

Dell Precision™ Workstation 690 User's Guide

[Information About Your Computer](#)
[About Your Computer](#)
[Advanced Features](#)
[Copying CDs and DVDs](#)
[Before You Begin](#)
[Computer Stand](#)
[Removing the Computer Cover](#)
[Chassis Intrusion Switch](#)
[Memory](#)
[Drives](#)
[Cards](#)
[Installing the Speaker \(Optional\)](#)
[Processor](#)

[Battery](#)
[I/O Panel](#)
[System Board](#)
[Power Supply](#)
[Replacing the Computer Cover](#)
[Tools to Help Solve Problems](#)
[Solving Problems](#)
[Cleaning Your Computer](#)
[Features of Microsoft® Windows® XP](#)
[Getting Help](#)
[FCC Notice \(U.S. Only\)](#)
[Glossary](#)

Notes, Notices, and Cautions



NOTE: A NOTE 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.

Information in this document is subject to change without notice.
© 2006 Dell Inc. All rights reserved.

Reproduction in any manner whatsoever without the written permission of Dell Inc. is strictly forbidden.

Trademarks used in this text: *Dell*, the *DELL* logo, *Inspiron*, *Dell Precision*, *Dimension*, *OptiPlex*, *Latitude*, *Dell TravelLite*, *PowerEdge*, *PowerVault*, *StrikeZone*, *PowerApp*, and *Dell OpenManage* are trademarks of Dell Inc.; *Intel*, *SpeedStep*, *Pentium*, *Xeon*, and *Celeron* are registered trademarks of Intel Corporation; *Microsoft* and *Windows* are registered trademarks of Microsoft Corporation; *Bluetooth* is a registered trademark owned by Bluetooth SIG, Inc. and is used by Dell Inc. under license; ENERGY STAR is a registered trademark of the U.S. Environmental Protection Agency.

Other trademarks and trade names may be used in this document to refer to either the entities claiming the marks and names or their products. Dell Inc. disclaims any proprietary interest in trademarks and trade names other than its own.

Model DCDO

August 2006 P/N MD488 Rev. A02

About Your Computer

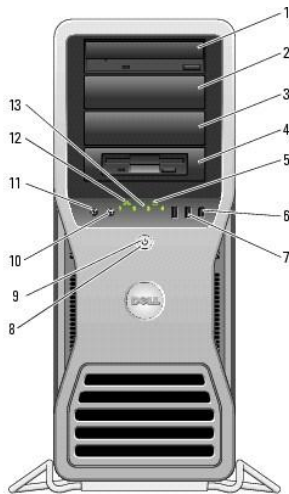
Dell Precision™ Workstation 690 User's Guide

- [Front View](#)
- [Back View](#)
- [Back Panel Connectors](#)
- [Inside View](#)
- [System Board Components](#)


CAUTION: Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.

CAUTION: Before setting your computer upright, install the computer stand. Failure to install the stand before setting the computer upright could cause the computer to tip over, potentially resulting in bodily injury or damage to the computer.

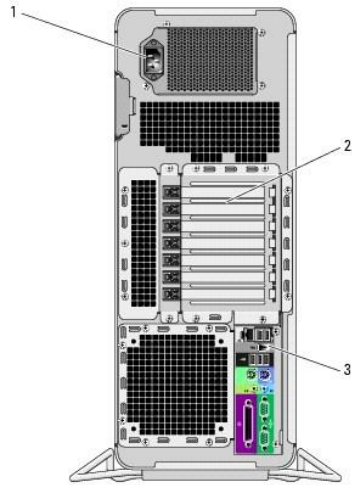
Front View



1-3	5.25-inch drive bays	Can hold a CD/DVD drive, or a Media Card Reader, floppy drive, or a SATA hard drive in a 5.25-inch drive bay carrier. NOTE: The hard-drive carrier is only for use in the 5.25-inch drive bays. The floppy-drive/ Media Card Reader and hard-drive carriers are not interchangeable.
4	5.25-inch drive bay with special 3.5-inch drive panel plate	Can hold a CD/DVD drive, or a Media Card Reader, a floppy drive, or a SATA hard drive in a 5.25-inch drive bay carrier. The drive-panel plate shown here is only for use with a floppy drive or Media Card Reader; it can be installed in front of any of the four 5.25-inch drive bays. For more information, see Drive Panels . NOTE: Hard-drive carriers is only for use in the 5.25-inch drive bays. The floppy-drive/ Media Card Reader and hard-drive carriers are not interchangeable.
5	hard-drive activity light	The hard drive light is on when the computer reads data from or writes data to the hard drive. The light might also be on when a device such as your CD player is operating.
6	IEEE 1394 connector	Use the IEEE 1394 connector for high-speed data devices such as digital video cameras and external storage devices.
7	USB 2.0 connectors (2)	Use the front USB connectors for devices that you connect occasionally, such as flash memory keys, cameras, or bootable USB devices (see Bootling to a USB Device for more information). It is recommended that you use the back USB connectors for devices that typically remain connected, such as printers and keyboards.
8	power button	Press to turn on the computer.

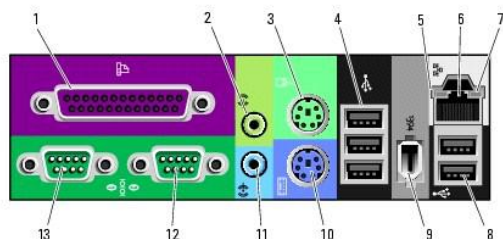
		 NOTICE: To avoid losing data, do not use the power button to turn off the computer. Instead, perform an operating system shutdown.
9	power light	<p>The power light illuminates and blinks or remains solid to indicate different states:</p> <ul style="list-style-type: none">o No light — The computer is turned off or in a hibernation mode.o Steady green — The computer is in a normal operating state.o Blinking green — The computer is in a power-saving state.o Blinking or solid amber — See Power Problems. <p>To exit from a power-saving state, press the power button or use the keyboard or the mouse if it is configured as a wake device in the Windows Device Manager. For more information about sleep states and exiting from a power-saving state, see Power Management.</p> <p>See Diagnostic Lights for a description of light codes that can help you troubleshoot problems with your computer.</p>
10	microphone connector	Use the microphone connector to attach a personal computer microphone for voice or musical input into a sound or telephony program.
11	headphone connector	Use the headphone connector to attach headphones.
12	network link light	The network link light is on when a good connection exists between a 10-Mbps, 100-Mbps, or 1000-Mbps (or 1-Gbps) network and the computer.
13	diagnostic lights (4)	Use these lights to help you troubleshoot a computer problem based on the diagnostic code. For more information, see Diagnostic Lights .

Back View



1	power connector	Insert the power cable. The appearance of this connector may differ from what is pictured here.
2	card slots	<p>Access connectors for any installed PCI, PCI-X, or PCI Express cards.</p> <p>NOTE: The center five connector slots support full-length cards: one PCI, one PCI Express x16, one PCI Express x8 (wired as x4), and two PCI-X slots; the connector slots at the top and at the bottom support half-length cards: two PCI Express x8 slots (wired as x4).</p>
3	back panel connectors	Plug serial, USB, and other devices into the appropriate connector (see Back Panel Connectors).

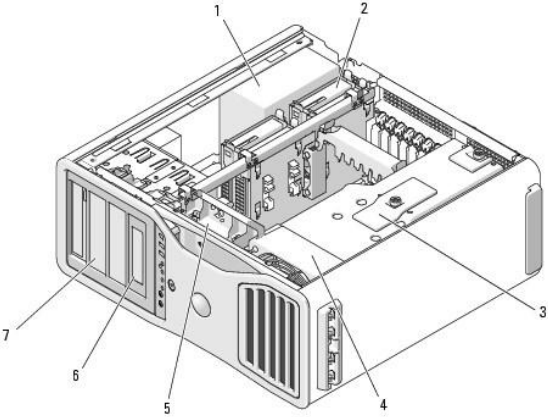
Back Panel Connectors



1	parallel connector	<p>Connect a parallel device, such as a printer, to the parallel connector. If you have a USB printer, plug it into a USB connector.</p> <p>NOTE: The integrated parallel connector is automatically disabled if the computer detects an installed card containing a parallel connector configured to the same address. For more information, see System Setup Options.</p>
2	line-out/headphone connector	<p>Use the green line-out connector to attach headphones and most speakers with integrated amplifiers.</p> <p>On computers with a sound card, use the connector on the card.</p>
3	mouse connector	<p>Plug a standard PS/2 mouse into the green mouse connector. Turn off the computer and any attached devices before you connect a mouse to the computer. If you have a USB mouse, plug it into a USB connector.</p> <p>If your computer is running the Microsoft® Windows® XP operating system, the necessary mouse drivers have been installed on your hard drive.</p>
4	USB 2.0 connectors (3)	<p>It is recommended that you use the front USB connectors for devices that you connect occasionally, such as flash memory keys, cameras, or bootable USB devices. Use the back USB connectors for devices that typically remain connected, such as printers and keyboards.</p>
5	link integrity light	<ul style="list-style-type: none"> 1 Green — A good connection exists between a 10-Mbps network and the computer. 1 Orange — A good connection exists between a 100-Mbps network and the computer. 1 Yellow — A good connection exists between a 1000-Mbps (or 1-Gbps) network and the computer. 1 Off — The computer is not detecting a physical connection to the network.
6	network adapter connector	<p>To attach your computer to a network or broadband device, connect one end of a network cable to either a network jack or your network or broadband device. Connect the other end of the network cable to the network adapter connector on your computer. A click indicates that the network cable has been securely attached.</p> <p>NOTE: Do not plug a telephone cable into the network connector.</p> <p>On computers with an additional network connector card, use the connectors on the card and on the back of the computer when setting up multiple network connections (such as a separate intra- and extranet).</p> <p>It is recommended that you use Category 5 wiring and connectors for your network. If you must use Category 3 wiring, force the network speed to 10 Mbps to ensure reliable operation.</p>
7	network activity light	<p>Flashes a yellow light when the computer is transmitting or receiving network data. A high volume of network traffic may make this light appear to be in a steady "on" state.</p>
8	USB 2.0 connectors (2)	<p>It is recommended that you use the front USB connectors for devices that you connect occasionally, such as flash memory keys, cameras, or bootable USB devices. Use the back USB connectors for devices that typically remain connected, such as printers and keyboards.</p>
9	IEEE 1394 connector	<p>Use the IEEE 1394 connector for high-speed data devices such as digital video cameras and external storage devices.</p>
10	keyboard connector	<p>If you have a standard PS/2 keyboard, plug it into the purple keyboard connector. If you have a USB keyboard, plug it into a USB connector.</p>
11	line-in connector	<p>Use the blue line-in connector to attach a record/playback device such as a cassette player, CD player, or VCR.</p> <p>On computers with a sound card, use the connector on the card.</p>
12	serial connector	<p>Connect a serial device, such as a handheld device, to the serial port. If necessary, the address for this port can be modified through system setup (see System Setup).</p>

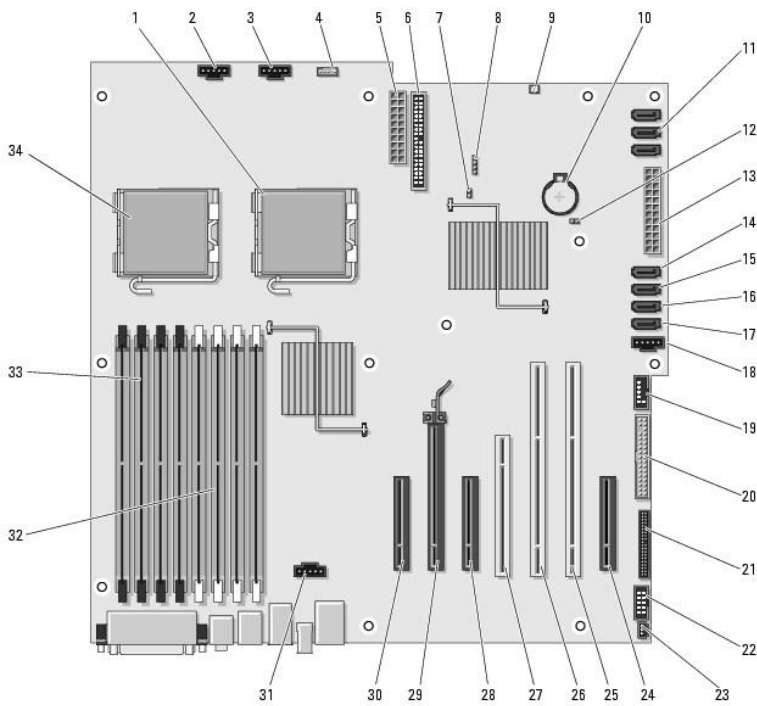
13	serial connector	Connect a serial device, such as a handheld device, to the serial port. If necessary, the address for this port can be modified through system setup (see System Setup).
----	------------------	---

Inside View



1	power supply
2	hard drive bay
3	memory shroud
	NOTICE: The memory shroud holds the (optional) memory riser cards in place; its thumbscrews must be sufficiently tight in order to secure the risers and to avoid damage.
4	front fan
5	card fan
6	5.25-inch drive bay with 3.5-inch drive panel plate
7	5.25-inch drive bay

System Board Components



1	secondary processor connector (CPU_1)	18	hard drive fan (FAN_HDD)
2	front fan connector (FAN_FRONT)	19	FlexBay connector (USB)
3	card cage fan connector (FAN_CCAG)	20	floppy drive (DSKT)
4	internal speaker connector (INT_SPKR)	21	front panel connector (FRONTPANEL)
5	power connector (POWER2)	22	front panel 1394 connector (FP1394)
6	IDE drive connector (IDE)	23	chassis intrusion header (INTRUDER)
7	password jumper (PSWD)	24	PCI-Express x8 card slot, wired as x4 (SLOT7_PCIE)
8	auxiliary hard-drive LED connector (AUX_LED)	25	PCI-X card slot (SLOT6_PCIX)
9	air temperature sensor connector	26	PCI-X card slot (SLOT5_PCIX)
10	battery socket (BATTERY)	27	PCI card slot (SLOT4_PCI)
11	SATA connectors (SATA_0, SATA_1, SATA_2)	28	PCI-Express x8 card slot, wired as x4 (SLOT3_PCIE)
12	RTC reset jumper (RTCST)	29	PCI-Express x16 card slot (SLOT2_PCIE)
			NOTE: This slot is not available in the dual-graphics configuration
			NOTE: In the dual-graphics configuration, this slot is replaced by a x16 slot on the graphics riser. It holds a graphic card.
			NOTE: This slot is not available in the dual-graphics configuration

13	main power connector (POWESR1)	30	<p>NOTE: PCI-Express x8 card slot, wired as x4 (SLOT1_PCIE)</p> <p>NOTE: In the dual-graphics configuration, this slot is replaced by a x16 slot on the graphics riser. It holds a graphics card.</p>
14	hard drive connector (HDD_3)	31	memory fan connector (FAN_MEM)
15	hard drive connector (HDD_2)	32	<i>white</i> memory module connectors (DIMM_1-4) support memory modules or memory module risers
16	hard drive connector (HDD_1)	33	<i>black</i> memory module connectors (DIMM_5-8) support memory modules only when no memory riser cards are installed; otherwise these must be left empty
17	hard drive connector (HDD_0)	34	primary processor connector (CPU_0)

Cable Colors

Device	Color
Hard drive (with on-board controller)	blue cable
Floppy drive	black pull-tab
CD/DVD drive	orange pull-tab

[Back to Contents Page](#)

[Back to Contents Page](#)

Advanced Features

Dell Precision™ Workstation 690 User's Guide

- [LegacySelect Technology Control](#)
- [Manageability](#)
- [Security](#)
- [Password Protection](#)
- [System Setup](#)
- [Boot Menu](#)
- [Clearing Forgotten Passwords](#)
- [Clearing CMOS Settings](#)
- [Power Management](#)
- [Hyper-Threading and Dual-Core Technology](#)
- [IEEE 1394](#)
- [About RAID Configurations](#)
- [RAID Configuration Utility](#)
- [RAID Configuration and Management](#)
- [Performing Configuration Tasks](#)

LegacySelect Technology Control

LegacySelect technology control offers legacy-full, legacy-reduced, or legacy-free solutions based on common platforms, hard-drive images, and help desk procedures. Control is provided to the administrator through system setup, Dell OpenManage™ IT Assistant, or Dell™ custom factory integration.

LegacySelect allows administrators to electronically activate or deactivate connectors and media devices that include serial and USB connectors, a parallel connector, a floppy drive, and a PS/2 mouse. Connectors and media devices that are deactivated make resources available. You must restart the computer to effect the changes.

Manageability

Alert Standard Format

Alert Standard Format (ASF) is a DMTF management standard that specifies "pre-operating system" or "operating system-absent" alerting techniques. The standard is designed to generate an alert on potential security and fault conditions when the operating system is in a sleep state or the system is powered down. ASF is designed to supersede previous operating system-absent alerting technologies.

Your computer supports the following ASF alerts:

Alert	Description
Chassis: Chassis Intrusion - Physical Security Violation/ Chassis Intrusion - Physical Security Violation Event Cleared	The computer chassis has been opened or the chassis intrusion alert has been cleared.
Boot: Failure to Boot to BIOS	The BIOS did not complete loading upon initiation.
Password: System Password Violation	The system password is invalid (alert occurs after three failed attempts).
CPU: CPU DOA Alert/CPU DOA Alert Cleared	The processor is not functioning.
Heartbeats: Entity Presence	Periodic heartbeats have been transmitted to verify system presence.
Temperature: Generic Critical Temperature Problem	The computer temperature is out of limits.
Voltage: Generic Critical Voltage Problem	The voltage from integrated voltage regulators is out of limits.
Power Supply: Critical Power Supply Problem	The computer power supply voltage is out of limits.
Cooling Device: Generic Critical Fan Failure	The fan speed (rpm) is out of limits.
Connectivity: Ethernet Connectivity Enabled/ Ethernet Connectivity Disabled	The Ethernet connectivity is enabled or the Ethernet connectivity is disabled.

For more information about Dell's ASF implementation, see the *ASF User's Guide* and the *ASF Administrator's Guide*, which are available on the Dell Support website at support.dell.com.

Dell OpenManage™ IT Assistant

IT Assistant configures, manages, and monitors computers and other devices on a corporate network. IT Assistant manages assets, configurations, events (alerts), and security for computers equipped with industry-standard management software. It supports instrumentation that conforms to SNMP, DMI, and CIM industry standards.

Dell OpenManage Client instrumentation, which is based on DMI and CIM, is available for your computer. For information on IT Assistant, see the *Dell OpenManage IT Assistant User's Guide* available on the Dell Support website at support.dell.com.

Dell OpenManage Client Instrumentation


Dell OpenManage Client Instrumentation is software that enables remote management programs such as IT Assistant to do the following:

- 1 Access information about your computer, such as how many processors it has and what operating system it is running
- 1 Monitor the status of your computer, such as listening for thermal alerts from temperature probes or hard-drive failure alerts from storage devices
- 1 Change the state of your computer, such as updating its BIOS or shutting it down remotely

A managed system is one that has Dell OpenManage Client Instrumentation set up on a network that uses IT Assistant. For information about Dell OpenManage Client Instrumentation, see the *Dell OpenManage Client Instrumentation User's Guide* available on the Dell Support website at support.dell.com.

Security

Chassis Intrusion Detection

 **NOTE:** When the administrator password is enabled, you must know the administrator password before you can reset the **Chassis Intrusion** setting.

This feature, if installed and enabled, alerts the user if the chassis has been opened. To change the **Chassis Intrusion** setting:

1. Enter system setup.
2. Press the down-arrow keys to move to the **Security** option.
3. Press <Enter> to access the menu.
4. Use the down-arrow key to select **Chassis Intrusion**.
5. Use the left- and right-arrow keys to select an option setting.
6. Exit system setup.

Option Settings

- 1 **On** — If the computer cover is opened, the setting changes to **Detected**, and the following alert message displays during the boot routine at the next computer start-up:

Alert! Cover was previously removed.

- 1 **On-Silent** (default) — If the computer cover is opened, the setting changes to **Detected**. No alert message appears during the boot sequence at the next computer start-up.
- 1 **Off** — No intrusion monitoring occurs and no messages appear.

To reset the **Detected** setting:

1. Enter system setup.
2. Press the down-arrow keys to move to the **Security** option.
3. Press <Enter> to access the menu.
4. Use the down-arrow key to select **Intrusion Alert**.
5. Use the left- and right-arrow keys to select **Acknowledge**.
6. Restart the computer to implement your changes.


Padlock Ring and Security Cable Slot

Use one of the following methods to secure your computer:

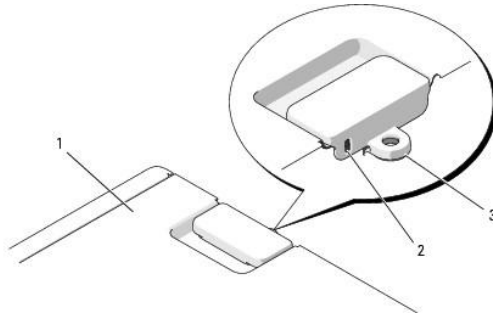
- 1 Use a padlock alone or a padlock and looped security cable with the padlock ring.
- A padlock alone prevents the computer from being opened.

A security cable looped around a stationary object is used in conjunction with a padlock to prevent unauthorized movement of the computer.

- 1 Attach a commercially available antitheft device to the security cable slot on the back of the computer.


 **NOTE:** Before you purchase an antitheft device, ensure that it works with the security cable slot on your computer.

Antitheft devices usually include a segment of metal-stranded cable with an attached locking device and key. The documentation that comes with the device contains instructions for installing it.




