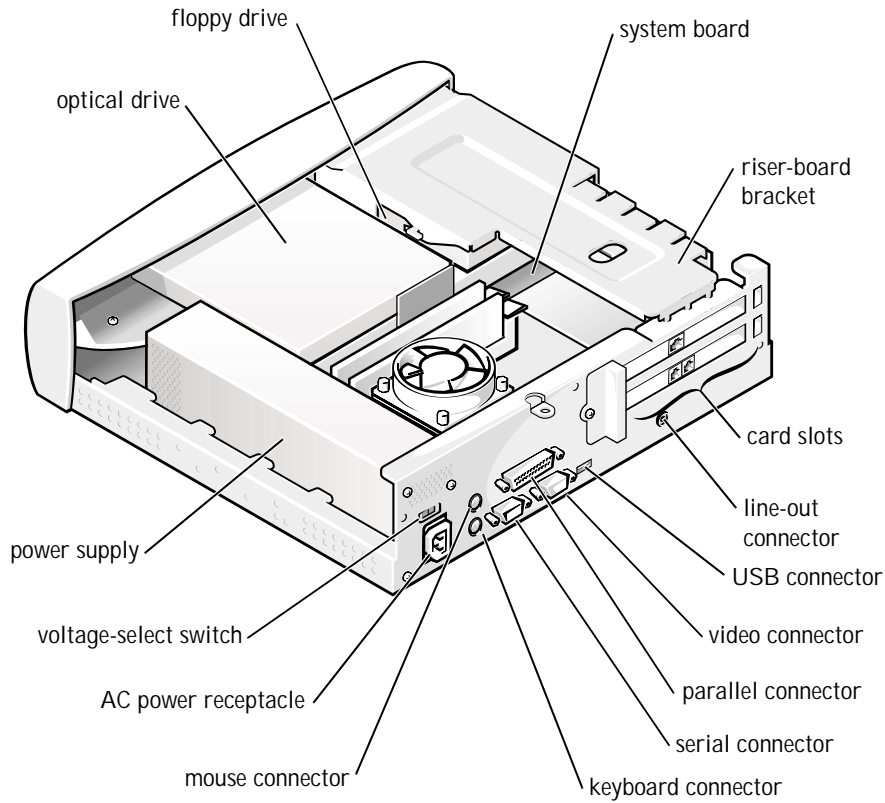


 **CAUTION:** Keep your hands clear of the metal edges on the computer.

- 7 Slide the cover toward the back of the computer about one-half inch.
- 8 Lift off the cover.

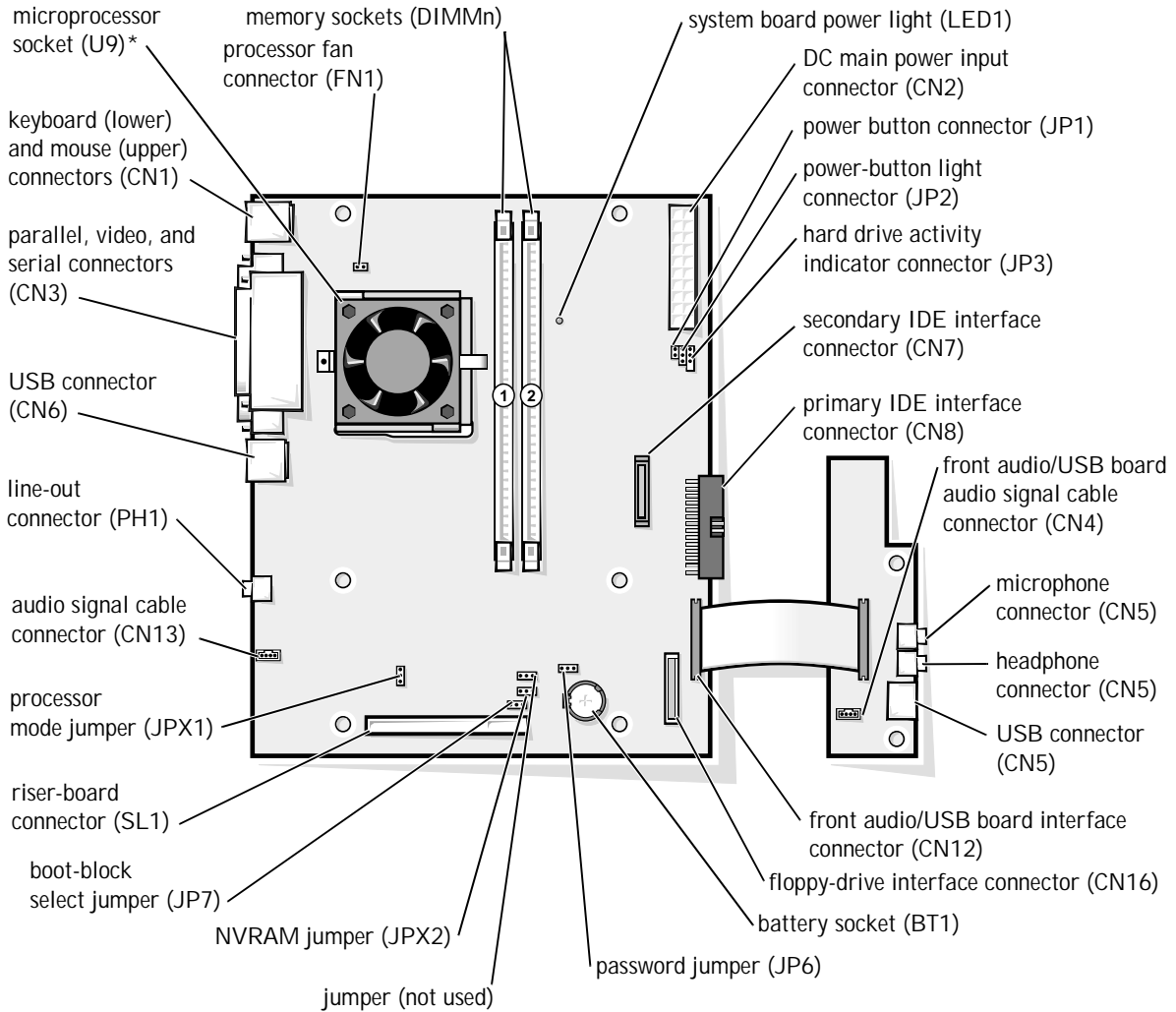
Looking Inside Your Computer

⚠ CAUTION: Before you begin any of the procedures in this section, follow the safety instructions on page 7.