1	computer top
2	security cable slot
3	padlock ring

Password Protection

 **NOTICE:** Although passwords provide security for the data on your computer, they are not foolproof. If your data requires more security, it is your responsibility to obtain and use additional forms of protection, such as data encryption programs.

System Password

 **NOTICE:** If you leave your computer running and unattended without having a system password assigned, or if you leave your computer unlocked so that someone can disable the password by changing a jumper setting, anyone can access the data stored on your hard drive.

Option Settings

You cannot change or enter a new system password if either of the following two options is displayed:

- 1 **Set** — A system password is assigned.
- 1 **Disabled** — The system password is disabled by a jumper setting on the system board.

You can only assign a system password when the following option is displayed:

- 1 **Not Set** — No system password is assigned and the password jumper on the system board is in the enabled position (the default setting).

Assigning a System Password

To escape from the field without assigning a system password, press <Esc> at any time before you complete [step 5](#).

1. Enter system setup and verify whether an **Unlock Setup** field is present under **Security** (see [System Setup](#)).
2. If the **Unlock Setup** field is present:
 - a. Use the arrow keys to navigate to the **Unlock Setup** field.
 - b. Press <Enter> to access the field.
 - c. Type in the administrator password and press <Enter>.
3. Use the arrow keys to navigate to the **System Password** field, and then press <Enter>.
4. Type your new password into the **New Password** field.

You can use up to 15 characters. To erase a character when entering your password, press <Backspace> or the left-arrow key. The password is not

case sensitive.

Certain key combinations are not valid. If you enter one of these combinations, the speaker emits a beep.

As you press each character key (or the spacebar for a blank space), a placeholder appears in the field.

5. Press <Enter>.

If the new system password is less than 15 characters, the whole field fills with placeholders.

6. To confirm your password, type it a second time in the **Confirm New Password** field and press <Enter>.

7. Press <Enter> at the prompt.

The system password setting changes to **Set**.

8. Exit system setup.

Password protection takes effect when you restart the computer.

Typing Your System Password

When you start or restart your computer, the following prompt appears on the screen:

```
Type the system password and press <Enter>.
Enter password:
```

If you have assigned an administrator password, the computer accepts your administrator password as an alternate system password.

If you type a wrong or incomplete system password, the following message appears on the screen:

```
** Incorrect password. **
```

If you again type an incorrect or incomplete system password, the same message appears on the screen. The third and subsequent times you type an incorrect or incomplete system password, the computer displays the following message:

```
** Incorrect password. **
Number of unsuccessful password attempts: 3
System halted! Must power down.
```

Even after your computer is turned off and on, the previous message is displayed each time you type an incorrect or incomplete system password.



NOTE: You can use **Password Changes** in conjunction with **System Password** and **Admin Password** to further protect your computer from unauthorized changes.

Deleting or Changing an Existing System Password

To escape from the field without assigning a system password, press <Esc> at any time before you complete [step 5](#).

1. Enter system setup and verify whether an **Unlock Setup** field is present under **Security** (see [System Setup](#)).
2. If the **Unlock Setup** field is present:
 - a. Use the arrow keys to navigate to the **Unlock Setup** field.
 - b. Press <Enter> to access the field.
 - c. Type in the administrator password and press <Enter>.
3. Use the arrow keys to navigate to the **System Password** field, and then press <Enter>.
4. Type your password into the **Old Password** field.
5. If you are changing an existing password, follow the instructions in [Assigning a System Password](#), starting from [step 4](#).
6. If you are deleting a password, press <Enter> in **New Password** field, leaving the field blank.
7. Press <Enter> a second time, in the **Confirm New Password** field, leaving the field blank.
8. Confirm that **Not Set** is displayed for the **System Password** setting.

If **Not Set** is displayed, the system password has been deleted. If **Not Set** is *not* displayed, then repeat [step 3](#) through [step 8](#).
9. Exit system setup.

Administrator Password

Option Settings

You cannot change or enter a new administrator password if the following option is displayed:


- 1 **Disabled** — The administrator password is disabled by a jumper setting on the system board.

You can only assign an administrator password when one of the following options is displayed:

- 1 **Set** — An administrator password is assigned.
- 1 **Not Set** — No administrator password is assigned and the password jumper on the system board is in the enabled position (the default setting).

Assigning an Administrator Password

The administrator **password** can be the same as the system password. To escape from the field without assigning a system password, press <Esc> at any time before you complete [step 5](#).

 **NOTE:** If the two passwords are different, the administrator password can be used as an alternate system password. However, the system password cannot be used in place of the administrator password.

1. Enter system setup and verify whether an **Unlock Setup** field is present under **Security** (see [System Setup](#)).
2. If the **Unlock Setup** field is present:
 - a. Use the arrow keys to navigate to the **Unlock Setup** field.
 - b. Press <Enter> to access the field.
 - c. Type in the administrator password and press <Enter>.

3. Use the arrow keys to navigate to the **Admin Password** field, and then press <Enter>.

4. Type your new password into the **New Password** field.

You can use up to 15 characters. To erase a character when entering your password, press <Backspace> or the left-arrow key. The password is not case sensitive.

Certain key combinations are not valid. If you enter one of these combinations, the speaker emits a beep.

As you press each character key (or the spacebar for a blank space), a placeholder appears in the field.

5. Press <Enter>.

If the new administrator password is less than 15 characters, the whole field fills with placeholders.

6. To confirm your password, type it a second time in the **Confirm New Password** field and press <Enter>.

7. Press <Enter> at the prompt.

The administrator password setting changes to **Set**.

8. Exit system setup.

A change to **Admin Password** becomes effective immediately (no need to restart the computer).

Operating Your Computer With an Administrator Password Enabled

When you enter system setup, the **Unlock Setup** option is displayed (see [System Setup](#)).

If you do not type the correct administrator password into the **Unlock Setup** field, the computer lets you view, but not modify, system setup options.

 **NOTE:** You can use **Password Changes** in conjunction with **Admin Password** to protect the system password from unauthorized changes.

Deleting or Changing an Existing Administrator Password

To change an existing administrator password, you must know the administrator password. To escape from the field without assigning a system password, press <Esc> at any time before you complete [step 5](#).

1. Enter system setup (see [System Setup](#)).
2. Use the arrow keys to navigate to the **Admin Password** field, and then press <Enter>.
3. Type your password into the **Old Password** field.
4. If you are changing an existing password, follow the instructions in [Assigning an Administrator Password](#), starting from [step 4](#).
5. If you are deleting a password, press <Enter> in **New Password** field, leaving the field blank.
6. Press <Enter> a second time, in the **Confirm New Password** field, leaving the field blank.
7. Confirm that **Not Set** is displayed for the **Admin Password** setting.
If **Not Set** is displayed, the administrator password has been deleted. If **Not Set** is *not* displayed, then repeat [step 3](#) through [step 8](#).
8. Exit system setup.

Disabling a Forgotten Password and Setting a New Password

To reset system and/or administrator passwords, see [Clearing Forgotten Passwords](#).

System Setup

Overview

Use system setup as follows:

- 1 To change the system configuration information after you add, change, or remove any hardware in your computer
- 1 To set or change a user-selectable option such as the user password
- 1 To read the current amount of memory or set the type of hard drive installed

Before you use system setup, it is recommended that you write down the system setup screen information for future reference.



NOTE: Unless you are an expert computer user, do not change the settings for this program. Certain changes can make your computer work incorrectly.

Entering System Setup

1. Turn on (or restart) your computer.
2. When the blue DELL™ logo is displayed, you must watch for the F2 prompt to appear.
3. Once this F2 prompt appears, press <F2> immediately.



NOTE: The F2 prompt indicates that the keyboard has initialized. This prompt can appear very quickly, so you must watch for it to display, and then press <F2>. If you press <F2> before you are prompted, this keystroke will be lost.

4. 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 (see [Turning Off Your Computer](#)) and try again.




NOTE: If an administrator password has been set, you will be prompted to enter this password. Without an administrator password, you may view the contents of system setup, but cannot change any settings.

System Setup Screens

The system setup screen displays current or changeable configuration information for your computer.

System	Diskette Drive
System Info Processor Info Memory Info Date/Time Boot Sequence	<div>Off USB Internal Read Only</div> <p>This field determines how the BIOS configures the floppy drive. Operating systems with USB support will recognize USB floppy drives regardless of this setting.</p> <p>Off = All floppy drives are disabled. USB = USB floppy drives are enabled Internal = The integrated floppy drive is enabled. Read Only = The integrated floppy drive is enabled and only allows reads.</p> <p>The factory default setting is Internal.</p> <p>Note: If USB is selected, ensure that the USB Controller field in the Onboard Devices group is set to On.</p>
Drives Diskette Drive Drive 0 Drive 1 Drive 2 Drive 3 Drive 4 Drive 5 SATA Operation	
Onboard Devices Integrated NIC USB Controller Front USB Ports PCI Slots Serial Port #1	
Video Primary Video	
Maintenance Options Load Defaults Event Log	Use ENTER to modify this selection Use Up/Down arrows to select a different field Use ESC key to exit this program Use +/- keys to expand or collapse a group

System Setup Options

 **NOTE:** Depending on your computer and installed devices, the items listed in this section may not appear, or may not appear exactly as listed.


System	
System Info	Displays the Computer name, BIOS Version number, BIOS Date , Service Tag , Express Service Code , and Asset Tag .
Processor Info	Displays the following information for the processor installed in the system: Processor Type , Processor Clock Speed , Processor Bus Speed , Processor Cache Size , Processor ID number, whether the processor is Hyperthreading or Multi-core Capable , and if the processor supports 64-bit Technology .
Memory Info	Displays the amount of Installed Memory , Memory Speed , Memory Channel Mode , and a description of the Memory Technology . This option also displays a table that describes the memory size, whether the memory module is ECC capable, single or dual rank, type, and organization.
PCI Info	Displays the contents of each PCI, PCI Express, and PCI-X slot.
Date/Time	Controls the system's internal calendar and clock.
Boot Sequence	Determines the order in which the system searches for boot devices during system startup.
(Diskette drive default)	<p>NOTE: If you insert a boot device and restart the computer, this option appears in the system setup menu. To boot from a USB memory device, select the USB device and move it so it becomes the first device in the list.</p>

Drives	
SAS Controller (On default)	Enables or disables the internal SAS controller.
Diskette Drive (Internal default)	<p>Enables and disables the floppy drives and sets read permission for the internal floppy drive. Off disables all floppy drives. USB disables the internal diskette drive and enables a USB floppy drive, if the USB controller is enabled and a USB drive is connected. Internal enables the internal floppy drive. Read Only enables the internal drive controller and allows the internal floppy drive read-only permission.</p> <p>NOTE: Operating systems with USB support will recognize USB floppy drives regardless of this setting.</p>
Drives 0 through 2 (On default)	<p>Enables or disables a SATA drive. On enables the interface so that the device can be used.</p> <p>Displays the Controller type (SATA), Port number the drive is using, Drive ID number, and Capacity.</p>
Drives 3 through 4 (On default)	<p>Enables or disables a PATA device (such as a CD or DVD drive). On enables the interface so that the device can be used.</p> <p>Displays the Controller type (ATA), Port number the drive is using, Drive ID number, Capacity, and whether the drive is controlled by the BIOS.</p>
SATA Operation (AHCI default)	Determines the integrated SATA controller's operating mode, which can be either AHCI or ATA .

Onboard Devices	
Integrated	Enables or disables the integrated NIC controller. Settings are On , Off , On w/RPL , or On w/ PXE . When the On w/ PXE or the On w/RPL

NIC (On default)	setting is active, if a boot routine is not available from the network server, the computer attempts to boot from the next device in the boot sequence list.
Integrated Audio (On default)	Enables or disables the onboard audio controller.
1394 Controller (On default)	Enables or disables the 1394 controller.
USB Controller (On default)	Enables or disables the internal USB controller. No Boot enables the controller but disables the ability to boot from a USB device. NOTE: Operating systems with USB support will recognize USB floppy drives regardless of the No Boot setting.
Front USB Ports (On default)	Enables or disables the front USB ports.
USB for Flexbay (On default)	On enables internal USB for FlexBay. NOTE: This USB option appears only if a FlexBay device is installed.
LPT Port Mode (PS/2 default)	Determines the mode of operation of the internal parallel port. Off disables the port. AT configures the port for AT compatibility. PS/2 configures the port for PS/2 compatibility. EPP configures the port for the EPP bidirectional protocol. ECP configures the port for the ECP bidirectional protocol. NOTE: If you set the LPT Port Mode to ECP , the LPT Port DMA appears in the option menu.
LPT Port Address	Determines the address that the built-in parallel port uses.
Serial Port #1 (Auto default)	Determines how the serial port operates. Auto , the default setting, automatically configures a connector to a particular designation (COM1 or COM3).
Serial Port #2 (Auto default)	Determines how the serial port operates. Auto , the default setting, automatically configures a connector to a particular designation (COM2 or COM4).
PS/2 Mouse Port (On default)	Enables or disables the integrated legacy PS/2-compatible mouse controller.

Video	
Primary Video (PEG default)	This setting specifies which video controller is primary, PCI or PEG . PEG is the appropriate setting for a PCI Express graphics card or cards.

Performance	
HyperThreading (On default)	Determines whether the physical processor appears as one or two logical processors. The performance of some applications improves with additional logical processors installed. On enables hyperthreading.  NOTE: HyperThreading may not be supported on your computer.
Multiple CPU Core (On default)	Determines whether the processor will have one or two cores enabled. On enables the second core.
SpeedStep (off default)	Enables Intel® SpeedStep® for all supported processors in the computer. This setting changes the processor power consumption and frequency. NOTE: This option may not be available on your computer.
Virtualization (off default)	Specifies whether a virtual machine monitor (VMM) can utilize the additional hardware capabilities provided by Intel Virtualization technology.
Limit CPUID Value	Limits the max value the processor standard CPUID function will support. Some operating systems won't complete installation when the max CPUID function supported is greater than 3.

(Off default)	
---------------	--

Security	
Unlock Setup (Locked default)	When an administrator password is being used, allows the user access to modify system setup settings. Enter the administrator password at the prompt to unlock system setup. If the correct password is not entered here, the user can view but not modify system setup fields.
Admin Password (Not Set default)	Displays the current status of your system setup program's password security feature and allows you to verify and assign a new admin password.
System Password (Not Set default)	Displays the current status of the system's password security feature and allows a new system password to be assigned and verified.
Password Changes (Unlocked default)	Determines the interaction between the System password and the Admin password. Locked prevents a user without a valid Admin password from being able to modify the System password. Unlocked allows a user with a valid System password to modify the system password.
Chassis Intrusion (On-Silent default)	When enabled, this option alerts the user, during the next computer start-up, that the computer cover has been opened. The settings are On , On-Silent (default setting), and Off .
Intrusion Alert	Acknowledges and clears a chassis intrusion alert.
TPM Security (Off default)	Enables or disables the Trusted Platform Module security device.
Execute Disable (On default)	Enables or disables Execute Disable memory protection technology.

Power Management	
AC Recovery (Off default)	Determines how the system responds when AC power is re-applied after a power loss. Off commands the system to stay off when the power is re-applied. You must press the front-panel power button before the system turns on. On commands the system to turn on when the power is re-applied. Last commands the system to return to the last power state the system was in just before it was turned off.
Auto Power On (Off default)	Sets the computer to automatically turn on. Off disables this feature. Everyday turns the computer on every day at the time set in Auto Power Time . Weekdays turns the computer on every day from Monday through Friday at the time set in Auto Power Time . NOTE: This feature does not work if you turn off your computer using the switch on a power strip or surge protector.
Auto Power Time	Sets time to automatically turn on the computer. Time is kept in the standard 12-hour format (<i>hours:minutes</i>). Change the startup time by pressing the right- or left-arrow key to increase or decrease the numbers, or type numbers in both the date and time fields.
Low Power Mode (Off default)	When Low Power Mode is selected, remote wakeup events will no longer power up the computer from Hibernate or Off via the onboard network controller.
Remote Wake-Up (Off default)	This option allows the system to power up when a Network Interface Controller or Remote Wakeup-capable modem receives a wake up signal. On is the default setting. On w/ Boot to NIC will allow the computer to attempt to boot from a network prior to using the boot sequence. NOTE: Normally, the system can be powered up remotely from suspend mode, hibernate mode, or when powered off. When Low Power Mode (in the Power Management menu) is enabled, the system can only be powered up remotely from Suspend .
Suspend Mode	Sets the computer's suspend mode. The options are S1 , a suspend state in which the computer is running in a low-power mode, and S3 , a suspend state in which the power is reduced or turned off for many components, however, system memory remains active.

Maintenance	
Service Tag	Displays the service tag for your computer.
SERR Message (On default)	Some graphics cards require that the SERR message be disabled.
Load	Restores system setup options to their factory defaults.

Defaults	
Event Log	Allows you to view the Event Log . Entries are marked R for Read and U for Unread . Mark All Entries Read puts an R to the left of all the entries. Clear Log clears the Event Log .


POST Behavior	
Fastboot (On default)	When enabled, this feature reduces computer startup time by bypassing some compatibility steps. Off does not skip any steps during computer startup. On starts the system more quickly.
Numlock Key (On default)	Determines the functionality of the numeric keys on the right side of your keyboard. Off commands the right keypad keys to function as arrows. On commands the right keypad keys to function as numbers.
OS Install (Off default)	Determines the maximum amount of system memory available to the operating system. When set to Off , all system memory is available to the operating system. When set to On , the maximum amount of memory available to the operating system is 256 MB. NOTE: Some operating systems will not complete installation with more than 2 GB of system memory.
POST Hotkeys	Determines whether the sign-on screen displays a message stating the keystroke sequence that is required to enter the Setup program or the Quickboot feature. Setup & Boot Menu displays both messages (F2=Setup and F12=Boot Menu). Setup displays the setup message only (F2=Setup). Boot Menu displays the Quickboot message only (F12=Boot Menu). None displays no message.
Keyboard Errors	When set to Report (enabled) and an error is detected during POST, the BIOS will display the error message and prompt you to press <F1> to continue or press <F2> to enter system setup. When set to Do Not Report (disabled) and an error is detected during POST, the BIOS will display the error message and continue booting the system.

Boot Menu

This feature allows you to change the boot sequence for devices.


Option Settings

1. **Onboard or USB Floppy Drive** — The computer attempts to boot from the floppy drive. If the floppy disk in the drive is not bootable, if no floppy disk is in the drive, or if there is no floppy drive installed in the computer, the computer generates an error message.
1. **Hard Drive** (listed by serial number) — The computer attempts to boot from the selected hard drive. If no operating system is on the drive, the computer generates an error message.
1. **Onboard or USB CD-ROM Drive** — The computer attempts to boot from the CD-ROM drive. If no CD is in the drive, or if the CD has no operating system, the computer generates an error message.
1. **USB Device** — Insert the memory device into a USB port and restart the computer. When F12 = Boot Menu appears in the upper-right corner of the screen, press <F12>. The BIOS detects the device and adds the USB option to the boot menu.

 **NOTE:** To boot to a USB device, the device must be bootable. To make sure that your device is bootable, check the device documentation.

Selecting the Boot Device for the Current Boot

You can use this feature, for example, to restart your computer to a USB device such as a floppy drive, memory key, or CD-RW drive.

 **NOTE:** If you are booting to a USB floppy drive, you must first set the Diskette Drive to **USB** in system setup (see [System Setup Options](#)).

1. If you are booting to a USB device, connect the USB device to a USB connector (see [About Your Computer](#)).
2. Turn on (or restart) your computer.
3. When F2 = Setup, F12 = Boot Menu appears in the upper-right corner of the screen, press <F12>.


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 (see [Turning Off Your Computer](#)) and try again.

A menu appears.

4. Use the up- and down-arrow keys to navigate to **Boot Device Menu**, then press <Enter> to select the option.
5. The **Boot Device Menu** appears, listing all available boot devices.
6. Use the up- and down-arrow keys to navigate to the device (that is to be used for the current boot only).


7. Press <Enter> to select the device.

For example, if you are booting to a USB memory key, highlight **USB Device** and press <Enter>.

 **NOTE:** To boot to a USB device, the device must be bootable. To make sure your device is bootable, check the device documentation.


Changing Boot Sequence for Future Boots

1. Enter system setup (see [Entering System Setup](#)).
2. Use the arrow keys to highlight the **Boot Sequence** menu option and press <Enter> to access the menu.

 **NOTE:** Write down your current boot sequence in case you want to restore it.

3. Press the up- and down-arrow keys to move through the list of devices.
4. Press the spacebar to enable or disable a device.
5. Press <U> and <D> to move a selected device up or down the list.

Booting to a USB Device

 **NOTE:** To boot to a USB device, the device must be bootable. To ensure that your device is bootable, check the device documentation.

Memory Key


1. Insert the memory key into a USB port and restart the computer.
2. When **F12 = Boot Menu** appears in the upper-right corner of the screen, press <F12>.
The BIOS detects the device and adds the USB device option to the boot menu.
3. See [Selecting the Boot Device for the Current Boot](#).

Floppy Drive


1. In system setup, set the **Diskette Drive** option to **USB**.
 2. Save your changes and exit system setup.
 3. Connect the USB floppy drive, insert bootable media, and re-boot the system.
 4. See [Selecting the Boot Device for the Current Boot](#).
-


Clearing Forgotten Passwords








 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.




 **NOTICE:** This process erases both the system and setup passwords.

1. Follow the procedures in [Before You Begin](#).

 **CAUTION:** Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt your computer; it requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.

 **CAUTION:** The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.


Jumper	Setting	Description
PSWD		Password features are enabled (default setting).
		Password features are disabled.
RTCRST		The real-time clock has not been reset (default setting).
		