System Board

In the illustration, the text in parentheses indicates how items are identified on the system board.



*Your microprocessor's heatsink and fan assembly may look slightly different than shown in the illustration.

Removing and Replacing the Riser-Board Bracket

⚠ CAUTION: Before you begin any of the procedures in this section, follow the safety instructions on page 7.

Certain system board upgrades require that you remove and replace the riser-board bracket. To remove the riser-board bracket:

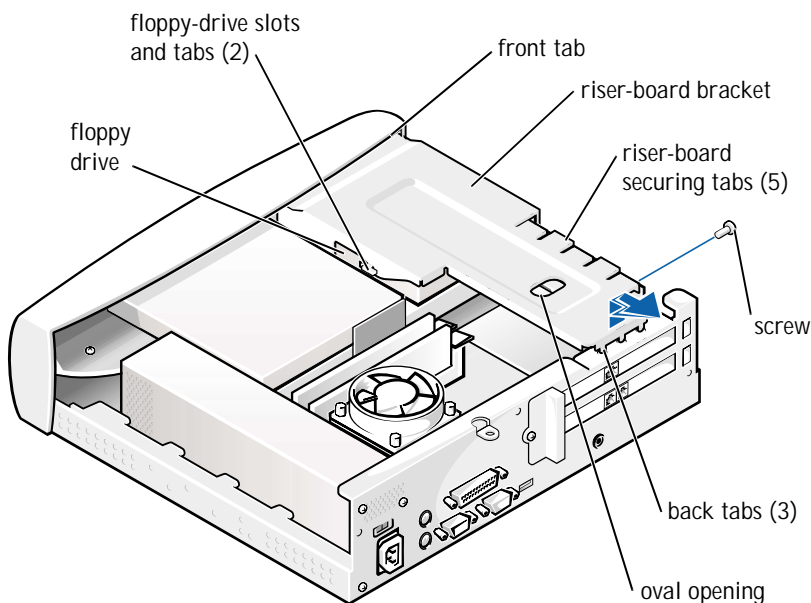
- 1 Turn off the computer and devices, and disconnect them from their electrical outlets.

➡ NOTICE: To disconnect a network cable, first unplug the cable from your computer and then unplug it from the network jack on the wall.


- 2 Press the power button.

Pressing the power button when the computer is not connected to an electrical outlet discharges residual electricity and can help prevent system board damage.

- 3 Remove the computer cover (see page 55).
- 4 Remove the riser-board screw.




- 5 Hold the back of the floppy drive with one hand to prevent it from moving as you perform step 6.

 **CAUTION:** When handling the riser board bracket, always hold it by placing a finger through the oval opening in the bracket. Do not grasp the bracket by its edges, which may be sharp.

- 6 Slip one finger into the oval opening on top of the riser-board bracket. Then slightly lift the back end of the riser-board bracket and gently pull the riser-board bracket toward the back of the computer until its front tab is free from the front slot and its two side floppy-drive slots are clear of the floppy-drive tabs.


To replace the riser-board bracket:

- 1 Hold the back of the floppy drive with one hand to prevent it from moving as you perform this process.

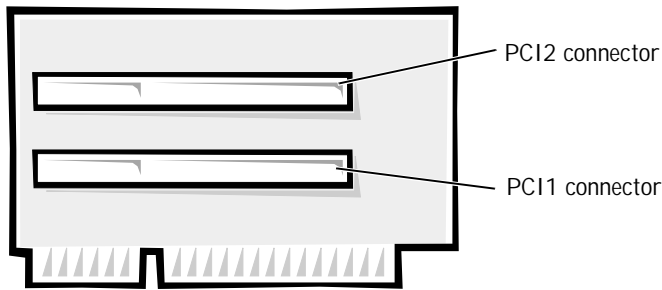
 **CAUTION:** When handling the riser board bracket, always hold it by placing a finger through the oval opening in the bracket. Do not grasp the bracket by its edges, which may be sharp.

- 2 Slip one finger into the oval opening on top of the riser-board bracket. Then position the riser-board bracket on top of the floppy drive so that the riser-board securing tabs fit over both sides of the riser board and its floppy-drive slots align with the floppy-drive tabs.
- 3 Gently push the riser-board bracket toward the front of the computer until its three back tabs fit into the three slots on the back of the computer.
- 4 Replace the riser-board screw.
- 5 Replace the computer cover (see page 70).

Adding Cards

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions on page 7.

The riser board accommodates up to two one-third-length, 32-bit cards. Card connector 1 (PCI1) is reserved for use with Dell™ Dimension™ 900 system-specific cards available only from Dell. Card connector 2 (PCI2) is available for use with any one-third-length commercial card.