		The real-time clock is being reset.
 <i>jumpered</i>  <i>unjumpered</i>		

2. Remove the computer cover (see [Removing the Computer Cover](#)).
 3. Locate the 2-pin password jumper (PSWD) on the system board, and remove the jumper plug; set the plug aside. For help locating the jumper, see [System Board Components](#).
-  **NOTE:** When you receive your computer, the password jumper plug is on the password jumper.
4. Connect your computer and monitor to electrical outlets, and turn them on.
 5. After the Microsoft® Windows® desktop appears on your computer, shut down your computer (see [Turning Off Your Computer](#)).
 6. Turn off the monitor and disconnect it from the electrical outlet.
 7. Disconnect the computer power cable from the electrical outlet, and press the power button to ground the system board.
 8. Remove the computer cover (see [Removing the Computer Cover](#)).
 9. Locate the 2-pin password jumper on the system board and attach the jumper plug to its pins to re-enable the password feature. For more information see [System Board Components](#).
 10. Replace the computer cover (see [Replacing the Computer Cover](#)).
-  **NOTICE:** To connect a network cable, first plug the cable into the network port or device and then plug it into the computer.
11. Connect your computer and devices to electrical outlets, and turn them on.
-  **NOTE:** This procedure enables the password feature. When you enter system setup (See [System Setup](#)), both system and administrator password options appear as **Not Set**—meaning that the password feature is enabled but no password is assigned.
12. Assign a new system and/or setup password. See [System Setup](#).

Clearing CMOS Settings


 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

1. Follow the procedures in [Before You Begin](#).
2. Remove the computer cover (see [Removing the Computer Cover](#)).
3. Reset the current CMOS settings:
 - a. Locate the password and CMOS jumpers (RTCRST) on the system board (see [System Board Components](#)).
 - b. Remove the password jumper plug from its pins.
 - c. Place the password jumper plug on the RTCRST pins and wait approximately 5 seconds.

- d. Remove the jumper plug from the RTCRST pins and place it back on the password pins.
 4. Replace the computer cover (see [Replacing the Computer Cover](#)).
-  **NOTICE:** To connect a network cable, first plug the cable into the network port or device and then plug it into the computer.
5. Connect your computer and devices to electrical outlets, and turn them on.

Power Management

Your computer can be set to use less power when you are not working. You control the power usage through the operating system installed on your computer and certain option settings in system setup (see [System Setup](#)). These periods of reduced power are called "sleep modes."

 **NOTE:** All components installed in the computer must support the hibernate and/or standby mode feature(s) and have the appropriate drivers loaded to enter either of these sleep modes. For more information, see the manufacturer's documentation for each component.

- 1 **Standby.** In this sleep mode, power is reduced or turned off for many components. However, system memory remains active.
- 1 **Hibernate.** This sleep mode reduces power consumption to a minimum by writing all data in system memory to a hard drive and then removing system power. Waking up from this mode restarts the computer, and the memory contents are restored. Operation then resumes where the computer left off when it entered the hibernation mode.

 **NOTE:** Hibernate mode is only supported on computers with 4-GB of RAM or less.

- 1 **Shutdown.** This sleep mode removes all power from the computer except a small auxiliary amount. As long as the computer remains connected to an electrical outlet, it can be automatically or remotely started. For example, the **Auto Power On** option in system setup (see [System Setup](#)) allows the computer to automatically start at a specified time. Also, your network administrator can remotely start your computer using a power management event such as Remote Wake Up.

The following table lists the sleep modes and the methods you can use to wake the computer from each mode.

Sleep Mode	Wake-Up Methods (Windows XP)
Standby	<ul style="list-style-type: none">1 Press the power button1 Auto power on1 Move or click the mouse1 Type on the keyboard1 USB device activity1 Power management event
Hibernate	<ul style="list-style-type: none">1 Press the power button1 Auto power on1 Power management event
Shutdown	<ul style="list-style-type: none">1 Press the power button1 Auto power on1 Power management event

 **NOTE:** For more information on power management, see your operating system documentation.


Hyper-Threading and Dual-Core Technology

Hyper-Threading is an Intel® technology that can enhance overall computer performance by allowing one physical processor to function as two logical processors, capable of performing certain tasks simultaneously. Dual-Core is an Intel technology in which two physical computational units exist inside a single CPU package, thereby increasing computing efficiency and multi-tasking ability. It is recommended that you use the Microsoft® Windows® XP Service Pack 1 (SP1) or higher operating system because Windows XP is optimized to take advantage of Hyper-Threading technology.


While many programs can benefit from Hyper-Threading and dual-core technology, some programs may have not been optimized for them and may require an update from the software manufacturer. Contact the software manufacturer for updates and information about using Hyper-Threading or dual-core technology with your software. To determine if your computer is using Hyper-Threading technology, check the system setup option for Hyper-Threading under the Performance tab (see [System Setup](#)).

IEEE 1394

IEEE 1394 is a digital interface that can move large amounts of data between computers and peripheral devices. IEEE 1394 is ideal for use with multimedia devices because it speeds the transfer of data and large files, which enables a computer to connect directly to devices such as digital video cameras.


 **NOTE:** Your computer has a 6-pin connector that can accept 4-pin IEEE 1394 devices with the use of an adapter.

About RAID Configurations

 **NOTE:** RAID levels 5 and 10 are only available via an optional PCI Express RAID controller card.


 **NOTE:** RAID for SATA 1.0 is not supported.

This section provides an overview of the RAID configuration that you might have selected when you purchased your computer. Although there are several RAID configurations available in the computer industry for different types of uses, Dell offers RAID level 0, RAID level 1, or, with an optional PCI Express RAID controller, RAID level 5 or RAID level 10 on your Dell Precision computer. A RAID level 0 configuration is recommended for high-performance programs, and a RAID level 1 configuration is recommended for users that desire a high level of data integrity. A RAID level 5 or a RAID level 10 configuration provides for both data integrity and higher access speeds.

 **NOTE:** RAID levels do not represent a hierarchy. A RAID level 5 configuration is not inherently better or worse than a RAID level 0 configuration.

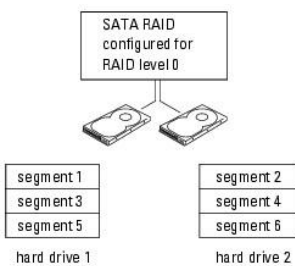
The RAID controller on your computer can only create a RAID level 0 configuration using two to four physical drives. A RAID level 5 or 10 array (only available with the optional PCI Express RAID controller) must be made up of three or four drives.

All drives must be the same type of drive; SAS and SATA drives cannot be mixed in a RAID array. The drives should also be the same size to ensure that the larger drive does not contain unallocated (and therefore unusable) space.


 **NOTE:** RAID levels do not represent a hierarchy. A RAID level 10 configuration is not inherently better or worse than a RAID level 0 configuration.

RAID Level 0

RAID level 0 uses a storage technique known as "data striping" to provide a high data access rate. Data striping is a method of writing consecutive segments—or stripes—of data sequentially across the physical drives to create a large virtual drive. Data striping allows one of the drives to read data while the other drive is searching for and reading the next block.

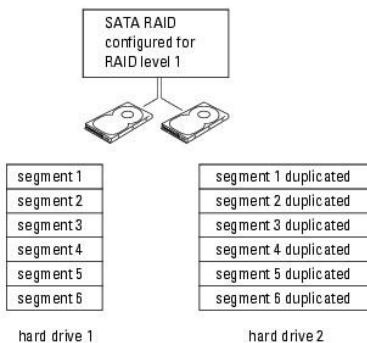


Another advantage of a RAID level 0 configuration is that it utilizes the full capacities of the drives. If you have two 120-GB drives installed, you have 240 GB on which to store data.

 **NOTICE:** Because RAID level 0 provides no data redundancy, if one drive fails, then the data on the other drive is also inaccessible. Therefore, ensure that you perform regular backups when you use a RAID level 0 configuration.


RAID Level 1

RAID level 1 uses a data-redundancy storage technique known as "mirroring." When data is written to the primary drive, the data is then duplicated—or mirrored—on the other drive. A RAID level 1 configuration sacrifices high-data access rates for its data redundancy advantages.



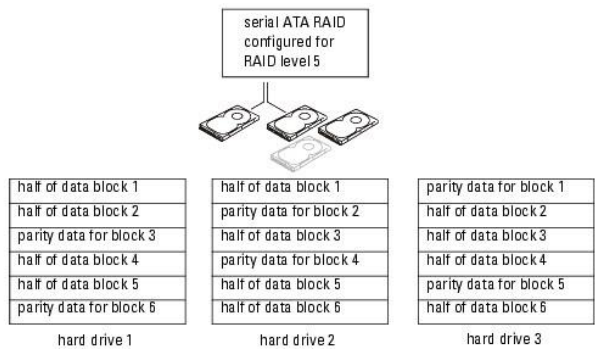
If a drive failure occurs, subsequent read and write operations are directed to the surviving drive. A replacement drive can then be rebuilt using the data from the surviving drive. Also, because data is duplicated on both drives, two 120-GB RAID level 1 drives collectively have a maximum of 120-GB on which to store data.

RAID Level 5

 **NOTE:** RAID levels 5 and 10 are only available via an optional PCI Express RAID controller card.


RAID level 5 uses a data-staging storage technique known as "parity checking." When a block of data is written to the RAID configuration, it is striped across all of the drives in the RAID array except for one drive, to which is written parity data. The parity data is information that allows for the entire block of striped data to be calculated if one of the drives fails.

Since parity data is fairly small when compared to the size of the actual stored data, the equivalent of one hard drive can serve as a parity drive for any number of data-storing hard drives. However, not all of the parity data is put on the same drive. Instead, with each new block of data written to the RAID configuration, the different drives alternately act as either data-storing or parity drives.

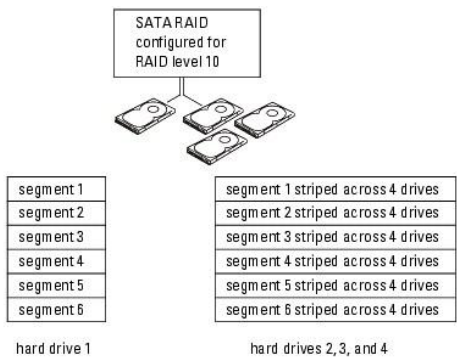


Because data is striped across the RAID configuration, as it is in a RAID 0 configuration, it can be quickly accessed. Also, because of the parity data, if only a single drive fails, that drive can be rebuilt using the parity data on the other drives. The amount of storage space available to three 120-GB RAID level 5 drives is 240-GB on which to store data, since the equivalent of one drive is set aside for parity data. A minimum of three drives is required to create a RAID level 5 configuration.

RAID Level 10

 **NOTE:** RAID levels 5 and 10 are only available via an optional PCI Express RAID controller card.

RAID level 10 uses a combination of striping and mirroring methods. It requires four drives. The drives are broken up into mirroring pairs and then the data that is written to the RAID configuration is striped across all four drives. Data can be accessed quickly, due to the striping of data, however each piece of data is duplicated on another drive, for redundancy purposes.



If a drive failure occurs, subsequent read and write operations are directed to the other surviving drives. A replacement drive can then be rebuilt using the data from the surviving drives. Also, because data is duplicated on the primary and additional drives, four 120-GB RAID level 1 drives collectively have a maximum of 240-GB on which to store data.

Configuring Your Computer for RAID

At some point you may want to configure your computer for RAID if you did not select a RAID configuration when you purchased your computer. You must have at least two hard drives installed in your computer to set up a RAID configuration. For instructions on how to install a hard drive, see [Installing a Hard Drive \(Hard Drive Bays 1-4\)](#).

RAID Configuration Utility

Entering the RAID Configuration Utility

1. Boot the system.
2. Press <Ctrl><C> during POST when prompted.
If you wait too long and the operating system logo appears, continue to wait until the operating system completes bootup. Then restart your system and try again.

The Configuration Utility menu screen displays.


Navigating Within the Configuration Utility

Configuration screens are organized in a hierarchical fashion. Navigational hints are displayed at the bottom of each screen. Online help is also available in this utility.

RAID Configuration and Management

In order to access any of the integrated RAID (IR) configuration and management screens, select **RAID Properties** on the **Adapter Properties** screen. From here you can create a new RAID volume and view or manage existing RAID volumes.

- 1 If no RAID volumes are currently configured, you are prompted to create a RAID virtual disk (a RAID volume).
- 1 If at least one RAID volume is currently configured, any existing RAID volumes are displayed for management purposes.


 **NOTE:** Dell recommends backing up your data prior to adding or updating configurations.

Exit Screen

It is important to exit the RAID Configuration Utility properly, because some changes take effect only when you exit. From the **Adapter List**, press <Esc> to exit. In addition, a similar exit screen appears when you exit most other screens, and it can be used to save settings.

Performing Configuration Tasks

 **NOTICE:** You will lose any data on your hard drives when you create a RAID configuration using the following procedures. Back up data that you want to keep before continuing.

 **NOTE:** Your RAID array cannot exceed 2 Terabytes in size. Any space beyond the 2-Terabyte limitation will not be usable.

The two options for creating a new RAID volume are **Create IM Volume** and **Create IS Volume**. IM stands for *integrated mirroring*. IS stands for *integrated striping*. Additional information is available on the configuration screen.

Creating a RAID Level 0 Configuration

 **NOTE:** RAID 0 does not provide any data protection in the event of hard drive failure. It is primarily used to increase performance.

 **NOTE:** Once the number of hard drives in a RAID volume (virtual disk) is set, it cannot be changed.

Follow these steps to create a RAID 0 volume on a SAS 5/IR controller that does not currently have a RAID volume configured.

1. Select a controller from the **Adapter List** in the Configuration Utility.
2. Select the **RAID Properties** option.
3. Select **Create IS Volume** when you are prompted to create either an IS (striped) RAID volume or an IM (mirrored) RAID volume.
The next screen shows a list of hard drives that can be added to a RAID volume.
4. Move the cursor to the **RAID Disk** column. To add a hard drive to the RAID volume, change "No" to "Yes" by pressing the <+>, <->, or space bar. As hard drives are added, the **Virtual Disk Size** field changes to reflect the new size of the RAID volume.

All data will be lost upon creation of the RAID volume. Dell recommends backing up your data before performing these steps.

When creating an IS (striped) RAID volume:

- 1 All drives must be either Dell compliant SAS or SATA hard drives.
- 1 SAS and SATA hard drives cannot be used in the same RAID volume.

- 1 Drives must have 512 byte blocks and must not have removable media.
- 1 There can be at minimum of 2 and a maximum of 4 hard drives in a RAID volume.
- 1 Press <C> and then select **Save changes** when the RAID volume has been fully configured.
- 1 Exit this menu to save the changes. The Configuration Utility will pause while the RAID volume is being created.

Creating a RAID Level 1 Configuration

Follow these steps to create a RAID 1 volume on a SAS 5/iR controller that does not currently have a RAID volume configured.

1. Select a controller from the **Adapter List** in the Configuration Utility.
2. Select the **RAID Properties** option.
3. Select **Create IM Volume** when you are prompted to create either an IS (striped) RAID volume or an IM (mirrored) RAID volume. The next screen shows a list of hard drives that can be added to a RAID volume.
4. Move the cursor to the **RAID Disk** column. To add a hard drive to the RAID volume, change "No" to "Yes" by pressing the <+>, <->, or space bar. As hard drives are added, the **Virtual Disk Size** field changes to reflect the new size of the RAID volume.

All data will be lost upon creation of the RAID volume. Dell recommends backing up your data before performing these steps.

When creating an IM (mirrored) RAID volume:

- 1 All drives must be either Dell compliant SAS or SATA hard drives.
- 1 SAS and SATA hard drives cannot be used in the same RAID volume.
- 1 Drives must have 512 byte blocks and must not have removable media.
- 1 There can only be 2 hard drives per RAID volume.
- 1 Press <C> and then select **Save changes** when the RAID volume has been fully configured.
- 1 Exit this menu to save the changes. The Configuration Utility will pause while the RAID volume is being created.



NOTE: RAID 1 provides protection against the failure of a single hard drive. When a hard drive fails, it can be replaced and the data re-mirrored to another hard drive, maintaining data integrity.

Creating a Second RAID Volume

The SAS 5/iR controller supports two active RAID volumes. If one RAID volume is already configured, follow these steps to add a second RAID volume:

1. Select a controller from the **Adapter List** in the Configuration Utility.
2. Select the **RAID Properties** option.
This displays the current RAID volume.
3. Press <C> to create a new RAID volume.
4. Continue to create a second RAID volume, either RAID level 0 or RAID level 1.

Viewing RAID Volume Properties

Follow these steps to view the properties of RAID level 1 and RAID level 0 configurations:

1. Select a controller from the **Adapter List** in the Configuration Utility.
2. Select the **RAID Properties** option.
The properties of the current RAID volume are displayed.
3. Press <Alt><N> to view the next RAID volume if more than one RAID volume is configured.
4. Press <Enter> when the **Manage Virtual Disk** item is selected to manage the current RAID volume.

Synchronizing a RAID Volume (Virtual Disk)


When a RAID volume is synchronized, the firmware synchronizes the data on the secondary hard drive(s) with the data on the primary hard drive of the RAID level 1 volume. Follow these steps to start synchronization for a RAID level 1 volume:

1. Select **Synchronize Virtual Disk**.
2. Press **Y** to start the synchronization or **N** to cancel it.


Activating a RAID Volume

A RAID volume can become inactive if, for example, it is removed from one SAS 5/IR controller or computer and moved to another one. The **Activate Virtual Disk** option allows you to reactivate an inactive RAID volume that has been added to a system. This option is only available when the selected RAID volume is currently inactive.

1. Select **Activate Virtual Disk**.
2. Press **Y** to proceed with the activation or press **N** to abandon it.
After a pause, the RAID volume will become active.


 **NOTE:** Activation of migrated RAID volume is only supported when the migrated RAID volume is in an optimal state and contains all the installed hard drives.

Deleting a RAID Volume

 **NOTICE:** Before deleting a RAID volume, be sure to back up all data on the RAID volume that you want to keep.

Follow these steps to delete a selected RAID volume:

1. Select **Delete Virtual Disk**.
2. Press **Y** to delete the RAID volume or press **N** to cancel the deletion.
After a pause, the RAID volume will be deleted.

 **NOTICE:** If the hard drives of a RAID volume are removed and the RAID volume's configuration is subsequently deleted from the SAS 5/IR controller, the hard drives show up only as simple drives with no RAID association if they are placed back onto the same SAS 5/IR controller. Once the RAID volume is removed from a SAS 5/IR controller using the RAID Configuration Utility (regardless of whether the hard drives are present), the RAID volume cannot be restored.

Replacing and Rebuilding a Degraded RAID Volume

In the event of a hard drive failure in a RAID level 1 volume, you will need to replace the hard drive and resynchronize the RAID volume.

1. Replace the failed drive with a new drive of the same type and capacity (or larger capacity).
2. Check your management application or the RAID Configuration Utility (Ctrl-C) to ensure synchronization started automatically.

 **NOTE:** Proceed to [step 3](#) only if synchronization does not begin automatically.

3. Enter the RAID Configuration Utility (Ctrl-C).
4. From the **Adapter List** screen, select the controller that contains the degraded RAID volume.
5. From the **Adapter Properties** screen, select **RAID Properties**.
6. Press <Alt+N> until the degraded RAID level 1 volume is in view, then select **Manage Virtual Disk**.
The screen shows the RAID volume with a status of "Degraded".
7. Select **Add Secondary Disk** and select a drive from the list of available drives.
The new hard drive automatically begins synching with the drive of the degraded RAID level 1 volume.


[Back to Contents Page](#)


Battery


Dell Precision™ Workstation 690 User's Guide

- [About the Battery](#)
- [Removing the Battery](#)
- [Replacing the Battery](#)

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

 **CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before opening the cover.

 **CAUTION:** A new battery can explode 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.

 **NOTICE:** To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer.

About the Battery

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

The battery may need replacing if you have repeatedly reset the time and date information after turning on the computer or if one of the following messages appear:

Time-of-day not set - please run SETUP program

or

Invalid configuration information -
please run SETUP program

or


Strike the F1 key to continue,
F2 to run the setup utility


To determine whether you need to replace the battery, re-enter the time and date in system setup and exit the program to save the information. Turn off your computer and disconnect it from the electrical outlet for a few hours; then reconnect the computer, turn it on, and enter system setup. If the date and time are not correct in system setup, replace the battery.

You can operate your computer without a battery; however, without a battery, the configuration information is erased if the computer is turned off or unplugged from the electrical outlet. In this case, you must enter system setup and reset the configuration options.


Removing the Battery


1. If you have not already done so, write down your configuration information found in system setup (see [System Setup](#)).
2. Follow the procedures in [Before You Begin](#).

 **CAUTION:** Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.

 **CAUTION:** The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

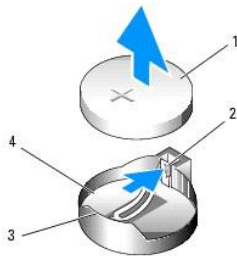
3. Remove the computer cover (see [Removing the Computer Cover](#)).
4. Locate the battery socket.

 **NOTICE:** If you pry the battery out of its socket with a blunt object, be careful not to touch the system board with the object. Ensure that the object is inserted between the battery and the socket before you attempt to pry out the battery. Otherwise, you may damage the system board by prying off the socket or by breaking circuit traces on the system board.

 **NOTICE:** To avoid damage to the battery connector, you must firmly support the connector while removing the battery.

5. Support the battery connector by pressing down firmly on the positive side of the connector.

6. While supporting the battery connector, press the battery tab away from the positive side of the connector and pry the battery up out of the securing tabs at the negative side of the connector.



1	system battery
2	battery socket tab
3	positive side of battery connector
4	battery socket

7. Properly dispose of the old battery. For more information, see your *Product Information Guide*.

Replacing the Battery

1. Follow the procedures in [Before You Begin](#).

CAUTION: Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.