To install a card:

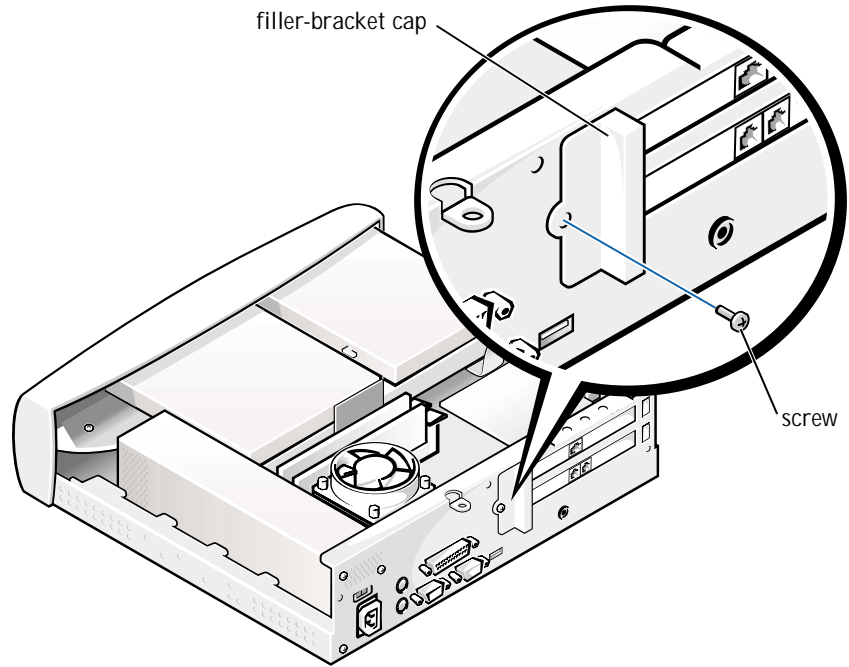
- 1 Turn off the computer and devices, and disconnect them from their electrical outlets.

➔ **NOTICE:** To disconnect a network cable, first unplug the cable from your computer and then unplug it from the network jack on the wall.

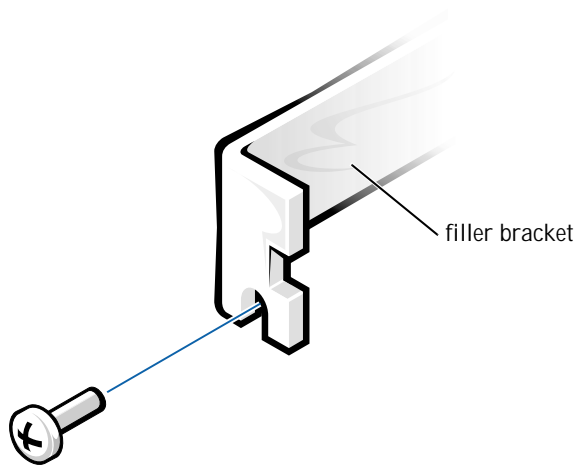
- 2 Press the power button.

Pressing the power button when the computer is not connected to an electrical outlet discharges residual electricity and can help prevent system board damage.

- 3 Remove the computer cover (see page 55).
- 4 Remove the riser-board bracket (see page 59).
- 5 Choose a card connector for the card.
- 6 Remove the screw that secures the filler-bracket cap to the back panel of the computer, and remove the filler-bracket cap.



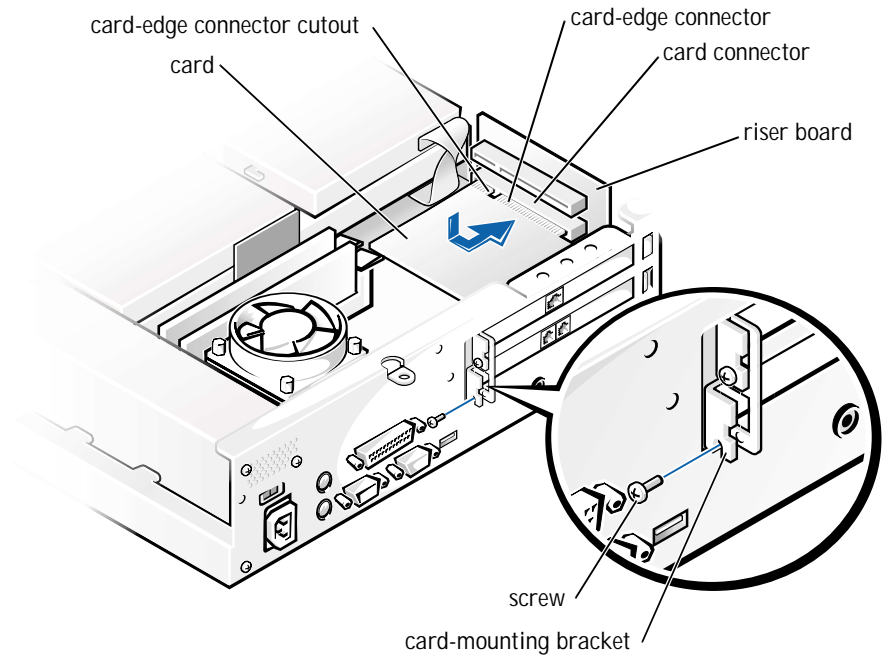
- 7 Unscrew and remove the metal filler bracket that covers the card-slot opening for the card slot you intend to use.



➔ **NOTICE:** Use one hand to support the riser board while installing a card into a card connector. Otherwise, damage to the riser-board connector or system board may occur.

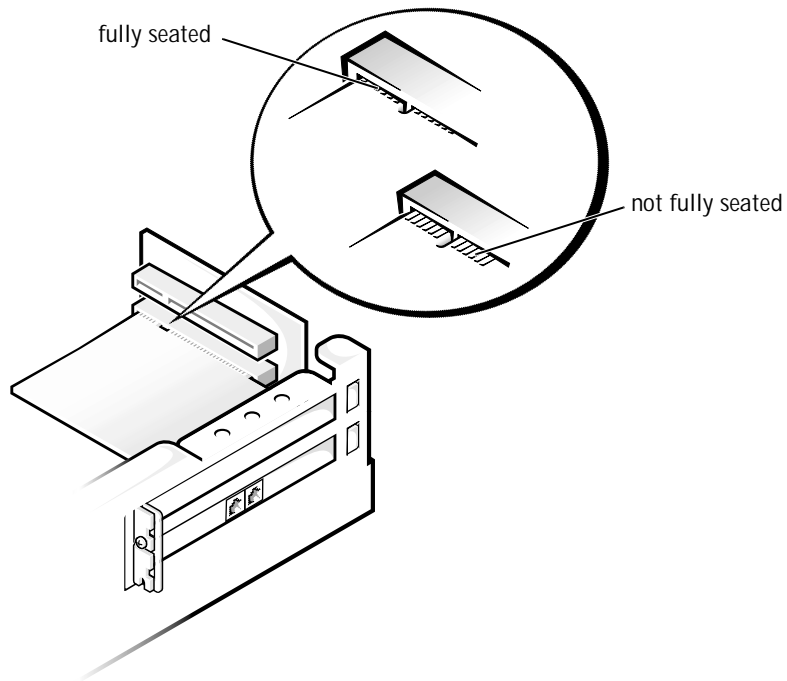
8 Insert the card firmly into the card connector.