CAUTION: The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

2. Remove the computer cover (see [Removing the Computer Cover](#)).
3. Locate the battery socket.
4. Remove the existing battery. See [Removing the Battery](#).

NOTICE: To avoid damage to the battery connector, you must firmly support the connector while replacing the battery.

5. Support the battery connector by pressing down firmly on the positive side of the connector.
6. Hold the battery with the "+" facing up, and slide it under the securing tabs at the positive side of the connector.
7. Press the battery straight down into the connector until it snaps into place.
8. Replace the computer cover (see [Replacing the Computer Cover](#)).

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


9. Connect your computer and devices to electrical outlets, and turn them on.
10. Enter system setup (see [Entering System Setup](#)) and restore the settings that you recorded when you removed the existing battery.


[Back to Contents Page](#)

Before You Begin

Dell Precision™ Workstation 690 User's Guide

- [Recommended Tools](#)
- [Turning Off Your Computer](#)
- [Before Working Inside Your Computer](#)

 **CAUTION:** Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.

 **CAUTION:** The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

This chapter provides procedures for removing and installing the components in your computer. Unless otherwise noted, each procedure assumes that the following conditions exist:


- 1 You have performed the steps in [Turning Off Your Computer](#) and [Before Working Inside Your Computer](#).
- 1 You have read the safety information in the Dell™ *Product Information Guide*.

Recommended Tools

The procedures in this document may require the following tools:

- 1 Small flat-blade screwdriver
- 1 Phillips screwdriver
- 1 Flash BIOS update program CD

Turning Off Your Computer


 **NOTICE:** To avoid losing data, save and close all open files and exit all open programs before you turn off your computer.


1. Shut down the operating system:
 - a. Save and close all open files, exit all open programs, click the **Start** button, and then click **Turn Off Computer**.
 - b. In the **Turn off computer** window, click **Turn off**.

The computer turns off after the operating system shutdown process is complete.

2. Ensure that the computer and all attached devices are turned off. If your computer and attached devices did not automatically turn off when you shut down your operating system, turn them off now.


Before Working Inside Your Computer


 **CAUTION:** Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.


 **CAUTION:** The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.


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

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.


 **NOTICE:** 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 processor by its edges, not by its pins.

 **NOTICE:** Only a certified service technician should perform repairs on your computer. Damage due to servicing that is not authorized by Dell is not covered by your warranty.


 **NOTICE:** When you disconnect a cable, pull on its connector or on its strain-relief loop, not on the cable itself. Some cables have connectors with locking tabs; if you are disconnecting this type of cable, press in on the locking tabs before you disconnect the cable. As you pull connectors apart, keep them evenly aligned to avoid bending any connector pins. Also, before you connect a cable, ensure that both connectors are correctly oriented and aligned.


 **NOTICE:** To avoid damaging the computer, perform the following steps before you begin working inside the computer.


1. Turn off your computer (see [Turning Off Your Computer](#)).


 **NOTICE:** To disconnect a network cable, first unplug the cable from your computer and then unplug the cable from the network device.

2. Disconnect all telephone or network cables from the computer.
3. Disconnect your computer and all attached devices from their electrical outlets.
4. Press the power button to ground the system board.

 **CAUTION:** Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.

 **CAUTION:** The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

 **CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before opening the cover.

 **NOTICE:** Before touching anything inside your computer, ground yourself by touching an unpainted metal surface, such as the metal at the back of the computer. While you work, periodically touch an unpainted metal surface to dissipate static electricity, which could harm internal components.

[Back to Contents Page](#)

[Back to Contents Page](#)

Cards

Dell Precision™ Workstation 690 User's Guide

- [Expansion Card Support](#)
- [Installing an Expansion Card](#)
- [Removing an Expansion Card](#)
- [Removing a PCI Express Graphics Card from a Dual Configuration](#)
- [Installing PCI Express Graphics Cards in a Dual Configuration](#)
- [Removing the Optional Graphics Riser Card](#)
- [Replacing the Optional Graphics Riser Card](#)

CAUTION: Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

CAUTION: To guard against electrical shock, always unplug your computer from the electrical outlet before opening the cover.

NOTICE: To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer.

Expansion Card Support

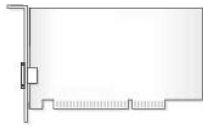
NOTE: To upgrade to or downgrade from a dual-graphics configuration (with the graphics riser card), you will need additional parts that can be ordered from Dell. See [Contacting Dell](#).

In a configuration without dual graphics and the associated graphics riser card: Your Dell™ computer provides the following slots for PCI and PCI Express cards:

- 1 One PCI card slot
- 1 One PCI Express x16 card slot
- 1 Three PCI Express x8 card slots (wired as x4)
- 1 Two PCI-X card slots

In a configuration with dual graphics and the associated graphics riser card: Your Dell™ computer provides the following slots for PCI and PCI Express cards:

- 1 Two PCI Express x16 card slots (reserved for dual-graphics cards)
- 1 One PCI Express x8 card slot (wired as x4)
- 1 Two PCI-X card slots



If you are installing or replacing a PCI, PCI Express, or PCI-X card, see [Installing an Expansion Card](#). If you are removing but not replacing a PCI, PCI Express, or PCI-X card, see [Removing an Expansion Card](#).

Before installing a card, see the documentation that came with the card for information on configuring the card, making internal connections, or otherwise customizing it for your computer. If you are replacing a card, uninstall the existing driver for the card.

Installing an Expansion Card

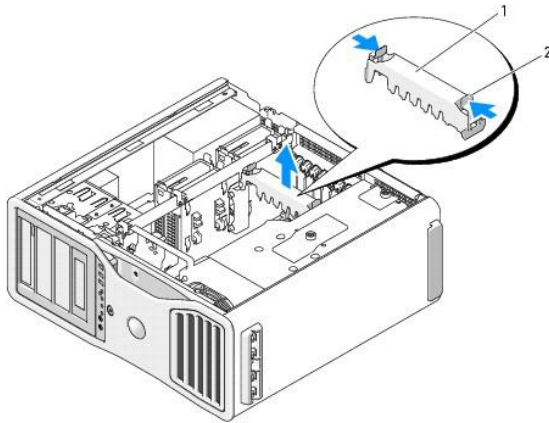
1. Follow the procedures in [Before You Begin](#).

CAUTION: Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.

CAUTION: The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

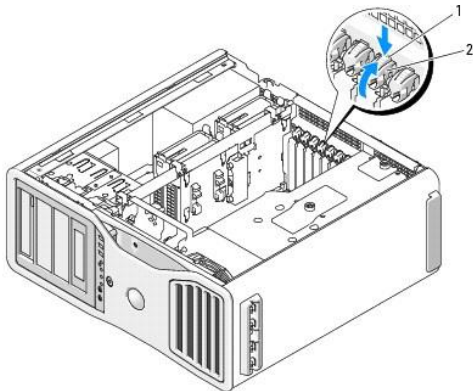
2. Remove the computer cover (see [Removing the Computer Cover](#)).

3. Press the tabs on either end of the card retention device and lift to remove it from the computer.




1	card retention device
2	tab

4. Press down the tab on the top of the card retainer at the appropriate card slot and pivot the card retainer back through the chassis wall.



1	release tab
2	card retainer


5. If you are installing a new card, remove the filler bracket to create a card-slot opening. Then continue with [step 7](#).

 **NOTICE:** Ensure that you release the securing tab to unseat the card. If the card is not removed correctly, the system board may be damaged.

6. If you are replacing a card that is already installed in the computer, remove the card:
- If necessary, disconnect any cables connected to the card.
 - If the card is full-length, press the release tab on the end of the alignment guides on the fan bracket.
 - If the connector has a release tab, press the release tab as you grasp the card by its top corners, and ease it out of its connector.

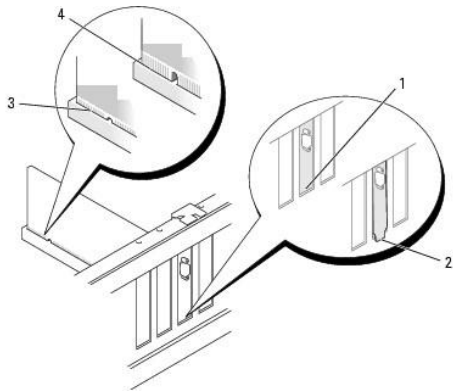
7. Prepare the card for installation.

See the documentation that came with the card for information on configuring the card, making internal connections, or otherwise customizing it for your computer.

 **CAUTION:** Some network adapters automatically start the computer when they are connected to a network. To guard against electrical shock, be sure to unplug your computer from its electrical outlet before installing any cards.

8. If the card is full-length, align it between the plastic card guides on the card fan.
9. Position the card so that it is aligned with the slot and the securing tab (if present) is aligned with the securing slot.

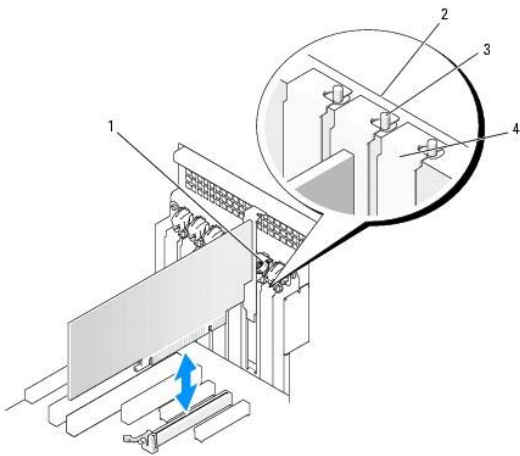
10. Place the card in the connector and press down firmly. Ensure that the card is fully seated in the slot. If there is a release tab on the card slot, pull the release tab.



1	bracket within slot
2	bracket caught outside of slot
3	card fully seated
4	card not fully seated


11. Before you rotate the card retainer back into place, ensure that:
- 1 The tops of all cards and filler brackets are flush with the alignment bar.
 - 1 The notch in the top of each card or filler bracket fits around the alignment guide.

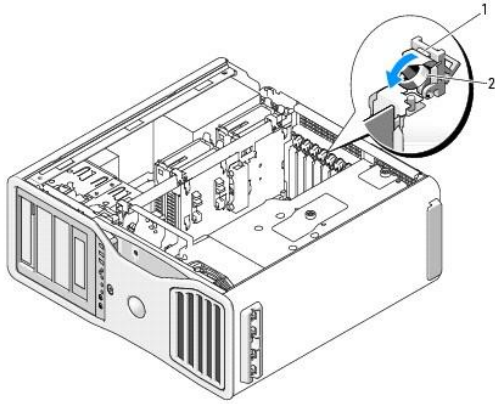
 **NOTE:** For extra security, remove the alignment guide (an upside-down screw) and screw it in right side up to secure a card.



1	card retainer
2	alignment bar
3	alignment guide
4	filler bracket

12. Rotate the card retainer until it snaps into place.

 **NOTICE:** Do not route card cables behind the cards. Cables routed behind the cards could cause damage to the equipment.

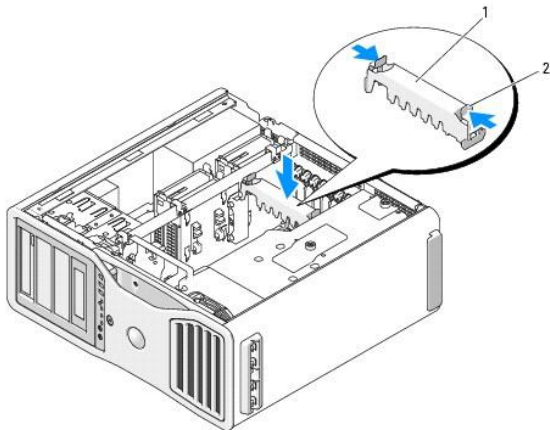


1	release tab
2	card retainer

13. Connect any cables that should be attached to the card.


See the documentation for the card for information about the card's cable connections.

14. Press the card retention device back into its original position; push it down until it clicks into place.



1	card retention device
2	tab

15. Ensure that all connectors are properly cabled and firmly seated.

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

16. Replace the computer cover (see [Replacing the Computer Cover](#)), reconnect the computer and devices to electrical outlets, and then turn them on.

17. If you installed a sound card:

- a. Enter system setup, select **Integrated Audio**, and then change the setting to **Off**.
- b. Connect external audio devices to the sound card's connectors. Do not connect external audio devices to the microphone, speaker/headphone, or line-in connectors on the back panel.

18. If you installed a network adapter card and want to disable the integrated network adapter:

- a. Enter system setup, select **Integrated NIC**, and then change the setting to **Off**.
- b. Connect the network cable to the network adapter cards connectors. Do not connect the network cable to the network connector on the back panel.

19. Install any drivers required for the card as described in the card documentation.

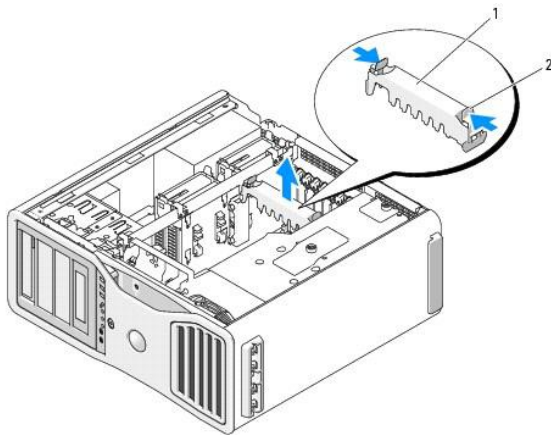
Removing an Expansion Card

1. Follow the procedures in [Before You Begin](#).

CAUTION: Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.

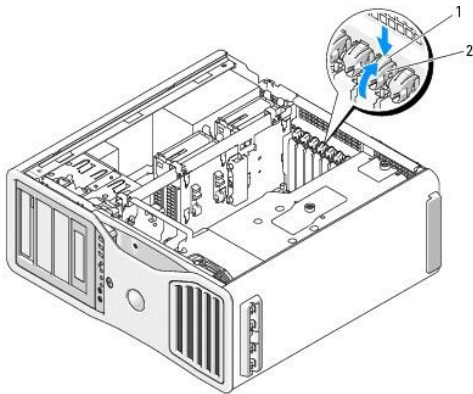
CAUTION: The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

2. Remove the computer cover (see [Removing the Computer Cover](#)).



1	card retention device
2	tab

3. Press the tabs on either end of the card retention device and lift to remove it from the computer.
4. Press down the tab on the top of the card retainer at the appropriate card slot and pivot the card retainer back through the chassis wall.




1	release tab
2	card retainer


NOTICE: Ensure that you release the securing tab to unseat the card. If the card is not removed correctly, the system board may be damaged.

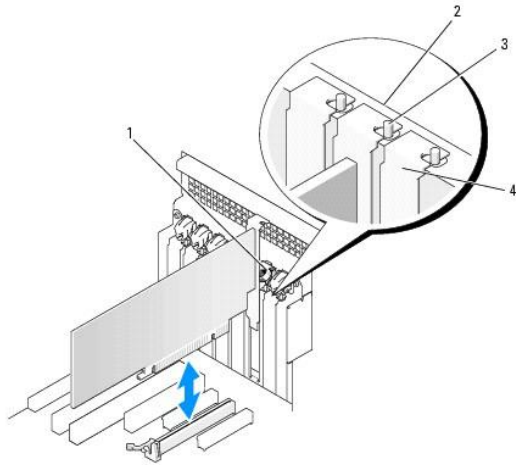
5. Remove the card:
 - a. If necessary, disconnect any cables connected to the card.
 - b. If the card is full-length, press the release tab on the end of the alignment guides on the fan bracket.

- c. If the connector has a release tab, press the release tab as you grasp the card by its top corners, and ease it out of its connector.
6. If you are removing the card permanently, install a filler bracket in the empty card-slot opening.

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

7. Before you rotate the card retainer back into place, ensure that:
 - i. The tops of all cards and filler brackets are flush with the alignment bar.
 - i. The notch in the top of each card or filler bracket fits around the alignment guide.

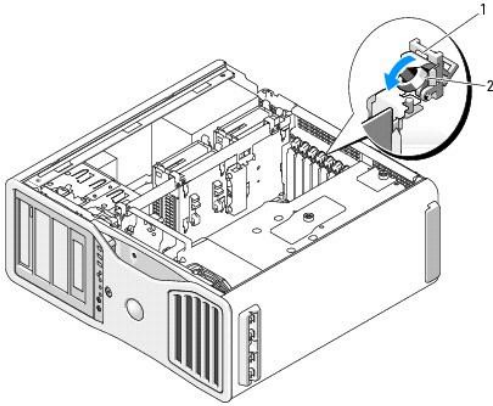
 **NOTE:** For extra security, remove the alignment guide (an upside-down screw) and screw it in right side up to secure a card.



1	card retainer
2	alignment bar
3	alignment guide
4	filler bracket

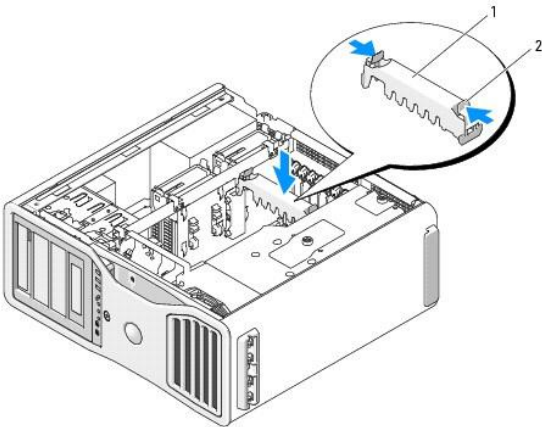
 **NOTICE:** Do not route card cables behind the cards. Cables routed behind the cards could cause damage to the equipment.

8. Connect any cables that should be attached to the card.
See the documentation for the card for information about the card's cable connections.
9. Rotate the card retainer back into its original position; push its tip so that its tab clicks into place.



1	release tab
2	card retainer

10. Reconnect the data cable to each installed hard drive.
11. Reconnect the hard drive power cable to each installed hard drive.
12. Ensure that all connectors are properly cabled and firmly seated.
13. Press the card retention device back into its original position; push it down until it clicks into place.



1	card retention device
2	tab

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

14. Replace the computer cover (see [Replacing the Computer Cover](#)), reconnect the computer and devices to electrical outlets, and then turn them on.
 15. Uninstall the driver for the removed card. See the documentation that came with the card.
 16. If you removed a sound card:
 - a. Enter system setup, select **Integrated Audio**, and then change the setting to **On**.
 - b. Connect external audio devices to the audio connectors on the back panel of the computer.
 17. If you removed a network adapter card:
 - a. Enter system setup, select **Integrated NIC**, and then change the setting to **On**.
 - b. Connect the network cable to the network connector on the back panel of the computer.
-

Removing a PCI Express Graphics Card from a Dual Configuration

This section regards dual configurations of PCI Express graphics cards only. For removal of any other types of PCI or PCI Express cards, see [Removing an Expansion Card](#).

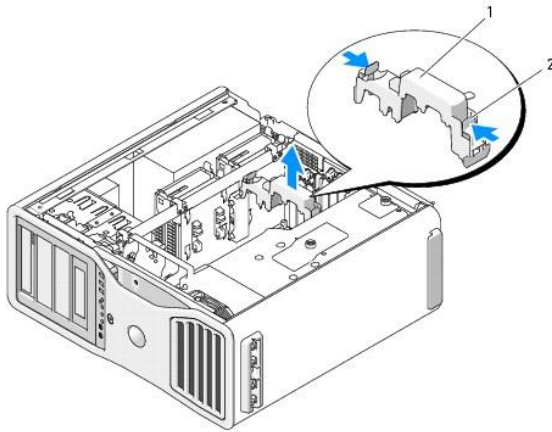
NOTE: To upgrade to or downgrade from a dual-graphics configuration, you will need additional parts that can be ordered from Dell. See [Contacting Dell](#).

1. Follow the procedures in [Before You Begin](#).

CAUTION: Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.

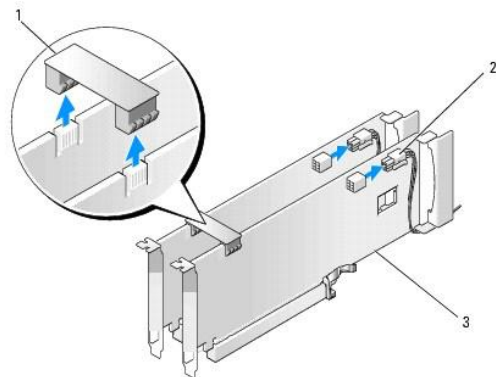
CAUTION: The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

2. Remove the computer cover (see [Removing the Computer Cover](#)).



1	card retention device
2	tab

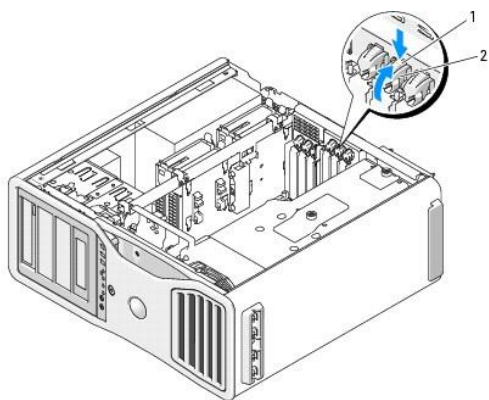
3. Press the tabs on either end of the card retention device and lift to remove it from the computer.
4. Gently securing both graphics cards with one hand, remove the graphics card bridge (if present) with your other hand by pulling it up and away from the computer. Set it aside.



1	graphics card bridge (not present on some dual-graphics configurations)
2	power connectors (2)
3	dual-PCI Express graphics cards

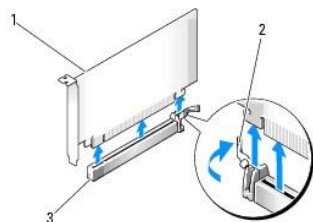
5. Disconnect any cables connected to the card.

6. Press down the tab on the top of the card retainer at the appropriate card slot and pivot the card retainer back through the chassis wall.



1	release tab
2	card retainer


7. Remove the card:
- If necessary, disconnect any cables connected to the card.
 - If the card is full-length, press the release tab on the end of the alignment guides on the fan bracket.
 - If the connector has a release tab, press the release tab as you grasp the card by its top corners, and ease it out of its connector.



1	PCI Express x16 card
2	securing tab
3	PCI Express x16 card slot

8. If you are replacing the card, see [Installing PCI Express Graphics Cards in a Dual Configuration](#).


If you are not replacing the card, install a filler bracket in the empty card-slot opening.

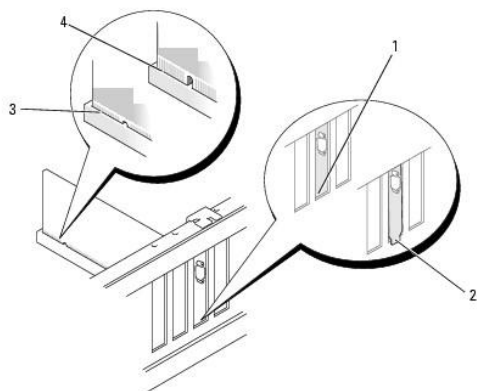
 **NOTE:** Installing filler brackets over empty card-slot openings is necessary to maintain FCC certification of the computer. The brackets also keep dust and dirt out of your computer.

 **NOTE:** The graphics card bridge (not present on all dual-graphics configurations) is unnecessary in a single card configuration.


9. Before you rotate the card retainer back into place, ensure that:

- The tops of all cards and filler brackets are flush with the alignment bar.
- The notch in the top of each card or filler bracket fits around the alignment guide.

 **NOTE:** For extra security, remove the alignment guide (an upside-down screw) and screw it in right side up to secure a card.



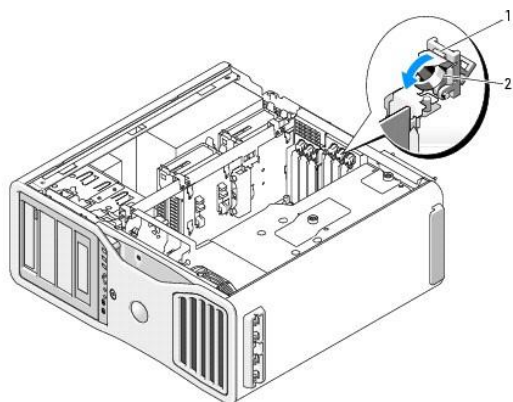
1	bracket inside of slot
2	bracket caught outside of slot
3	fully seated card
4	not fully seated card

 **NOTICE:** Do not route card cables behind the cards. Cables routed behind the cards could cause damage to the equipment.

10. Connect any cables that should be attached to the card.

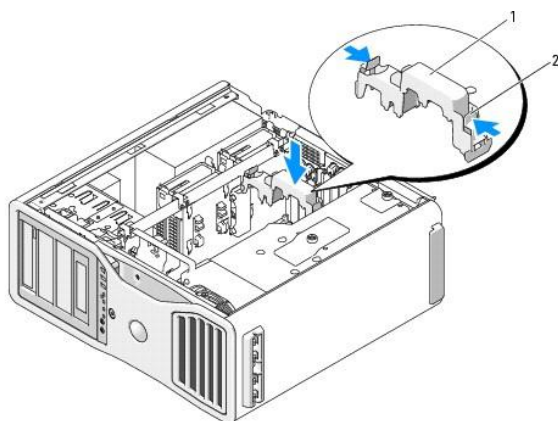
See the documentation for the card for information about the card's cable connections.

11. Rotate the card retainer back into its original position; push its tip so that its tab clicks into place.



1	release tab
2	card retainer

12. Press the card retention device back into its original position; push it down until it clicks into place.



1	card retention device
2	tab

➡ **NOTICE:** To connect a network cable, first plug the cable into the network port or device and then plug the cable into the computer.

13. Replace the computer cover (see [Replacing the Computer Cover](#)), reconnect the computer and devices to electrical outlets, and then turn them on.

Installing PCI Express Graphics Cards in a Dual Configuration

🔧 **NOTE:** To upgrade to or downgrade from a dual-graphics configuration, you will need additional parts that can be ordered from Dell. See [Contacting Dell](#).

This section regards dual configurations of PCI Express graphics cards only. For installation of any other type of PCI or PCI Express cards, see [Installing an Expansion Card](#).

One PCI card slot and two PCI Express x8 (wired as x4) card slots are not available for use if a graphics riser card is installed for the dual-graphics configuration. Instead, an additional PCI Express x16 slot is available for the second card in the dual-graphics configuration. If you are upgrading from or downgrading to a single graphics to a dual-graphics configuration, you will need additional parts. Contact Dell to obtain optional upgrade or downgrade parts (see [Contacting Dell](#)).

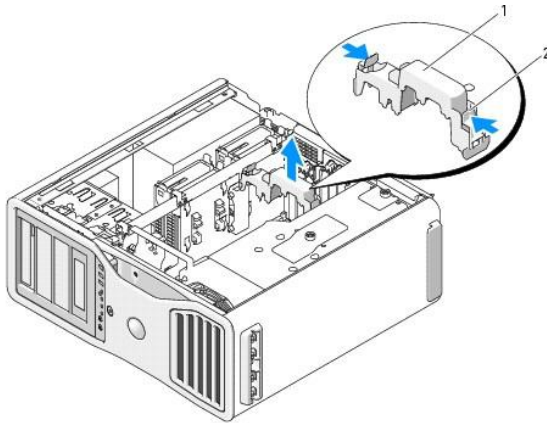
See [System Board Components](#) to locate the PCI Express x1 card slot. To remove a PCI Express card, see [Removing an Expansion Card](#).

1. Follow the procedures in [Before You Begin](#).

⚠ **CAUTION:** Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.

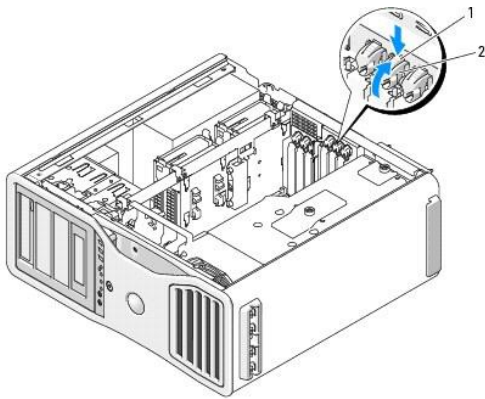
⚠ **CAUTION:** The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

2. Remove the computer cover (see [Removing the Computer Cover](#)).



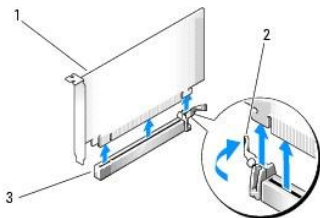
1	card retention device
2	tab

3. Press the tabs on either end of the card retention device and lift to remove it from the computer.
4. Press down the tab on the top of the card retainer at the appropriate card slot and pivot the card retainer back through the chassis wall.



1	release tab
2	card retainer

5. If you are replacing a card, see [Removing a PCI Express Graphics Card from a Dual Configuration](#).
6. Prepare the card for installation.
See the documentation that came with the card for information on configuring the card, making internal connections, or otherwise customizing it for your computer.
7. If the card is full-length, align it between the plastic card guides on the card fan.
8. Position the card so that it is aligned with the slot and the securing tab (if present) is aligned with the securing slot.



1	PCI Express x16 card
---	----------------------

2	securing tab
3	PCI Express x16 card slot

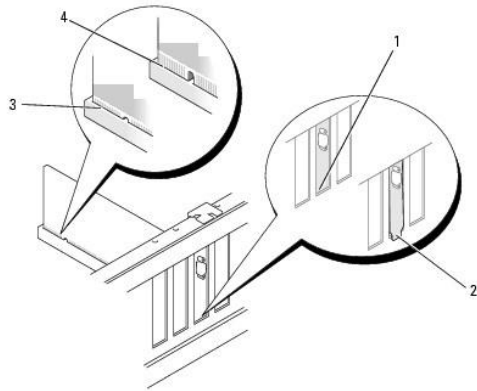
➡ **NOTICE:** Ensure that you release the securing tab to seat the card. If the card is not installed correctly, you may damage the system board.

9. Gently pull the securing tab (if present) and place the card in the connector. Press down firmly and ensure that the card is fully seated in the slot.

10. Before you rotate the card retainer back into place, ensure that:

- 1 The tops of all cards and filler brackets are flush with the alignment bar.
- 1 The notch in the top of each card or filler bracket fits around the alignment guide.

🔧 **NOTE:** For extra security, remove the alignment guide (an upside-down screw) and screw it in right side up to secure a card.



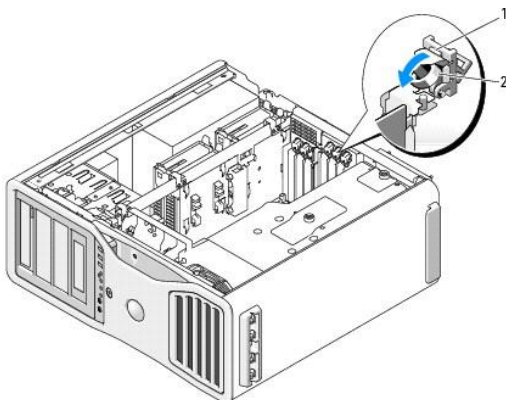
1	bracket inside of slot
2	bracket caught outside of slot
3	fully seated card
4	not fully seated card

➡ **NOTICE:** Do not route card cables behind the cards. Cables routed behind the cards could cause damage to the equipment.

11. Connect any cables that should be attached to the card.

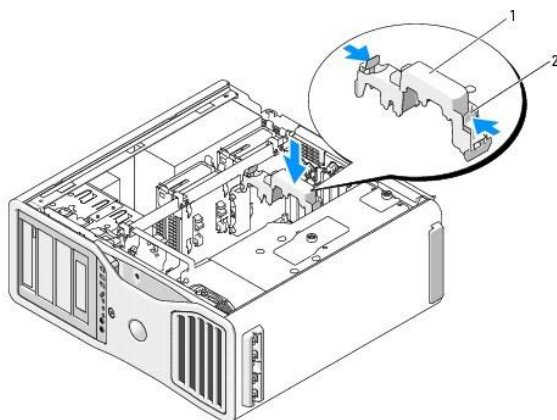
See the documentation for the card for information about the card's cable connections.

12. Rotate the card retainer back into its original position; push its tip so that its tab clicks into place.



1	release tab
2	card retainer

13. Press the card retention device back into its original position; push it down until it clicks into place.



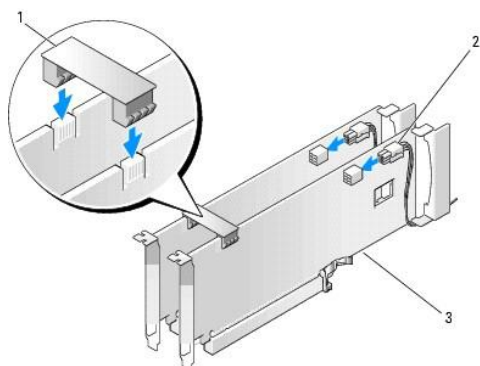
1	card retention device
2	tab

➡ **NOTICE:** An incorrectly attached graphics power cable may result in degraded graphics performance.

14. Connect the power cable to the power connector on the card.

For information about the card cable connections, see the documentation that came with the card.

15. Attach the graphics card bridge (if required for your dual-graphics configuration), pressing firmly so that it completely covers the connector tabs.



1	graphics card bridge (not present on some dual-graphics configurations)
2	power connectors (2)
3	dual-PCI Express graphics cards

➡ **NOTICE:** To connect a network cable, first plug the cable into the network port or device and then plug the cable into the computer.

16. Replace the computer cover (see [Replacing the Computer Cover](#)), reconnect the computer and devices to electrical outlets, and then turn them on.

Removing the Optional Graphics Riser Card

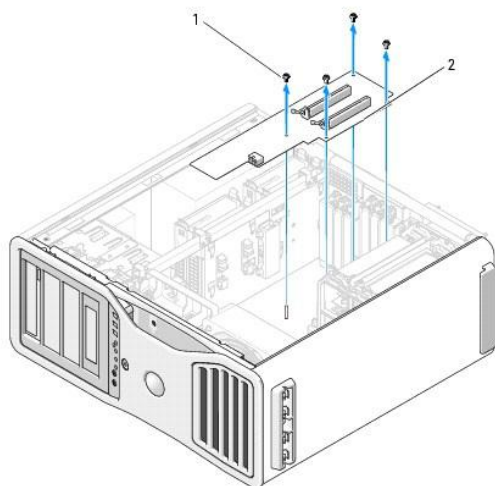
🔧 **NOTE:** To upgrade to or downgrade from a dual-graphics configuration (with the graphics riser card), you will need additional parts that can be ordered from Dell. See [Contacting Dell](#).

1. Follow the procedures in [Before You Begin](#).

⚠ **CAUTION:** Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.

⚠ CAUTION: The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

2. Remove the computer cover (see [Removing the Computer Cover](#)).
3. If a graphics riser card is installed, remove it:
 - a. Remove its four screws.
 - b. Disconnect its power cable.
 - c. Move it slightly up and to the right at an angle to free it from the card fan and the memory-riser support structure.
 - d. Set the riser aside.



1	screws
2	graphics riser card

Replacing the Optional Graphics Riser Card

NOTE: To upgrade to or downgrade from a dual-graphics configuration (with the graphics riser card), you will need additional parts that can be ordered from Dell. See [Contacting Dell](#).

Follow the steps for graphics riser card removal in reverse order.

[Back to Contents Page](#)

[Back to Contents Page](#)

Copying CDs and DVDs

Dell Precision™ Workstation 690 User's Guide

 **NOTE:** Ensure that you observe all copyright laws when creating CDs or DVDs.

This section applies only to computers that have a CD-RW, DVD+/-RW, or CD-RW/DVD (combo) drive.

 **NOTE:** The types of CD or DVD drives offered by Dell may vary by country.

The following instructions explain how to make an exact copy of a CD or DVD. You can also use Sonic DigitalMedia for other purposes, such as creating music CDs from audio files stored on your computer or backing up important data. For help, open Sonic DigitalMedia and then click the question mark icon in the upper-right corner of the window.

How to Copy a CD or DVD

 **NOTE:** CD-RW/DVD combo drives cannot write to DVD media. If you have a CD-RW/DVD combo drive and you experience recording problems, check for available software patches on the Sonic support website at www.sonic.com.

The DVD-writable drives installed in Dell™ computers can write to and read DVD+/-R, DVD+/-RW and DVD+R DL (dual layer) media, but cannot write to and may not read DVD-RAM or DVD-R DL media.

 **NOTE:** Most commercial DVDs have copyright protection and cannot be copied using Sonic DigitalMedia.

1. Click the **Start** button, point to **All Programs**→ **Sonic**→ **DigitalMedia Projects**, and then click **Copy**.
2. Under the **Copy** tab, click **Disc Copy**.
3. To copy the CD or DVD:
 - 1 *If you have one CD or DVD drive*, ensure that the settings are correct and click the **Disc Copy** button. The computer reads your source CD or DVD and copies the data to a temporary folder on your computer hard drive.

When prompted, insert a blank CD or DVD into the drive and click **OK**.
 - 1 *If you have two CD or DVD drives*, select the drive into which you have inserted your source CD or DVD and click the **Disc Copy** button. The computer copies the data from the source CD or DVD to the blank CD or DVD.

Once you have finished copying the source CD or DVD, the CD or DVD that you have created automatically ejects.

Using Blank CDs and DVDs

CD-RW drives can write to CD recording media only (including high-speed CD-RW) while DVD-writable drives can write to both CD and DVD recording media.

Use blank CD-Rs to record music or permanently store data files. After creating a CD-R, you cannot write to that CD-R again (see the Sonic documentation for more information). Use blank CD-RWs to write to CDs or to erase, rewrite, or update data on CDs.

Blank DVD+/-Rs can be used to permanently store large amounts of information. After you create a DVD+/-R disc, you may not be able to write to that disc again if the disc is "finalized" or "closed" during the final stage of the disc creation process. Use blank DVD+/-RWs if you plan to erase, rewrite, or update information on that disc later.

CD-Writable Drives

Media Type	Read	Write	Rewritable
CD-R	Yes	Yes	No
CD-RW	Yes	Yes	Yes

DVD-Writable Drives

Media Type	Read	Write	Rewritable
CD-R	Yes	Yes	No
CD-RW	Yes	Yes	Yes
DVD+R	Yes	Yes	No
DVD-R	Yes	Yes	No

DVD+RW	Yes	Yes	Yes
DVD-RW	Yes	Yes	Yes
DVD+R DL	Yes	Yes	No
DVD-R DL	Maybe	No	No
DVD-RAM	Maybe	No	No

Helpful Tips

- 1 Use Microsoft® Windows® Explorer to drag and drop files to a CD-R or CD-RW only after you start Sonic DigitalMedia and open a DigitalMedia project.
- 1 Use CD-Rs to burn music CDs that you want to play in regular stereos. CD-RWs do not play in most home or car stereos.
- 1 You cannot create audio DVDs with Sonic DigitalMedia.
- 1 Music MP3 files can be played only on MP3 players or on computers that have MP3 software installed.
- 1 Commercially available DVD players used in home theater systems may not support all available DVD formats. For a list of formats supported by your DVD player, see the documentation provided with your DVD player or contact the manufacturer.
- 1 Do not burn a blank CD-R or CD-RW to its maximum capacity; for example, do not copy a 650-MB file to a blank 650-MB CD. The CD-RW drive needs 1–2 MB of the blank space to finalize the recording.
- 1 Use a blank CD-RW to practice CD recording until you are familiar with CD recording techniques. If you make a mistake, you can erase the data on the CD-RW and try again. You can also use blank CD-RWs to test music file projects before you record the project permanently to a blank CD-R.
- 1 See the Sonic website at **www.sonic.com** for additional information.


[Back to Contents Page](#)

[Back to Contents Page](#)


Cleaning Your Computer

Dell Precision™ Workstation 690 User's Guide


- [Computer, Keyboard, and Monitor](#)
- [Mouse](#)
- [Floppy Drive](#)
- [CDs and DVDs](#)

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

Computer, Keyboard, and Monitor

 **CAUTION:** Before you clean your computer, disconnect the computer from the electrical outlet. Clean your computer with a soft cloth dampened with water. Do not use liquid or aerosol cleaners, which may contain flammable substances.


1. Use a can of compressed air to remove dust from between the keys on the keyboard.

 **NOTICE:** To prevent damage to the antiglare coating, do not wipe the display with soap or alcohol.

1. To clean your monitor screen, lightly dampen a soft, clean cloth with water. You can also use a special screen-cleaning tissue or solution suitable for the monitor's antistatic coating.
1. Wipe the keyboard, computer, and monitor plastics with a soft cleaning cloth moistened with a solution of three parts water and one part dishwashing detergent.

Do not soak the cloth or let water drip inside your computer or keyboard.

Mouse

 **NOTICE:** Disconnect the mouse from the computer before cleaning the mouse.

If your screen cursor skips or moves abnormally, clean the mouse.


Cleaning a Non-Optical Mouse

1. Clean the outside casing of the mouse with a cloth moistened with a mild cleaning solution.
2. Turn the retainer ring on the underside of your mouse counterclockwise, and then remove the ball.
3. Wipe the ball with a clean, lint-free cloth.
4. Blow carefully into the ball cage or use a can of compressed air to dislodge dust and lint.
5. If the rollers inside the ball cage are dirty, clean the rollers with a cotton swab moistened lightly with isopropyl alcohol.
6. Recenter the rollers in their channels if they are misaligned. Ensure that fluff from the swab is not left on the rollers.
7. Replace the ball and retainer ring, and turn the retainer ring clockwise until it clicks into place.

Cleaning an Optical Mouse

Clean the outside casing of the mouse with a cloth moistened with a mild cleaning solution.

Floppy Drive

 **NOTICE:** Do not attempt to clean drive heads with a swab. You might accidentally misalign the heads which prevents the drive from operating.

Clean your floppy drive using a commercially available cleaning kit. These kits contain pretreated floppy disks to remove contaminants that accumulate during normal operation.

CDs and DVDs

➡ **NOTICE:** Always use compressed air to clean the lens in the CD/DVD drive, and follow the instructions that come with the compressed-air product. Never touch the lens in the drive.

If you notice problems, such as skipping, with the playback quality of your CDs or DVDs, try cleaning the discs.

1. Hold the disc by its outer edge. You can also touch the inside edge of the center hole.

➡ **NOTICE:** To avoid damaging the surface, do not wipe in a circular motion around the disc.

2. With a soft, lint-free cloth, gently wipe the bottom of the disc (the unlabeled side) in a straight line from the center to the outer edge of the disc.

For stubborn dirt, try using water or a diluted solution of water and mild soap. You can also purchase commercial products that clean discs and provide some protection from dust, fingerprints, and scratches. Cleaning products for CDs are also safe to use on DVDs.