A cutout in the card-edge connector aligns with a crossbar in the card connector. Gently rock the card into the connector until it is fully seated.

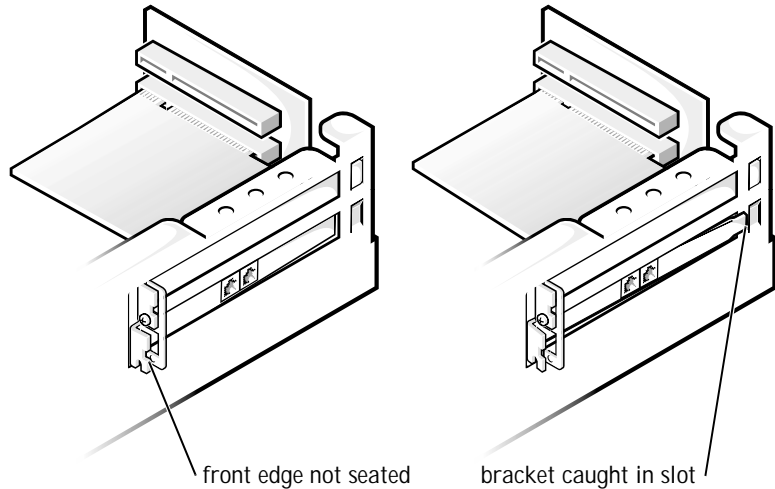


- 9 When the card is firmly seated in the connector, secure the card-mounting bracket with the screw you removed in step 7.

Make sure that the front of the card-edge connector is completely seated in the card connector.



The bottom of the card-mounting bracket must be inside the card-slot opening, and the top of the bracket must be flush against the bracket mount with the notch aligned with the screw hole in the bracket mount.



- 10 Replace the filler-bracket cap and screw that you removed in step 6.
- 11 Connect any cables required for the card as described in the documentation that came with the card.
- 12 Replace the riser-board bracket (see page 59).
- 13 Replace the computer cover (see page 70).
- 14 See the documentation that came with the card for information on installing any required drivers for your operating system.

Removing Cards

⚠ CAUTION: Before you begin any of the procedures in this section, follow the safety instructions on page 7.

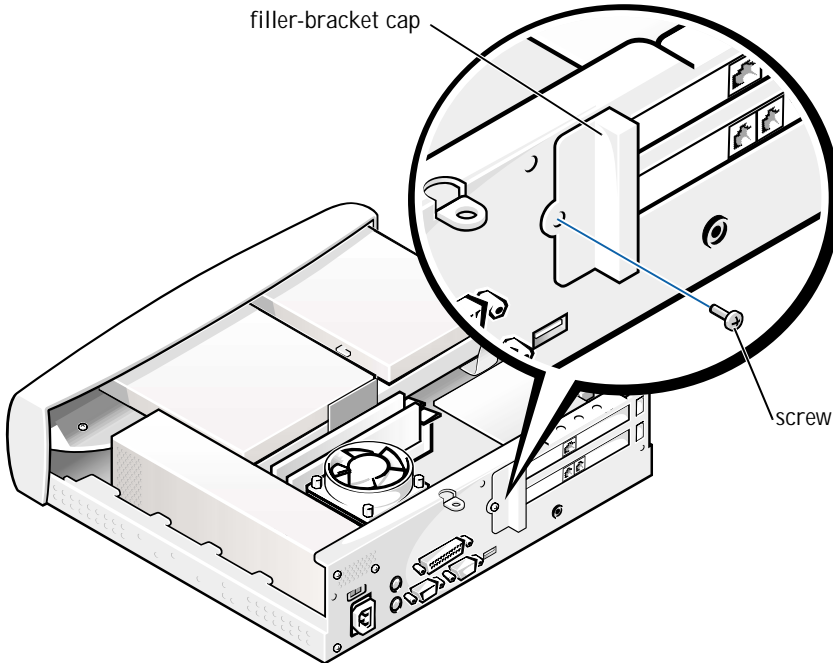
- 1 Turn off the computer and devices, and disconnect them from their electrical outlets.

➡ NOTICE: To disconnect a network cable, first unplug the cable from your computer and then unplug it from the network jack on the wall.

- 2 Press the power button.

Pressing the power button when the computer is not connected to an electrical outlet discharges residual electricity and can help prevent system board damage.


- 3 Remove the computer cover (see page 55).
- 4 Remove the riser-board bracket (see page 59).
- 5 If necessary, disconnect any cables connected to the card.
- 6 Remove the screw that secures the filler-bracket cap to the back panel of the computer, and remove the filler-bracket cap.



- 7 Remove the screw from the card-mounting bracket.


➔ **NOTICE:** Use one hand to support the riser board while removing a card from a card connector. Otherwise, damage to the riser-board connector or system board may occur.

- 8 Grasp the card by its top corners, and ease it out of its connector.

 **HINT:** Installing filler brackets over empty card-slot openings is necessary to maintain Federal Communications Commission (FCC) certification of the computer. The brackets also keep dust and dirt out of your computer.


- 9 If you are removing the card permanently, install a metal filler bracket over the empty card-slot opening in the bracket mount.
- 10 Replace the filler-bracket cap and screw that you removed in step 6.
- 11 Replace the riser-board bracket (see page 59).
- 12 Replace the computer cover (see page 70).

Adding Memory

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions on page 7.

You can increase your computer memory by installing memory modules on the system board. See page 74 for information on the type of memory supported by your computer.

- 1 Turn off the computer and devices, and disconnect them from their electrical outlets.

 **NOTICE:** To disconnect a network cable, first unplug the cable from your computer and then unplug it from the network jack on the wall.


- 2 Press the power button.

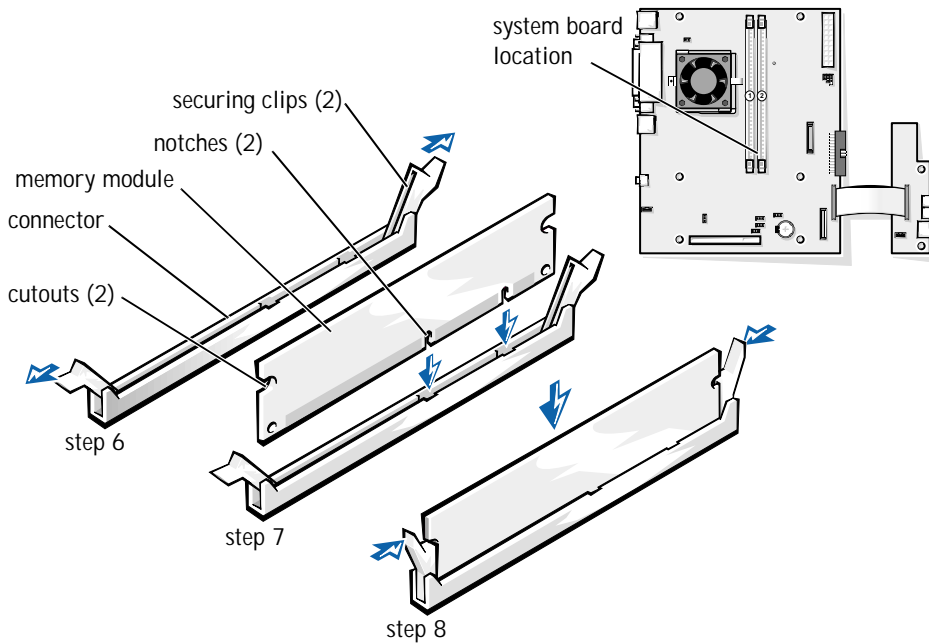
Pressing the power button when the computer is not connected to an electrical outlet discharges residual electricity and can help prevent system board damage.

- 3 Remove the computer cover (see page 55).
- 4 Remove the riser-board bracket (see page 59).
- 5 If necessary, remove a memory module:
 - a Press out the securing clip at each end of the memory connector.
 - b Grasp the module and pull up.

If the module is difficult to remove, gently ease the module back and forth to remove it from the connector.

- 6 To insert a module, press out the securing clip at each end of the memory connector.

 **HINT:** Memory purchased from Dell is covered under your computer warranty.



- 7 Align the notches on the bottom of the module with the crossbars in the connector.

NOTICE: To avoid breaking the memory module, do not press near the middle of the module.

- 8 Insert the module straight down into the connector, making sure that it fits into the vertical guides at each end of the connector.

Press firmly on the ends of the module until it snaps into place.

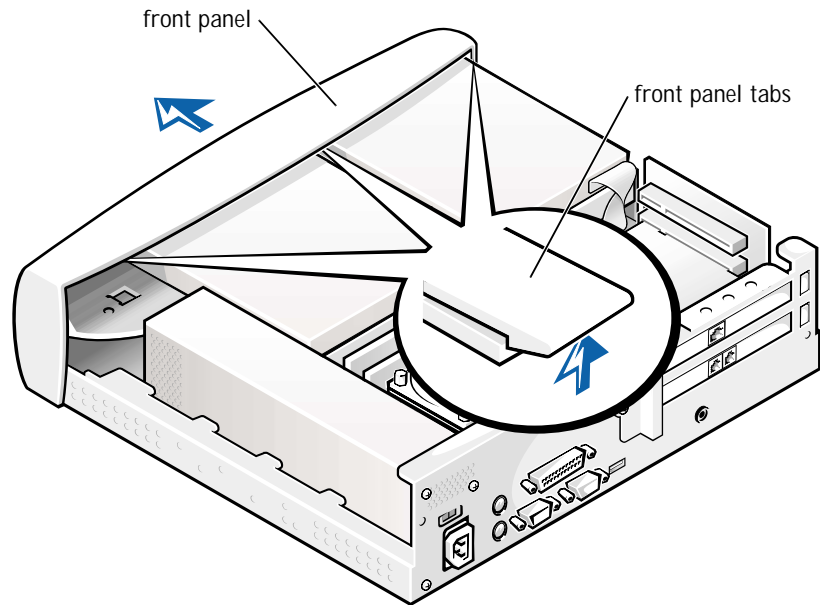
If you insert the module correctly, the securing clips snap into the cutouts at each end of the module.

- 9 Replace the riser-board bracket (see page 59).
- 10 Replace the computer cover (see the following section).

Replacing the Computer Cover

To replace the computer:

- 1 Check all cable connections, especially those that might have come loose during your work. Fold cables and unused connectors out of the way so that they do not catch on the computer cover or interfere with airflow inside the computer.
- 2 Check to see that no tools or extra parts (including screws) are left inside the computer.
- 3 Remove the front panel by slightly lifting the three front-panel tabs and gently pulling the front panel away from the front of the computer.




- 4 Place the cover on the computer, and slide it toward the front of the computer.
- 5 Replace the screws that you removed when you removed the computer cover.

6 If you are using a padlock to secure your computer, reinstall the padlock.

7 Replace the front panel.

8 Place the computer in its stand.

 **NOTICE:** Your computer is designed to work only in a vertical orientation using the stand shipped with the computer. Do not attempt to operate the computer lying flat on a desk top, and do not set heavy objects such as a monitor on top of the computer.