[Back to Contents Page](#)

Processor

Dell Precision™ Workstation 690 User's Guide

- [Removing the Processor](#)
- [Installing the Processor](#)

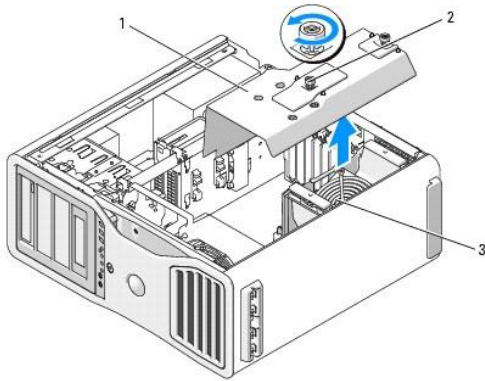
- CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.
- CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before opening the cover.
- NOTICE:** To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer.

Removing the Processor

1. Follow the procedures in [Before You Begin](#).

- CAUTION:** Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.
- CAUTION:** The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

2. Remove the computer cover (see [Removing the Computer Cover](#)).
3. Loosen the captive thumbscrews that secure the memory shroud and lift it away from the computer.
4. Lift the memory fan away from the computer to access the heatsink screws.

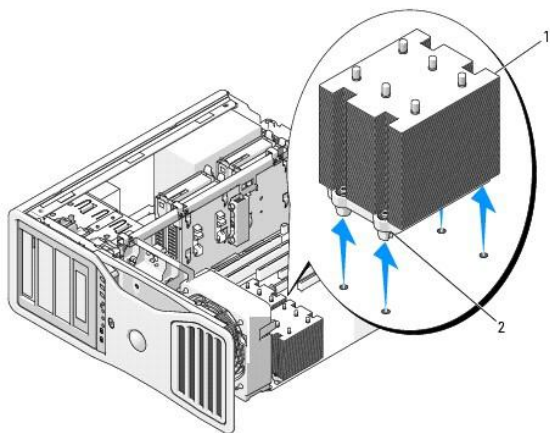


1	memory shroud
2	thumbscrews (2)
3	memory fan (only present on computers without memory riser cards)

- NOTE:** To loosen the two captive screws on each side of the heat-sink assembly, you need a long Phillips screwdriver.

5. Loosen the two captive screws on each side of the heat-sink assembly.

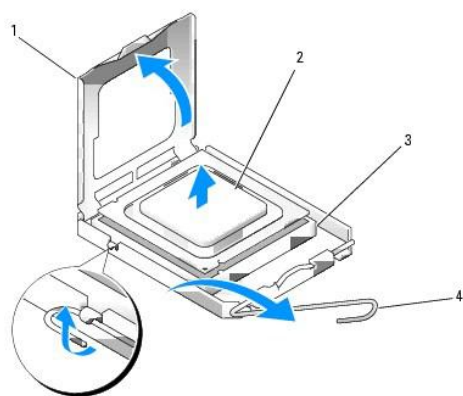
- CAUTION:** Despite having a plastic shield, the heat-sink assembly may be very hot during normal operation. Ensure that it has had sufficient time to cool before you touch it.
6. Rotate the heat-sink assembly upward, and remove it from the computer.



1	heat-sink assembly
2	captive screw housing (4)

➡ **NOTICE:** If you are installing a processor upgrade kit from Dell, discard the original heat-sink assembly. If you are not installing a processor upgrade kit from Dell, reuse the original heat-sink assembly when you install your new processor.

- Open the processor cover by sliding the release lever from under the center cover latch on the socket. Then, pull the lever back to release the processor.



1	processor cover
2	processor
3	socket
4	release lever

➡ **NOTICE:** When replacing the processor, do not touch any of the pins inside the socket or allow any objects to fall on the pins in the socket.



- Gently remove the processor from the socket.
- If you are installing a new processor, leave the release lever extended in the release position so that the socket is ready for the new processor. See [Installing the Processor](#).
Otherwise, continue with [step 10](#).

➡ **NOTICE:** The memory shroud holds the (optional) memory risers in place; its thumbscrews must be sufficiently tight in order to secure the risers and to avoid damage.


- Replace the memory shroud and the memory fan. Tighten the thumbscrews until the memory shroud is well secured and will not shift when the computer is moved.
- Ensure that all connectors are properly cabled and firmly seated.


12. Replace the computer cover (see [Replacing the Computer Cover](#)).

Installing the Processor

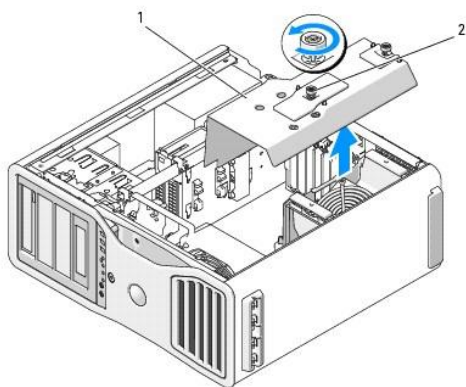
-  **NOTICE:** Ground yourself by touching an unpainted metal surface on the back of the computer.
-  **NOTICE:** When replacing the processor, do not touch any of the pins inside the socket or allow any objects to fall on the pins in the socket.

1. Follow the procedures in [Before You Begin](#).

 **CAUTION:** Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.


 **CAUTION:** The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

2. Remove the computer cover (see [Removing the Computer Cover](#)).
3. Loosen the captive thumbscrews that secure the memory shroud and lift it away from the computer.

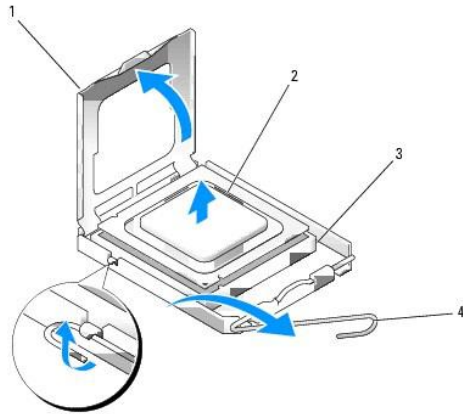


1	memory shroud
2	thumbscrews (2)
3	memory fan (only present on systems without memory riser cards)

4. If you are replacing a processor, remove the processor (see [Removing the Processor](#)).
5. Unpack the new processor, being careful not to touch the underside of the processor.

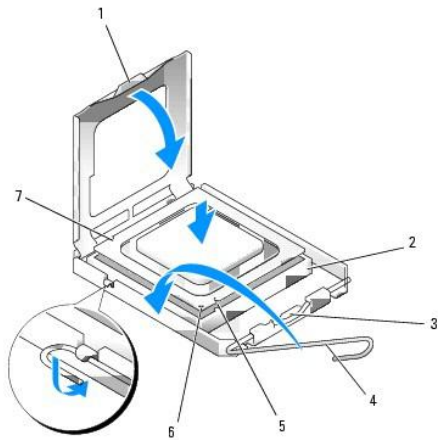
 **NOTICE:** You must position the processor correctly in the socket to avoid permanent damage to the processor and the computer when you turn on the computer.

6. Open the processor cover by sliding the release lever from under the center cover latch on the socket. Ensure that the release lever is fully extended.



1	processor cover
2	processor
3	socket
4	release lever

7. Orient the front and rear alignment notches on the processor with the front and rear alignment notches on the socket.
8. Align the pin-1 corners of the processor and socket.



1	tab	5	front alignment notch
2	processor socket	6	socket and processor pin-1 indicator
3	center cover latch	7	rear alignment notch
4	socket release lever		

NOTICE: To avoid damage, ensure that the processor aligns properly with the socket, and do not use excessive force when you install the processor.

9. Set the processor lightly in the socket and ensure that the processor is positioned correctly.
10. When the processor is fully seated in the socket, close the processor cover.
Ensure that the tab on the processor cover is positioned underneath the center cover latch on the socket.
11. Pivot the socket release lever back toward the socket and snap it into place to secure the processor.
12. Clean the thermal grease from the bottom of the heat sink.
13. Apply the new thermal grease to the top of the processor.

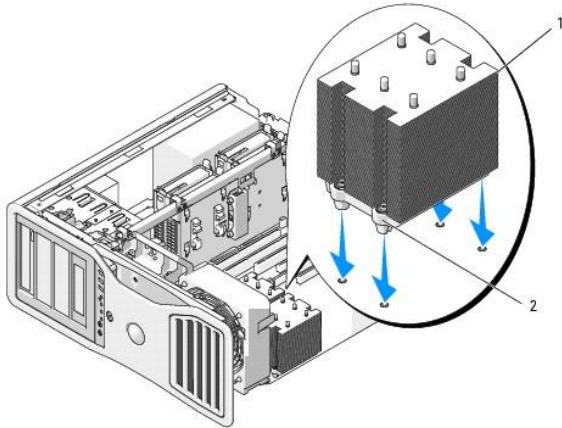
➡ **NOTICE:** If you are *not* installing a processor upgrade kit from Dell, reuse the original heat-sink assembly when you replace the processor.

If you installed a processor replacement kit from Dell, return the original heat-sink assembly and processor to Dell in the same package in which your replacement kit was sent.

14. Install the heat-sink assembly:

- a. Place the heat-sink assembly back onto the heat-sink assembly bracket.
- b. Rotate the heat-sink assembly down towards the computer base and tighten the four captive screws.

➡ **NOTICE:** Ensure that the heat-sink assembly is correctly seated and secure.



1	heat-sink assembly
2	captive screw housing (4)

➡ **NOTICE:** The memory shroud holds the (optional) memory risers in place; its thumbscrews must be sufficiently tight in order to secure the risers and to avoid damage.

15. Replace the memory shroud and memory fan. Tighten the thumbscrews until the memory shroud is well secured and will not shift when the computer is moved.

16. Ensure that all connectors are properly cabled and firmly seated.

17. Replace the computer cover (see [Replacing the Computer Cover](#)).

➡ **NOTICE:** To connect a network cable, first plug the cable into the network port or device and then plug it into the computer.

18. Connect the computer and devices to electrical outlets, and turn them on.

19. Press <F2> to enter system setup and check under Processor Info to verify that the new processor has been installed properly.

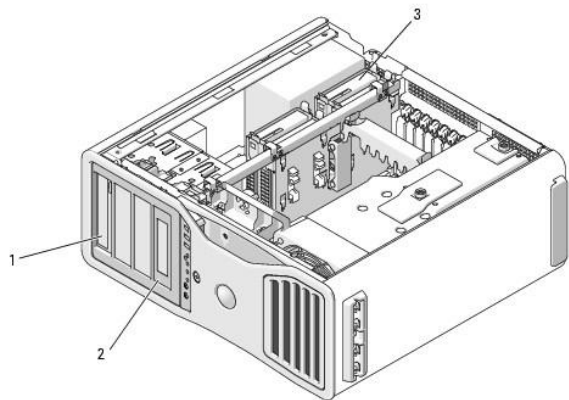
Drives

Dell Precision™ Workstation 690 User's Guide

- [Hard Drive](#)
- [Drive Panels](#)
- [Floppy Drive](#)
- [Media Card Reader](#)
- [CD/DVD Drive](#)

Your computer supports:

- 1 Up to four SAS (serial-attached SCSI) hard drives and one serial ATA (SATA) hard drive, or five SATA hard drives
- 1 Up to four CD/DVD drives (if no floppy drive, Media Card Reader, or hard drive is installed in a 5.25-inch bay)
- 1 One floppy drive or Media Card Reader

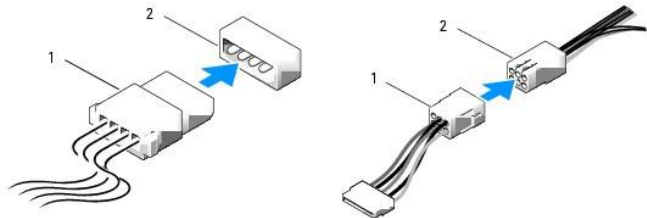


1	four 5.25-inch drive bays (can hold a CD/DVD drive, or a floppy drive, Media Card Reader, or SATA hard drive in a special drive case)
2	special floppy drive/ Media Card Reader drive panel plate and insert
3	four hard-drive bays (can hold SATA or SAS hard drives)

General Drive Installation Guidelines

When you install a drive, you connect two cables—a DC power cable from the power supply and a data cable—to the back of the drive. The other end of the data cable will connect to either an expansion card or to the system board. Most connectors are keyed for correct insertion; that is, a notch or a missing pin on one connector matches a tab or a filled-in hole on the other connector.

Power Cable Connectors

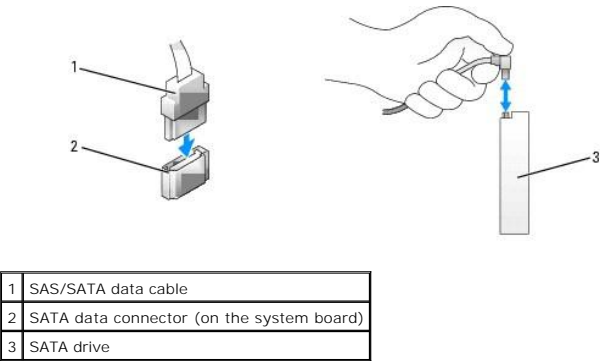


1	power cable
2	power input connector

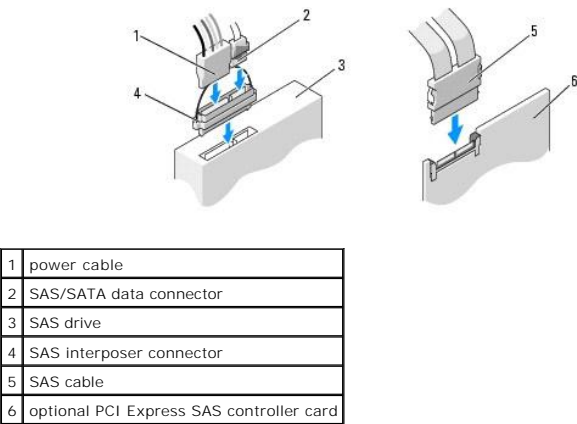
SATA and SAS hard drives should be connected to connectors labeled "HDD" on the system board, with the exception of a fifth SATA hard drive installed in a 5.25-inch drive bay, which must be connected to the SATA0 connector. Non-hard drive SATA devices should be attached to the connectors labeled SATA. IDE CD/DVD drives should be connected to the connectors labeled "IDE."

When connecting a SAS or SATA cable, hold the cable by the connector at each end and press firmly into the connector. When disconnecting a SAS or SATA cable, hold the cable by the connector at each end and pull until the connector detaches.

SAS Data Cable Connectors



SAS Data Cable Connectors



When connecting an IDE data cable, align the tab on one connector with the notch on the other. When disconnecting an IDE data cable, grasp the colored pull-tab and pull until the connector detaches.

When you connect two IDE devices to a single IDE data cable and configure the devices for the cable select setting, the device attached to the last connector on the data cable is primary or the boot device, and the device attached to the middle connector on the data cable is the secondary device. See the drive documentation in your upgrade kit for information on configuring devices for the cable select setting.

Hard Drive

- NOTICE:** Do not attempt to install a SAS hard drive in a 5.25-inch drive bay. These drive bays will only support a SATA hard drive, a CD/DVD drive, a floppy drive, or a Media Card Reader.
- NOTICE:** If one SATA drive and any SAS drives are installed, the SATA drive must be the boot drive and should be installed in a 5.25-inch drive bay.
- NOTICE:** It is recommended that you only use SAS cables purchased from Dell. Cables purchased elsewhere are not guaranteed to work with Dell computers.

Drive numbering is marked upon the chassis beside the hard-drive bays.

Removing a Hard Drive (Hard Drive Bays 1-4)

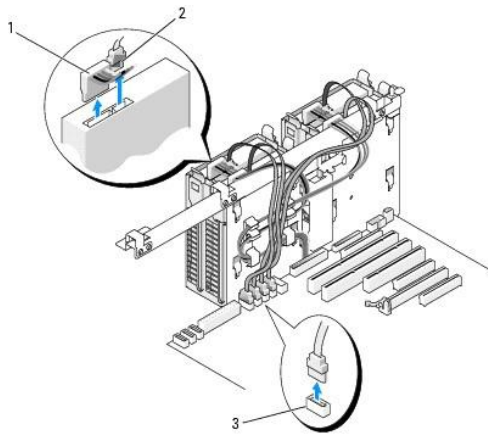
- CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions located in the *Product Information Guide*.
- CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before removing the cover.

1. If you are replacing a hard drive that contains data that you want to keep, back up your files before you begin this procedure.
2. Follow the procedures in [Before You Begin](#).

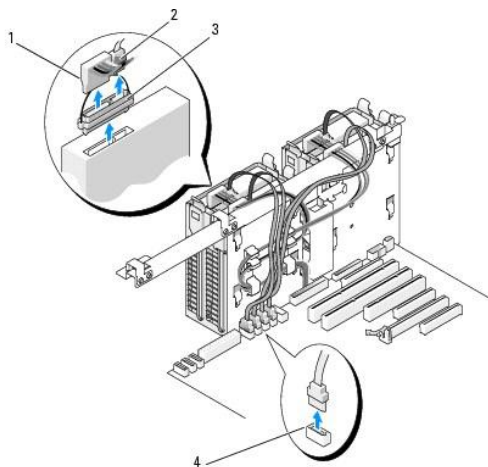
CAUTION: Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.

CAUTION: The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

3. Remove the computer cover (see [Removing the Computer Cover](#)).
4. Disconnect the power cable from the hard drive and from the power connector on the system board.
5. Disconnect the data cable from the hard drive.
6. If you are using a SAS controller card, ensure that the data cable is held by cable clips, if available on your system, where it will not be pinched or crimped. Otherwise, remove the other end of the data cable from the system board.

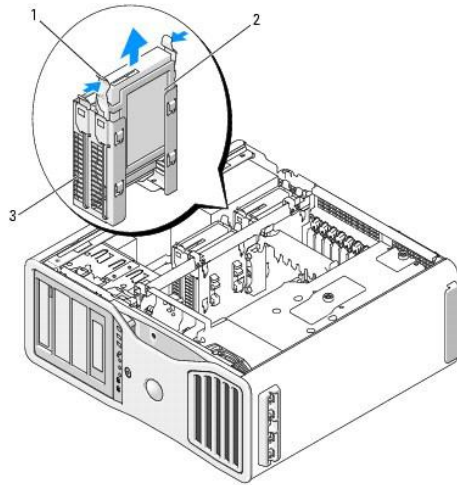


1	power cable
2	data cable
3	SAS/SATA HDD connector



1	power cable
2	data cable
3	SAS interposer connector
4	SAS/SATA HDD connector


7. Press the blue tabs on each side of the hard-drive bracket toward each other and slide the drive up and out of the hard-drive bay.



1	blue tabs (2)
2	hard drive
3	hard-drive bay


8. Ensure that all connectors are properly cabled and firmly seated.


9. Replace the computer cover (see [Replacing the Computer Cover](#)).

 **NOTICE:** To connect a network cable, first plug the cable into the network port or device and then plug it into the computer.


10. Connect the computer and devices to electrical outlets, and turn them on.

Installing a Hard Drive (Hard Drive Bays 1-4)

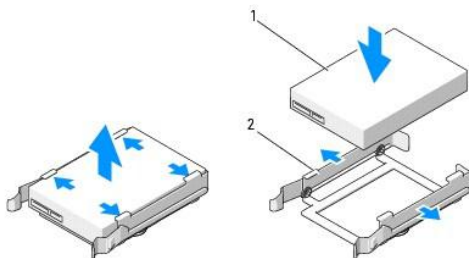
 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions located in the *Product Information Guide*.

 **CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before removing the cover.

1. Unpack the replacement hard drive, and prepare it for installation.
2. Check the documentation for the hard drive to verify that the drive is configured for your computer.

 **NOTE:** If a hard-drive bracket is still installed in the inside of the hard-drive bay, remove the bracket before you install the new hard drive.

3. If your replacement hard drive does not have the hard-drive bracket attached, remove the bracket from the old drive by unsnapping it from the drive. Snap the bracket onto the new drive.



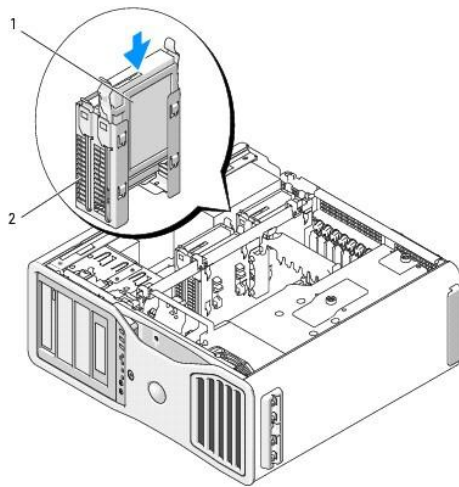
1	drive
2	hard-drive bracket

4. Follow the procedures in [Before You Begin](#).

CAUTION: Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.

CAUTION: The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

5. Remove the computer cover (see [Removing the Computer Cover](#)).
6. Verify that the hard-drive bay is empty. If there is a hard drive bracket installed, remove it: press its tabs toward each other and pull it out of the bay. If there is a drive installed in the bay, remove it (see [Removing a Hard Drive \(Hard Drive Bays 1-4\)](#)).
7. Slide the hard drive into the hard-drive bay until it clicks securely into place.



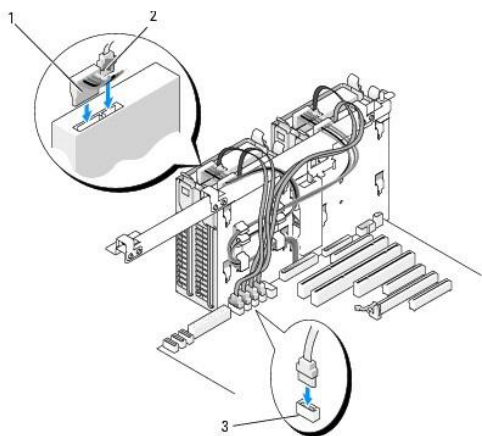
1	hard drive
2	hard drive bay

8. Connect the power cable to the drive.

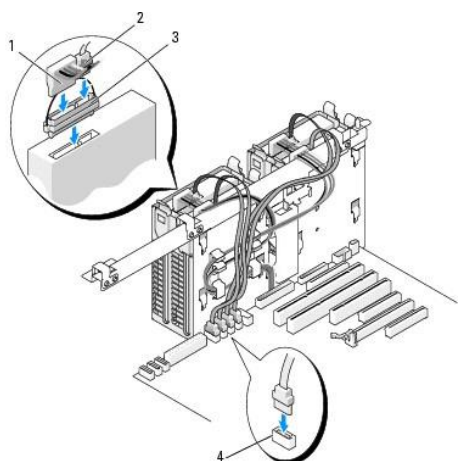
9. Connect one end of the data cable to the hard drive.

NOTICE: Ensure that you do not connect a SAS drive to a SATA connector on the system board. SAS and SATA hard-drive data connectors must be attached to the connectors labeled "HDD" on the system board.

10. If you are using a SAS controller card, the other end of the data cable is attached to the SAS controller card. Otherwise, connect the data cable to a HDD connector on the system board.



1	power cable
2	data cable
3	HDD connector



1	power cable
2	data cable
3	SAS interposer connector
4	HDD connector

11. Ensure that all connectors are properly cabled and firmly seated.

12. Replace the computer cover (see [Replacing the Computer Cover](#)).

 **NOTICE:** To connect a network cable, first plug the cable into the network port or device and then plug it into the computer.

13. Connect the computer and devices to electrical outlets, and turn them on.

See the documentation that came with the drive for instructions on installing any software required for drive operation.

14. If the drive you just installed is the primary drive, insert bootable media into drive A.

15. Turn on the computer.

16. Enter system setup, and update the appropriate **Drive** option (see [System Setup](#)).

17. Exit system setup, and reboot the computer.

18. Partition and logically format your drive before you proceed to the next step.

See the documentation for your operating system for instructions.

- 19. Test the hard drive by running the Dell Diagnostics. See [Dell Diagnostics](#).
- 20. If the drive you just installed is the primary drive, install your operating system on the hard drive.

Removing a Fifth SATA Hard Drive (Optional)

CAUTION: Before you begin any of the procedures in this section, follow the safety instructions located in the *Product Information Guide*.

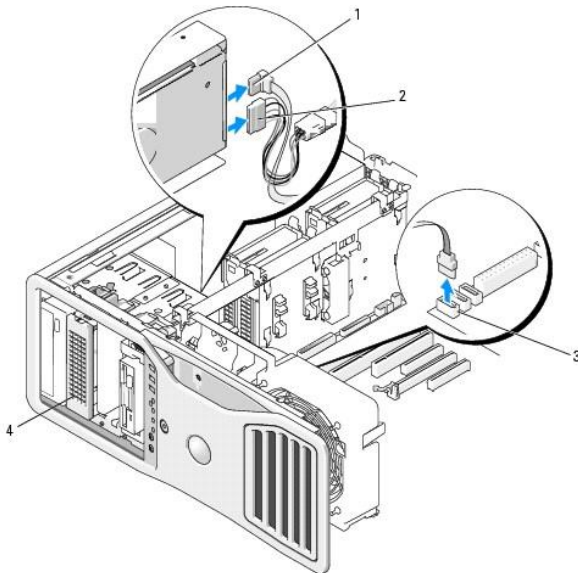
CAUTION: To guard against electrical shock, always unplug your computer from the electrical outlet before removing the cover.

- 1. Follow the procedures in [Before You Begin](#).

CAUTION: Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.

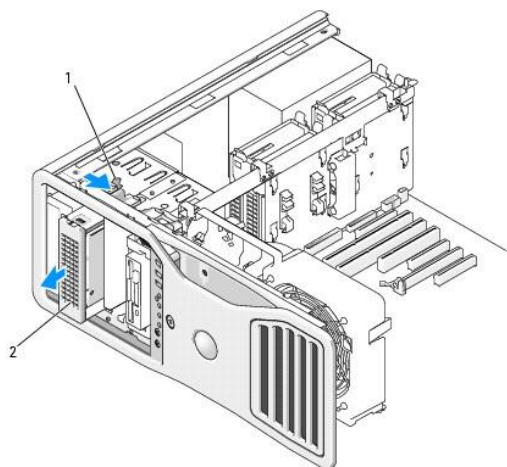
CAUTION: The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

- 2. Remove the computer cover (see [Removing the Computer Cover](#)).
- 3. Remove the drive panel (see [Removing the Drive Panel](#)).
- 4. Disconnect the power cable from the back of the hard drive.
- 5. Disconnect the data cable from the back of the hard drive and from the connector on the system board.



1	power cable
2	power cable
3	system board connector
4	optional SATA hard drive
The optional fifth SATA hard drive can be installed in any of the 5.25-inch drive bays.	

- 6. Slide the sliding-plate lever to release the shoulder screw and slide the hard-drive carrier out of the 5.25-inch drive bay.



1	sliding-plate lever
2	optional fifth hard drive

NOTE: The optional fifth SATA hard drive can be installed in any of the 5.25-inch drive bays.

7. Press the blue tabs on each side of the hard-drive bracket toward each other and slide the drive up and out of the hard-drive carrier.
8. Set the drive and carrier aside in a secure location.
9. Ensure that all connectors are properly cabled and firmly seated.
10. If you are not installing another drive in the drive bay, install a drive panel insert (see [Replacing a Drive- Panel Insert](#)).
11. Reinstall the drive panel (see [Replacing the Drive Panel](#)).
12. Replace the computer cover (see [Replacing the Computer Cover](#)).

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

13. Connect the computer and devices to electrical outlets, and turn them on.

Installing a Fifth SATA Hard Drive (Optional)

CAUTION: Before you begin any of the procedures in this section, follow the safety instructions located in the *Product Information Guide*.

CAUTION: To guard against electrical shock, always unplug your computer from the electrical outlet before removing the cover.

NOTICE: In order to install a fifth SATA hard drive in one of the 5.25-inch drive bays, it must be installed in the provided hard-drive carrier.

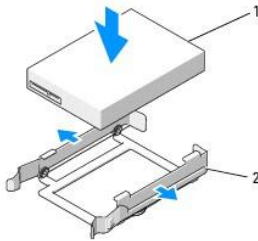
1. If you are installing a new drive, unpack the drive and prepare it for installation.
Check the documentation for the drive to verify that it is configured for your computer.
2. Follow the procedures in [Before You Begin](#).

CAUTION: Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.

CAUTION: The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

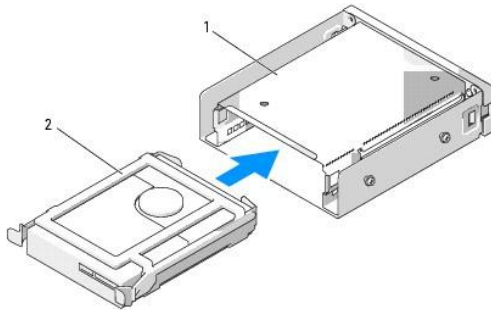
3. Remove the computer cover (see [Removing the Computer Cover](#)).

4. Remove the drive panel (see [Removing the Drive Panel](#)).
5. *If you are installing a new drive*, remove the drive-panel insert from a 5.25-inch drive bay (see [Removing a Drive-Panel Insert](#)).
If you already have a drive installed in the drive bay, remove the optical or hard drive. See the appropriate removal instructions.
6. Place the SATA hard drive in the hard-drive bracket and press the drive down until it snaps securely into place.



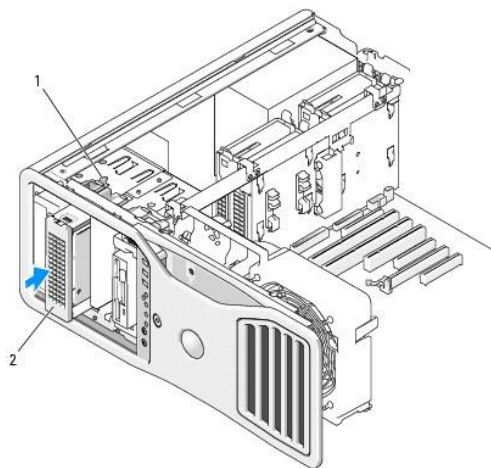
1	hard drive
2	hard-drive bracket

7. Slide the hard drive in the hard-drive bracket into the hard-drive carrier.



1	hard-drive carrier
2	hard drive in hard-drive bracket

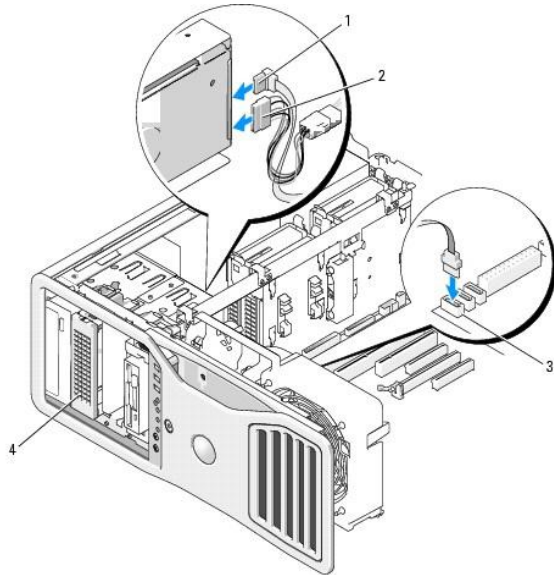
8. Slide the hard-drive carrier into the 5.25-inch drive bay until it is securely seated.



1	sliding-plate lever
2	hard-drive carrier with hard drive

NOTE: The optional fifth SATA hard drive can be installed in any of the 5.25-inch drive bays.

9. Connect a power cable to the hard drive.
10. Connect the data cable to the back of the drive and to the connector on the system board.



1	data cable
2	power cable
3	SATA2 connector

11. Ensure that all connectors are properly cabled and firmly seated.
12. Reinstall the drive panel (see [Replacing the Drive Panel](#)).
13. Replace the computer cover (see [Replacing the Computer Cover](#)).

🔊 **NOTICE:** To connect a network cable, first plug the cable into the network port or device and then plug it into the computer.

14. Connect the computer and devices to electrical outlets, and turn them on.

See the documentation that came with the drive for instructions on installing any software required for drive operation.

15. If the drive you just installed is the primary drive, insert bootable media into drive A.
16. Turn on the computer.
17. Enter system setup, and update the appropriate **Drive** option (see [System Setup](#)).
18. Exit system setup, and reboot the computer.
19. Partition and logically format your drive before you proceed to the next step.
20. See the documentation for your operating system for instructions.

Drive Panels

⚠ **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions located in the *Product Information Guide*.

⚠ **CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before removing the cover.

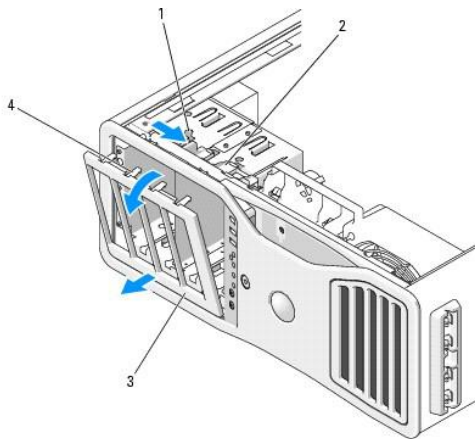
Removing the Drive Panel

1. Follow the procedures in [Before You Begin](#).

CAUTION: Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.

CAUTION: The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

2. Remove the computer cover (see [Removing the Computer Cover](#)).
3. Grasp the sliding plate lever and push it towards the base of the computer until the drive panel snaps open.



1	sliding-plate lever
2	sliding-plate
3	drive panel
4	drive-panel tabs

4. Pivot the drive panel outward and lift it from its side hinges.
5. Set the drive panel aside in a secure location.

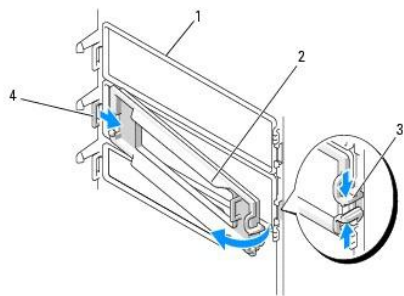
Removing a Drive-Panel Insert

NOTICE: Drive-panel inserts may contain screws on the inside. You can attach the screws to new drives that do not have any screws.

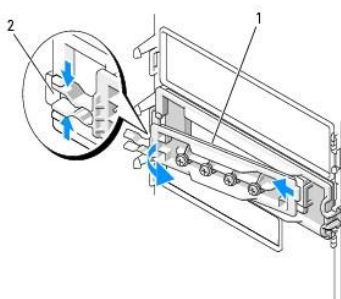
1. Remove the drive panel (see [Removing the Drive Panel](#)).

NOTICE: To avoid breaking the drive-panel insert tab, do not pull the insert more than approximately 1 cm (1/2 inch) away from the drive panel before sliding the tab out of the slot.

2. Pinch the drive-panel insert release tabs and rotate the insert just enough to free the release tabs.



1	drive panel
2	drive-panel insert
3	drive-panel insert release tabs (2)
4	drive-panel insert tab in tab slot

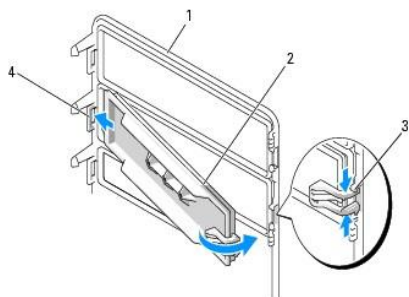


1	drive-panel insert pane
2	drive-panel insert release tabs (2)

- Slide the drive panel insert tab out from the tab slot
- Set the drive-panel insert aside in a secure location.

Replacing a Drive-Panel Insert

- Slide the drive-panel insert tab into the drive-panel slot.



1	drive panel
2	drive-panel insert
3	drive-panel insert release tabs (2)
4	drive-panel insert tab in tab slot

- Pinch the drive-panel insert release tabs together and rotate the drive-panel insert into place.
- Ensure that the drive-panel insert is correctly seated in the drive panel.

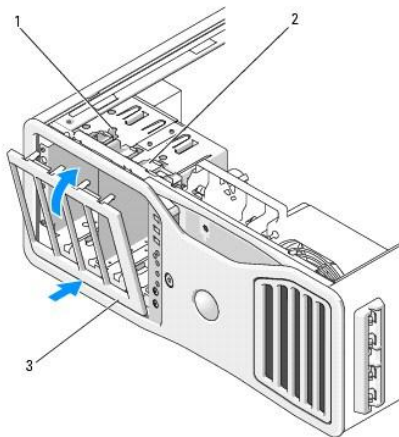
Replacing the Drive Panel

1. Follow the procedures in [Before You Begin](#).

CAUTION: Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.

CAUTION: The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

2. Align the drive panel tabs with the side-door hinges.



1	sliding-plate lever
2	sliding-plate
3	drive panel

3. Rotate the drive panel toward the computer until it snaps into place on the drive panel.

4. Replace the computer cover (see [Replacing the Computer Cover](#)).

See the documentation that came with the drive for instructions on installing any software required for drive operation.

Floppy Drive

CAUTION: Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

CAUTION: To guard against electrical shock, always unplug your computer from the electrical outlet before opening the cover.

NOTICE: To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer.

NOTE: A floppy drive or Media Card Reader must be installed in the 3.5-inch drive carrier in order to be installed in a drive bay.

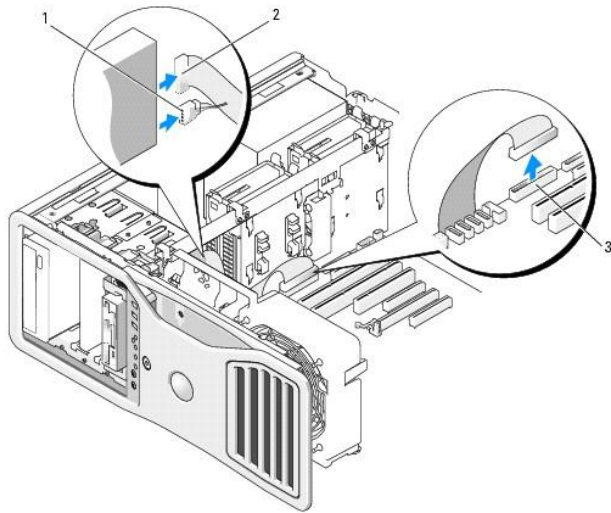
Removing a Floppy Drive

1. Follow the procedures in [Before You Begin](#).

CAUTION: Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.

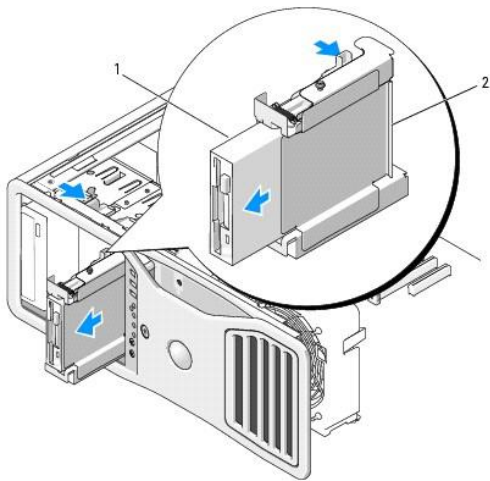
CAUTION: The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

2. Remove the computer cover (see [Removing the Computer Cover](#)).
3. Remove the drive panel (see [Removing the Drive Panel](#)).
4. Disconnect the power and data cables from the back of the floppy drive.
5. Disconnect the other end of the drive cable from the system board connector labeled "DSKT." To locate system board connectors, see [System Board Components](#).



1	power cable
2	data cable
3	floppy-drive connector (DSKT)

6. Slide the sliding-plate lever to the right to release the shoulder screw and slide the drive carrier out of the drive bay.



1	floppy drive
2	floppy drive carrier

7. Press down the release lever on the side of the drive carrier and pull the drive out.
8. If you are not installing another drive in the drive bay:
 - a. Reinstall the empty drive carrier by sliding it back into the drive bay until it clicks into place.
If you later decide to install another floppy drive or a Media Card Reader in that drive bay, you can slide it into the drive carrier without removing the carrier from the drive bay.

- b. Install a drive panel insert (see [Replacing a Drive-Panel Insert](#)).
9. If you are installing another drive in the drive bay, see the appropriate installation instructions.
10. Reinstall the drive panel (see [Replacing the Drive Panel](#)).
11. Replace the computer cover (see [Replacing the Computer Cover](#)).
- 🔊 **NOTICE:** To connect a network cable, first plug the cable into the network port or device and then plug it into the computer.
12. Connect the computer and devices to electrical outlets, and turn them on.

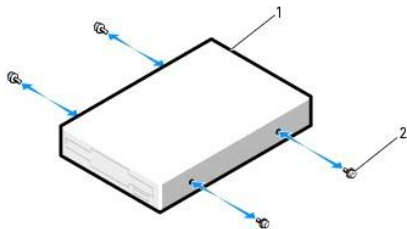
Installing a Floppy Drive

1. Follow the procedures in [Before You Begin](#).

⚠ CAUTION: Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.

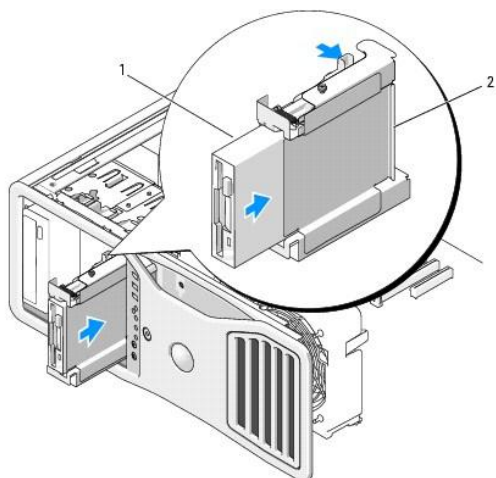
⚠ CAUTION: The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

2. Remove the computer cover (see [Removing the Computer Cover](#)).
 3. Remove the drive panel (see [Removing the Drive Panel](#)).
 4. If installed, remove the 3.5-inch drive-panel insert (see [Removing a Drive-Panel Insert](#)).
- Ensure that the 3.5-inch drive panel plate is installed.
5. If another device is installed in the drive bay, remove that device (see the appropriate device removal instructions).
 6. If no screws are attached to the drive, check the inside of the drive panel for shoulder screws. If screws are present, attach the screws to the new drive.



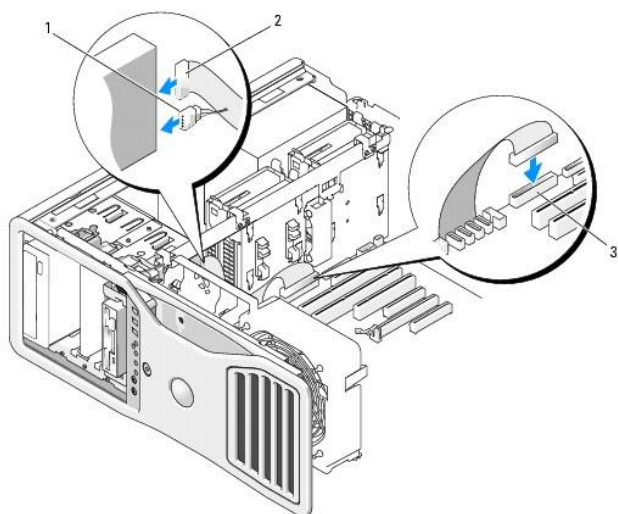
1	floppy drive
2	screws (4)

7. If an empty 3.5-inch drive carrier is installed in the drive bay, slide the floppy drive into the drive carrier until it clicks into place. Otherwise:
 - a. Slide the floppy drive into the 3.5-inch drive carrier until it clicks into place.
 - b. Then, while pressing down the release lever on the side of the drive carrier, slide the drive carrier into the drive bay until it clicks into place.