SECTION 4

Appendix

Specifications
Standard Settings
Viewing Settings
Jumpers
Contacting Dell
Regulatory Information
Warranty and Return Policy Information

Specifications

Microprocessor

Microprocessor type	Intel® Pentium® III that runs at an external speed of 100 or 133 MHz or an Intel Celeron™ microprocessor that runs at external speed of 66 or 100 MHz
L1 cache	32 KB (16-KB data cache; 16-KB instruction cache)
L2 cache:	
Pentium III processors	256-KB Advanced Transfer Cache that resides in the processor core. The L2 cache runs at the processor internal clock speed
Celeron processors	128-KB SRAM that resides in the processor's core. The L2 cache runs at the processor's internal clock speed

System Information

System chip set	Intel 810e
DMA channels	eight
Interrupt levels	15
System BIOS chip	4 Mb (512 KB)

Expansion Bus

Bus types	PCI (version 2.2)
Bus speed	PCI: 33 MHz
PCI connectors	supports two one-third-length cards
PCI connector size	120 pins
PCI connector data width (maximum)	32 bits

Memory

Architecture	non-ECC SDRAM modules
Memory connectors	two; gold contacts
Memory capacities	32, 64, 128, and 256 MB (non-ECC)

Minimum memory	32 MB (non-ECC)
Maximum memory	512 MB (non-ECC)
Frequency	100 MHz
Voltage	3.3 V
Data bus width	64 bits

Drives

Externally accessible	one 5.25-inch, slim-height bay one 3.5-inch, slim-height bay
Internally accessible	one bay for 1-inch-high IDE hard drive
Available devices	ATA-66 Ultra DMA hard drive, CD drive, DVD drive, and CD-RW drive

Ports and Connectors

Externally accessible:

Serial	9-pin connector; 16550-compatible
Parallel	25-hole connector (bidirectional)
Video	15-hole connector
Audio	two front-panel miniature connectors for microphone and headphones and one back-panel miniature line-out connector for speakers
Keyboard	6-pin mini-DIN connector
Mouse	6-pin mini-DIN connector
USB	one USB-compliant connector on the front panel; one on the back panel

Ports and Connectors *(continued)*

Internally accessible:

Primary EIDE channel	40-pin connector on PCI local bus
Secondary EIDE channel	50-pin slimline connector on PCI local bus
Floppy drive	26-pin slimline connector

Video

Video type	Intel 810e chip set with Dynamic Video Memory and 4-MB, 133-MHz display cache
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Audio

Audio controller	AD1881
Audio bus	AC97

Controls and Lights

Power control	push button
Power light	green
Hard-drive access light	green

Power

DC power supply:

Wattage	100 W
Heat dissipation	808 BTU (nominal)
Voltage (switch-selectable on back panel)	100 V at 50 to 60 Hz for Japanese computers; 90 to 135 V at 60 Hz; 180 to 265 V at 50 Hz
Backup battery	3-V CR2032 coin cell

Physical

Height x Width x Depth	7.8 x 31 x 29.5 cm (3 x 12.2 x 11.6 inches)
Weight	6.6 Kg (14.5 lbs)

Environmental

Temperature:

Operating 10° to 35°C (50° to 95°F)¹

Storage -40° to 65°C (-40° to 149°F)

Relative humidity 20% to 80% (noncondensing)

Maximum vibration:

Operating 0.25 G at 3 to 200 Hz at 1/2 octave/min

Storage 0.5 G at 3 to 200 Hz at 1/2 octave/min

Maximum shock:

Operating bottom half-sine pulse with a change in velocity of 50.8 cm/sec (20 inches/sec)

Storage 23-G faired-square wave with a velocity change of 508 cm/sec (200 inches/sec)

Altitude:


Operating -15.2 to 3048 m (-50 to 10,000 ft)¹

Storage -15.2 to 10,600 m (-50 to 35,000 ft)

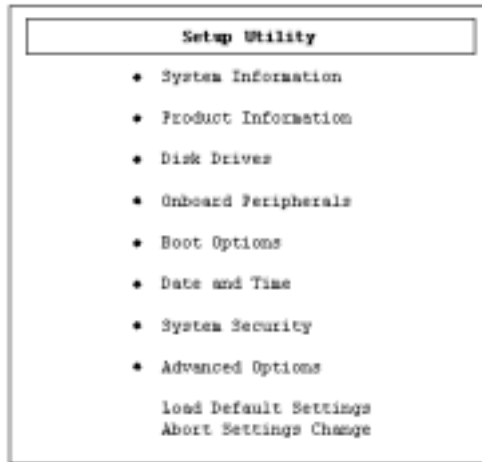
¹At 35°C (95°F), the maximum operating altitude is 914 m (3000 ft)

Standard Settings

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

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

See the following figure for an example of the Main screen of the program.



Viewing Settings

- 1 Turn on (or restart) your computer.
- 2 When the blue Dell™ logo appears, press < Del > immediately.

If you wait too long and the operating system logo appears, continue to wait until you see the Microsoft® Windows® desktop. Then shut down your computer and try again.

System Setup Screens

The system setup screens are organized into the following sections:

- The left side of each screen lists options that define the installed hardware in your computer.

- The right side of each screen displays options that contain settings or values that you can change. Values that are grayed out contain status information reported by the computer.
- The bottom of each screen displays help information for the option with a currently highlighted field if the system setup program is not in full screen mode.
- Pressing <Alt> <h> displays the **Key Help Guide**, which lists keys and their functions for the currently displayed screen.


The Main screen provides access to the following screens:

- **System Information** screen — Displays a compilation of the present settings of the basic computer configuration
- **Product Information** screen — Displays computer product version numbers and identification codes
- **Disk Drives** screen — Provides settings for the computer drives
- **Onboard Peripherals** screen — Provides settings for the integrated system board ports and controllers
- **Boot Options** screen — Provides information about which device boots the computer and options for boot type
- **Date and Time** screen — Provides selections for setting the system date and time
- **System Security** screen — Provides selections for setting the computer's security level
- **Advanced Options** — Provides a menu for setting the computer's cache and PCI device options and Plug and Play operation

The Main screen also allows you to load the system setup program's default settings and to cancel all changes to the settings.

Clearing Forgotten Passwords

If you forget your user or supervisor password, you will be unable to operate your computer or change settings in the system setup program, respectively, until you disable the existing password(s). Disabling the password(s) involves removing the computer cover and changing a jumper setting (twice) on the system board.

 **HINT:** You disable both supervisor and user passwords at the same time.


To disable a forgotten password:

- 1 Turn off the computer and unplug it from the electrical outlet (see page 17).
- 2 Remove the computer cover (see page 55).
- 3 Remove the riser-board bracket (see page 59).
- 4 Remove all cards (see page 66).
- 5 Move the password jumper (JP6) to the “bypass” setting (see page 83).
- 6 Replace all cards (see page 60).
- 7 Replace the riser-board bracket (see page 59).
- 8 Replace the computer cover (see page 70).
- 9 Attach the computer to the electrical outlet and turn it on.
- 10 Enter the system setup program and assign a new supervisor or user password in the **System Security** menu (see page 78).
- 11 Exit and save the system setup program settings.
- 12 After the computer boots, turn it off, and unplug it from the electrical outlet.
- 13 Remove the computer cover, the riser-board bracket, and all cards.
- 14 Move the password jumper (JP6) to the “enabled” setting (see page 83).
- 15 Replace all cards, the riser-board bracket, and the computer cover.
- 16 Attach the computer to the electrical outlet, and turn it on.

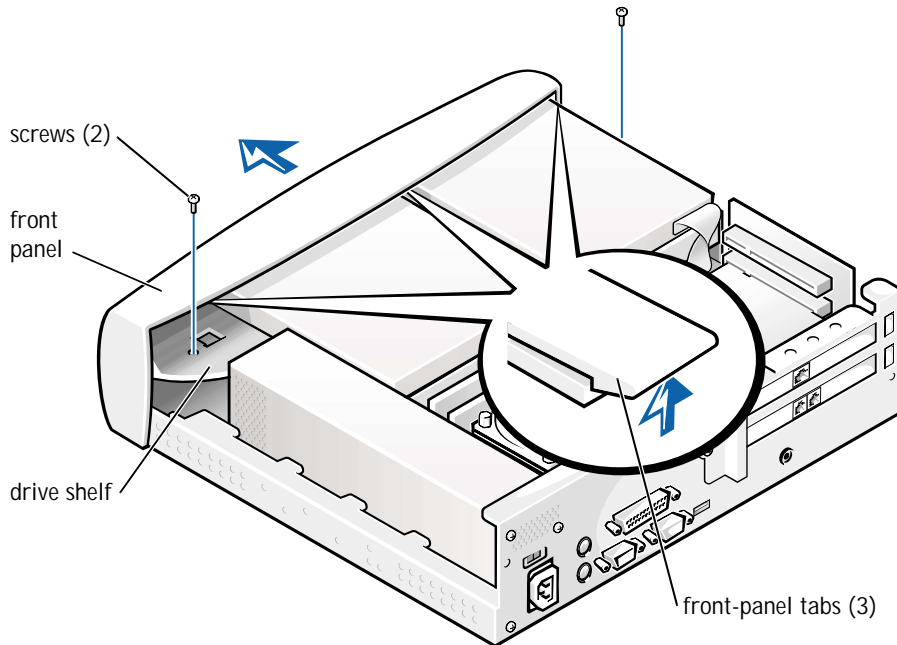
Replacing the Battery

A coin-cell battery maintains computer configuration, date, and time information. The battery can last several years.

If you have to repeatedly reset time and date information after turning on the computer, replace the battery.

 **CAUTION:** A new battery can explode if it is incorrectly installed. Replace the 3-V CR2032 battery only with the same or equivalent type recommended by the manufacturer. Discard used batteries according to the manufacturer’s instructions.

- 1 Record all the screens in the system setup program so that you can restore the correct settings after replacing the battery (see page 78).
- 2 Remove the computer cover (see page 55).
- 3 Remove the riser-board bracket (see page 59).
- 4 Remove the front panel by slightly lifting the three front-panel tabs, and gently pulling the front panel away from the computer.

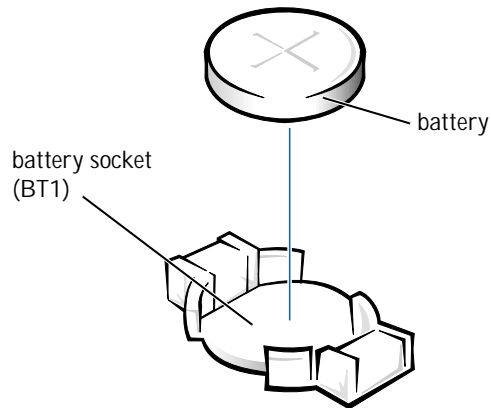


- 5 Remove the drive shelf screws, and lift the drive shelf approximately one-half inch.

The drive shelf is attached to the computer with two screws—one to the right of the optical drive and one to the left of the floppy drive as you face the front of the computer.

NOTICE: If you pry out the battery with a blunt object, insert the object between the battery and the socket. Otherwise, you may damage the system board by prying off the socket or by breaking circuit traces on the system board.


- 6 Locate the battery on the system board (see page 58), and pry it out of its socket with your fingers or with a blunt, nonconductive object, such as a plastic screwdriver.
- ➔ **NOTICE:** Inserting the battery upside-down will damage the system board circuitry.
- 7 Insert the battery into the socket with the side labeled “+” facing up.



- 8 Lower the drive shelf and replace the two screws that you removed in step 5.
- 9 Replace the front panel, riser-board bracket, and computer cover, and reconnect your computer and devices to their electrical outlets.
- 10 Restart the computer, press when the blue Dell logo screen appears to enter the system setup program, and restore the correct settings.

Jumpers



Jumpers are small blocks on the system board with two or more pins emerging from them (see page 58).

 **NOTICE:** Make sure your computer is turned off and unplugged from the electrical outlet before you change a jumper setting. Otherwise, damage to your computer or unpredictable results may occur.

Plastic plugs containing a wire fit down over the pins, creating a circuit. To change a jumper setting, pull the plug off its pin(s) and carefully fit it down onto the pin(s) indicated.



Password Jumper

The location of the password jumper (JP6) in your computer is shown on page 58.

Jumper Settings	Description
	Enables computer password features (default)
	Bypasses computer password features



Processor Mode Jumper

The location of the processor mode jumper (JPX1) in your computer is shown on page 58.

Jumper Settings	Description
	Enables processor normal mode (default). Change this setting only if instructed to by Dell Technical Support.
	Enables processor safe mode



NVRAM Jumper

The location of the nonvolatile random-access memory (NVRAM) jumper (JPX2) in your computer is shown on page 58.


Jumper Settings	Description
	Retains current NVRAM settings (default). Change this setting only if instructed to by Dell Technical Support.
	Clears NVRAM

Boot-Block Select Jumper

The location of the boot-block select jumper (JP7) in your computer is shown on page 58.

Jumper Settings	Description
	Normal boot setting (default). Change this setting only if instructed to by Dell Technical Support.
	Boot from top block setting

Contacting Dell

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

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

Contact Numbers and Addresses

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-mail Address	Area Codes, Local Numbers, and Toll Free Numbers
Japan (Kawasaki)	Technical Support (Server)	toll free: 0120-1984-35
International Access Code: 001	Technical Support Outside of Japan (Server)	81-44-556-4152
Country Code: 81	Technical Support (Dimension™ and Inspiron™)	toll free: 0120-1982-26
City Code: 44	Technical Support Outside of Japan (Dimension and Inspiron)	81-44-520-1435
	Technical Support (Dell Precision™, OptiPlex™, and Latitude™)	toll free: 0120-1984-33
	Technical Support Outside of Japan (Dell Precision, OptiPlex, and Latitude)	81-44-556-3894
	24-Hour Automated Order Service	044 556-3801
	Customer Care	044 556-4240
	Business Sales Division (Up to 400 employees)	044 556 3494
	Preferred Accounts Division Sales (Over 400 employees)	044 556-3433
	Large Corporate Accounts Sales (Over 3500 employees)	044 556-3440
	Public Sales (Government agencies, educational institutions, and medical institutions)	044 556 3440
	Global Segment Japan	044 556 3469
	Individual User	044 556 1657
	Faxbox Service	044 556-3490
	Switchboard	044 556-4300
	Website: support.jp.dell.com	

Returning Items for Warranty Repair or Credit

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

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

You are responsible for paying shipping expenses. You are also responsible for insuring any product returned, and you assume the risk of loss during shipment to Dell. Collect-on-delivery packages are not accepted.

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

Regulatory Information

Electromagnetic Interference (EMI) is any signal or emission, radiated in free space or conducted along power or signal leads, that endangers the functioning of a radio navigation or other safety service or seriously degrades, obstructs, or repeatedly interrupts a licensed radio communications service. 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 computer systems, 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 system 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.

Dell computer systems are designed, tested, and classified for their intended electromagnetic environment. These electromagnetic environment classifications generally refer to the following harmonized definitions:

- Class A is typically for business or industrial environments.
- Class B is typically for residential environments.

Information Technology Equipment (ITE), including peripherals, expansion cards, printers, input/output (I/O) devices, monitors, and so on, that are integrated into or connected to the system should match the electromagnetic environment classification of the computer system.

A Notice About Shielded Signal Cables: Use only shielded cables for connecting peripherals to any Dell device to reduce the possibility of interference with radio communications services. Using shielded cables ensures that you maintain the appropriate EMC classification for the intended environment. For parallel printers, a cable is available from Dell. If you prefer, you can order a cable from Dell on the World Wide Web at accessories.us.dell.com/.

Most Dell computer systems are classified for Class B environments. However, the inclusion of certain options can change the rating of some configurations to Class A. To determine the electromagnetic classification for your system or device, refer to the following sections specific for each regulatory agency. Each section provides country-specific EMC/EMI or product safety information.

VCCI Notice (Japan Only)

Most Dell computer systems are classified by the Voluntary Control Council for Interference (VCCI) as Class B information technology equipment (ITE). However, the inclusion of certain options can change the rating of some configurations to Class A. ITE, including peripherals, expansion cards, printers, input/output (I/O) devices, monitors, and so on, integrated into or connected to the system should match the electromagnetic environment classification (Class A or B) of the computer system.

To determine which classification applies to your computer system, examine the regulatory labels/markings (see "VCCI Class A ITE Regulatory Mark" and "VCCI Class B ITE Regulatory Mark") located on the bottom or back panel of your computer. Once you have determined your system's VCCI classification, read the appropriate VCCI notice.

Class A ITE

この装置は、情報処理装置等電波障害自主規制協議会 (VCCI) の基準に基づくクラス A 情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

This is a Class A product based on the standard of the Voluntary Control Council for Interference (VCCI) for information technology equipment. If this equipment is used in a domestic environment, radio disturbance may arise. When such trouble occurs, the user may be required to take corrective actions.

VCCI-A

Class B ITE

この装置は、情報処理装置等電波障害自主規制協議会 (VCCI) の基準に基づくクラス B 情報技術装置です。この装置は家庭環境で使用することを目的としていますが、ラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。取扱説明書に従って正しい取り扱いをしてください。

This is a Class B product based on the standard of the Voluntary Control Council for Interference (VCCI) for information technology equipment. If this equipment is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.




Battery Disposal

Your computer uses a lithium-ion battery. The lithium-ion battery is a long-life battery, and it is very possible that you will never need to replace it. However, should you need to replace it, see page 80.

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

Warranty and Return Policy Information

 **HINT:** Warranty information in some regions is provided on a separate paper document that comes with your computer.

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

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