1	floppy drive
2	floppy drive carrier

8. Attach the power and data cables to the floppy drive.
9. Connect the other end of the data cable to the system board connector labeled "DSKT." To locate the system board connector, see [System Board Components](#).



1	power cable
2	data cable
3	floppy-drive connector (DSKT)

10. Check all cable connections and fold cables out of the way to avoid blocking airflow between the fan and cooling vents.
11. Reinstall the drive panel (see [Replacing the Drive Panel](#)).
12. Replace the computer cover (see [Replacing the Computer Cover](#)).

NOTICE: To connect a network cable, first plug the cable in to the network port or device and then plug it in to the computer.

13. Connect your computer and devices to their electrical outlets, and turn them on.

See the documentation that came with the drive for instructions on installing any software required for drive operation.

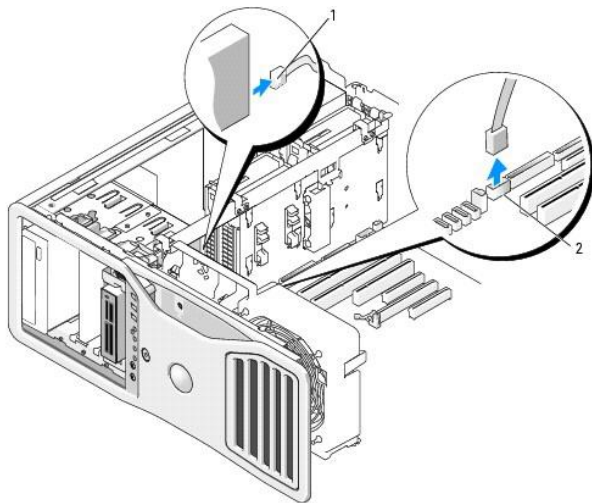
14. Enter system setup and select the appropriate **Diskette Drive** option (see [System Setup](#)).
 15. Verify that your computer works correctly by running the Dell Diagnostics. See [Dell Diagnostics](#).
-

Media Card Reader

- CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.
- CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before opening the cover.
- NOTICE:** To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer.
- NOTE:** A floppy drive or Media Card Reader must be installed in the 3.5-inch drive carrier in order to be installed in a drive bay.

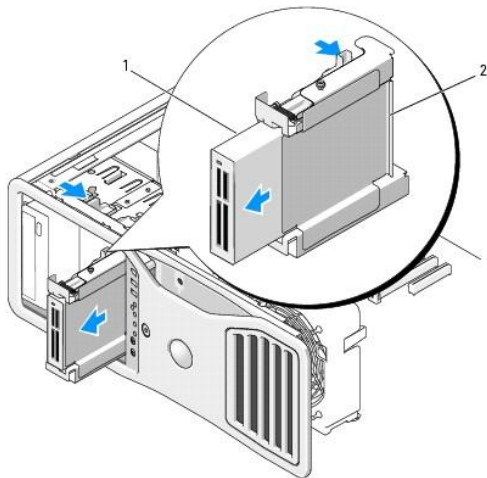
Removing a Media Card Reader

1. Follow the procedures in [Before You Begin](#).
- CAUTION:** Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.
- CAUTION:** The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.
2. Remove the computer cover (see [Removing the Computer Cover](#)).
 3. Remove the drive panel (see [Removing the Drive Panel](#)).
 4. Disconnect the interface cable from the back of the Media Card Reader.
 5. Disconnect the other end of the interface cable from the system board connector labeled "USB." To locate system board connectors, see [System Board Components](#).



1	interface cable
2	Media Card Reader connector (USB)

6. Slide the sliding-plate lever to the right to release the shoulder screw and slide the drive carrier out of the drive bay.



1	Media Card Reader
2	floppy drive/Media Card Reader carrier


7. Press down the release lever on the side of the drive carrier and pull the Media Card Reader out.
8. If you are not installing another drive in the drive bay:
 - a. Reinstall the empty drive carrier by sliding it back into the drive bay until it clicks into place.
If you later decide to install another floppy drive or a Media Card Reader in that drive bay, you can slide it into the drive carrier without removing the carrier from the drive bay.
 - b. Install a drive panel insert (see [Replacing a Drive-Panel Insert](#)).
9. If you are installing another drive in the drive bay, see the appropriate installation instructions.
10. Reinstall the drive panel (see [Replacing the Drive Panel](#)).
11. Replace the computer cover (see [Replacing the Computer Cover](#)).


 **NOTICE:** To connect a network cable, first plug the cable into the network port or device and then plug it into the computer.

12. Connect the computer and devices to electrical outlets, and turn them on.

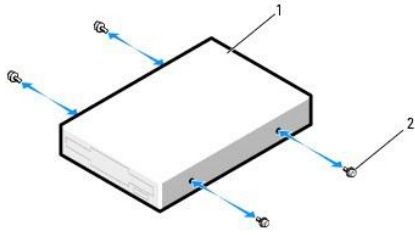
Installing a Media Card Reader

1. Follow the procedures in [Before You Begin](#).

 **CAUTION:** Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.

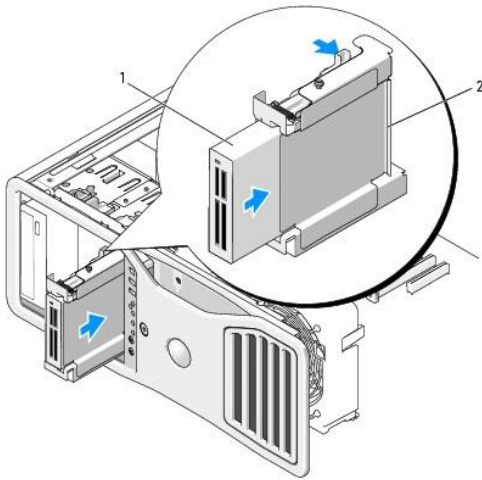
 **CAUTION:** The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

2. Remove the computer cover (see [Removing the Computer Cover](#)).
3. Remove the drive panel (see [Removing the Drive Panel](#)).
4. If the 3.5-inch drive-panel insert is installed, remove it (see [Removing a Drive-Panel Insert](#)). Otherwise, ensure that the 3.5-inch drive panel plate is installed.
5. If another device is installed in the drive bay, remove that device (see the appropriate device removal instructions).
6. If no screws are attached to the Media Card Reader, check the inside of the drive panel for shoulder screws. Attach screws to the new card reader.



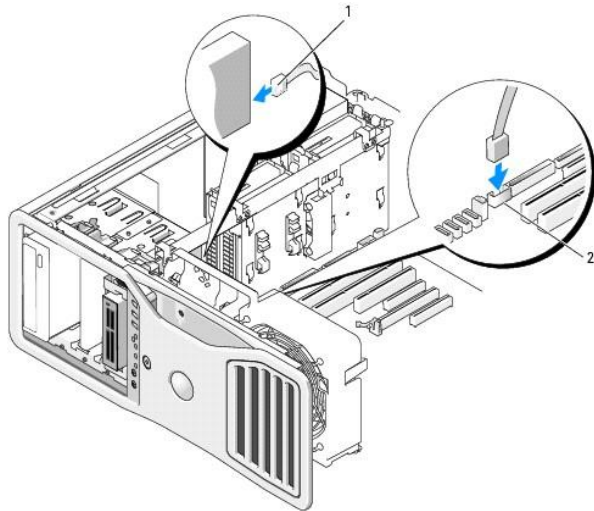
1	Media Card Reader
2	screws (4)

7. If an empty 3.5-inch drive carrier is installed in the drive bay, slide the Media Card Reader into the drive carrier until it clicks into place.
Otherwise:
- Slide the Media Card Reader into the 3.5-inch drive carrier until it clicks into place.
 - Then, while pressing down the release lever on the side of the drive carrier, slide the drive carrier into the drive bay until it clicks into place.



1	Media Card Reader
2	floppy drive/ Media Card Reader carrier

8. Attach the interface cable to the Media Card Reader.
9. Connect the other end of the interface cable to the system board connector labeled "USB." To locate the system board connector, see [System Board Components](#).



1	interface cable
2	Media Card Reader connector (USB)

10. Check all cable connections and fold cables out of the way to avoid blocking airflow between the fan and cooling vents.
11. Reinstall the drive panel (see [Replacing the Drive Panel](#)).
12. Replace the computer cover (see [Replacing the Computer Cover](#)).

NOTICE: To connect a network cable, first plug the cable in to the network port or device and then plug it in to the computer.

13. Connect your computer and devices to their electrical outlets, and turn them on.

See the documentation that came with the drive for instructions on installing any software required for drive operation.

14. Enter system setup and select the appropriate **USB for FlexBay** option (see [System Setup](#)).
15. Verify that your computer works correctly by running the Dell Diagnostics. See [Dell Diagnostics](#).

CD/DVD Drive

CAUTION: Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

CAUTION: To guard against electrical shock, always unplug your computer from the electrical outlet before opening the cover.

NOTICE: To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer.

Removing a CD/DVD Drive

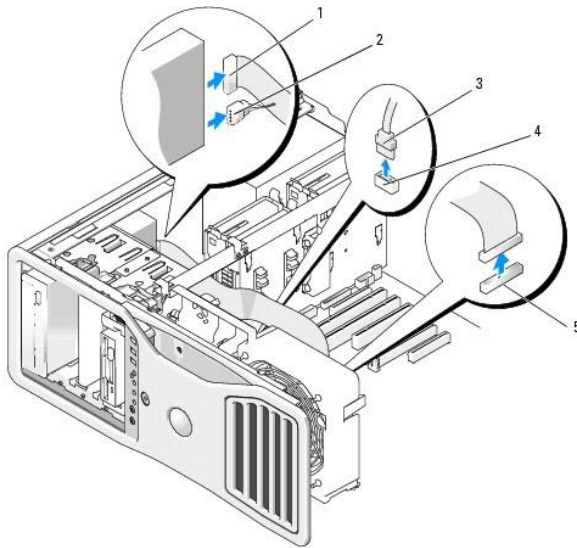
1. Follow the procedures in [Before You Begin](#).

CAUTION: Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.

CAUTION: The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

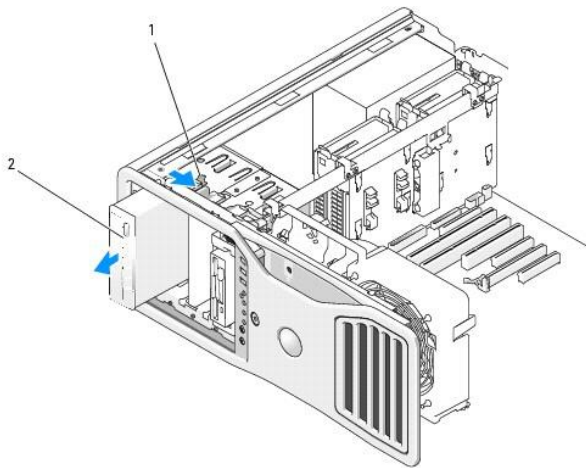
2. Remove the computer cover (see [Removing the Computer Cover](#)).
3. Remove the drive panel (see [Removing the Drive Panel](#)).

4. Disconnect the power and data cables from the back of the drive.
5. If you are uninstalling your only IDE CD/DVD drive and will not replace it at this time, disconnect the data cable from the system board and set it aside. If you are uninstalling a SATA optical drive and not replacing it, disconnect the SATA data cable from the system board.




1	IDE data cable
2	power cable
3	SATA data cable
4	system-board SATA optical connector (labeled SATA on the system board)
5	system-board IDE connector

6. Slide the sliding-plate lever to the right to release the shoulder screw and slide the drive out to remove it from the drive bay.



1	sliding-plate lever
2	CD/DVD drive


7. If you are not installing another drive in the CD/DVD drive bay, install a drive panel insert (see [Replacing a Drive-Panel Insert](#)).
8. If you are installing another drive in the CD/DVD drive bay, see the appropriate installation instructions in this section.
9. Reinstall the drive panel (see [Replacing the Drive Panel](#)).
10. Replace the computer cover (see [Replacing the Computer Cover](#)).


 **NOTICE:** To connect a network cable, first plug the cable into the network port or device and then plug it into the computer.

11. Connect the computer and devices to electrical outlets, and turn them on.

Installing a CD/DVD Drive

1. Follow the procedures in [Before You Begin](#).

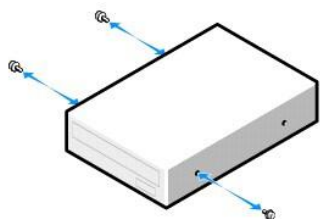
 **CAUTION:** Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.

 **CAUTION:** The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

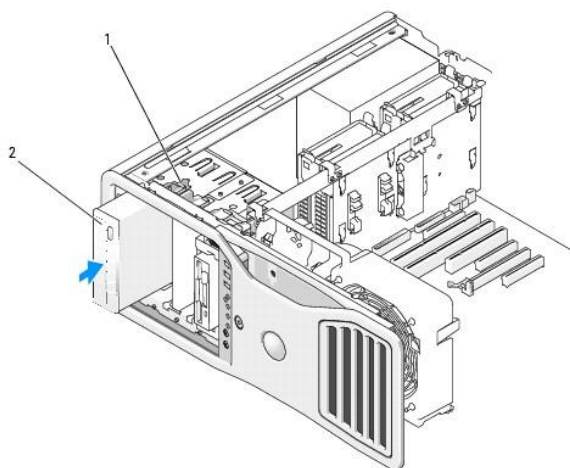
2. If you are installing a new drive, unpack the drive and prepare it for installation.

Check the documentation that accompanied the drive to verify that the drive is configured for your computer. If you are installing an IDE drive, configure the drive for the cable select setting.

3. Remove the computer cover (see [Removing the Computer Cover](#)).
4. Remove the drive panel (see [Removing the Drive Panel](#)).
5. If another device is installed in the CD/DVD drive bay, remove that device (see the appropriate instructions in this section).
6. If the CD/DVD drive bay is unpopulated, remove the drive panel insert (see [Removing a Drive-Panel Insert](#)).
7. If no screws are attached to the drive, check the inside of the drive panel for screws. Attach screws to the new drive.



8. Gently slide the drive into place until you hear a click or feel the drive securely installed.



1	sliding-plate lever
---	---------------------

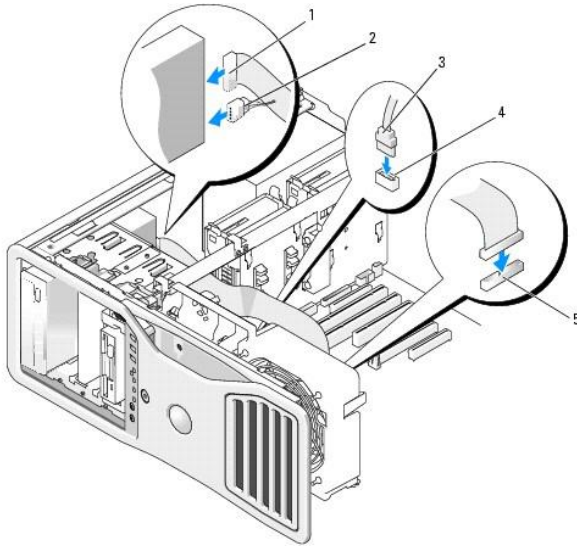
2 | CD/DVD drive

9. Attach the power and data cables to the CD/DVD drive.

NOTICE: Do not attach a SATA optical drive to an HDD connector on the system board or it will not function. Attach SATA optical drives to the connectors labeled SATA on the system board.

10. If you are installing an IDE drive, another CD/DVD drive may be attached to the same data cable by another connector. The other end of the data cable should connect to the system board connector labeled "IDE." To locate the system board connector, see [System Board Components](#).

If you are installing a SATA drive, connect the other end of the data cable to a SATA connector on the system board.



1	IDE data cable
2	power cable
3	SATA data cable
4	system-board SATA optical connector (labeled SATA on the system board)
5	system-board IDE connector

11. Check all cable connections and fold cables out of the way to avoid blocking airflow between the fan and cooling vents.

12. Reinstall the drive panel (see [Replacing the Drive Panel](#)).

13. Replace the computer cover (see [Replacing the Computer Cover](#)).

NOTICE: To connect a network cable, first plug the cable in to the network port or device and then plug it in to the computer.

14. Connect your computer and devices to their electrical outlets, and turn them on.

See the documentation that came with the drive for instructions on installing any software required for drive operation.

15. Enter system setup (see [System Setup](#)) and select the appropriate Drive option.

16. Verify that your computer works correctly by running the Dell Diagnostics. See [Dell Diagnostics](#).

FCC Notice (U.S. Only)


Dell Precision™ Workstation 690 User's Guide

FCC Class B

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the manufacturer's instruction manual, may cause interference with radio and television reception. This equipment has been tested and found to comply with the limits for a Class B digital device pursuant to Part 15 of the FCC Rules.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

 **NOTICE:** The FCC regulations provide that changes or modifications not expressly approved by Dell Inc. could void your authority to operate this equipment.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference with radio or television reception, 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:

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

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

The following information is provided on the device or devices covered in this document in compliance with the FCC regulations:



- 1 Product name: Dell Precision Workstation 690
- 1 Model number: DCDO
- 1 Company name:
Dell Inc.
Worldwide Regulatory Compliance & Environmental Affairs
One Dell Way
Round Rock, TX 78682 USA
512-338-4400




Information About Your Computer


Dell Precision™ Workstation 690 User's Guide


- [Finding Information](#)
- [Specifications](#)

Finding Information

-  **NOTE:** Some features or media may be optional and may not ship with your computer. Some features or media may not be available in certain countries.
-  **NOTE:** Additional information may ship with your computer.

What Are You Looking For?	Find It Here
<ul style="list-style-type: none">1 A diagnostic program for my computer1 Drivers for my computer1 My computer documentation1 My device documentation1 Desktop System Software (DSS)	<p>Drivers and Utilities CD (also known as ResourceCD)</p> <p>Documentation and drivers are already installed on your computer. You can use the CD to reinstall drivers (see Reinstalling Drivers and Utilities), run the Dell Diagnostics (see Dell Diagnostics), or access your documentation.</p>  <p>Readme files may be included on your CD to provide last-minute updates about technical changes to your computer or advanced technical-reference material for technicians or experienced users.</p> <p>NOTE: Drivers and documentation updates can be found at support.dell.com.</p>
<ul style="list-style-type: none">1 How to set up my computer1 How to care for my computer1 Basic troubleshooting information1 How to run the Dell Diagnostics1 Error codes and diagnostic lights1 How to remove and install parts1 How to open my computer cover	<p>Quick Reference Guide</p> <p>NOTE: This document may be optional and may not ship with your computer.</p>  <p>NOTE: This document is available as a PDF at support.dell.com.</p>
<ul style="list-style-type: none">1 Warranty information1 Terms and Conditions (U.S. only)1 Safety instructions1 Regulatory information1 Ergonomics information1 End User License Agreement	<p>Dell™ Product Information Guide</p> 

<ul style="list-style-type: none"> 1 Service Tag and Express Service Code 1 Microsoft Windows License Label 	<p>Service Tag and Microsoft® Windows® License</p> <p>These labels are located on your computer.</p>  <ul style="list-style-type: none"> 1 Use the Service Tag to identify your computer when you use support.dell.com or contact technical support. 1 Enter the Express Service Code to direct your call when contacting technical support.
<ul style="list-style-type: none"> 1 Solutions — Troubleshooting hints and tips, articles from technicians, and online courses, frequently asked questions 1 Community — Online discussion with other Dell customers 1 Upgrades — Upgrade information for components, such as memory, the hard drive, and the operating system 1 Customer Care — Contact information, service call and order status, warranty, and repair information 1 Service and support — Service call status and support history, service contract, online discussions with technical support 1 Reference — Computer documentation, details on my computer configuration, product specifications, and white papers 1 Downloads — Certified drivers, patches, and software updates 1 Desktop System Software (DSS)— If you reinstall the operating system for your computer, you should reinstall the DSS utility prior to installing any drivers. DSS provides critical updates for your operating system and support for Dell™ 3.5-inch USB floppy drives, optical drives, and USB devices. DSS is necessary for correct operation of your Dell computer. The software automatically detects your computer and operating system and installs the updates appropriate for your configuration. 	<p>Dell Support Website — support.dell.com</p> <p>NOTE: Select your region to view the appropriate support site.</p> <p>NOTE: Corporate, government, and education customers can also use the customized Dell Premier Support website at premier.support.dell.com.</p> <p>To download Desktop System Software, go to support.dell.com.</p>
<ul style="list-style-type: none"> 1 Service call status and support history 1 Top technical issues for my computer 1 Frequently asked questions 1 File downloads 1 Details on my computer configuration 1 Service contract for my computer 	<p>Dell Premier Support Website — premier.support.dell.com</p> <p>The Dell Premier Support website is customized for corporate, government, and education customers. This website may not be available in all regions.</p>
<ul style="list-style-type: none"> 1 How to use Windows XP 1 How to work with programs and files 1 How to personalize my desktop 	<p>Windows Help and Support Center</p> <ol style="list-style-type: none"> 1. Click the Start button and click Help and Support. 2. Type a word or phrase that describes your problem and click the arrow icon. 3. Click the topic that describes your problem. 4. Follow the instructions on the screen.
<ul style="list-style-type: none"> 1 How to reinstall my operating system 	<p>Operating System CD</p> <p>NOTE: The <i>Operating System</i> CD may be optional and may not ship with your computer.</p> <p>The operating system is already installed on your computer. To reinstall your operating system, use the <i>Operating System</i> CD. See Reinstalling Windows XP.</p> <p>After you reinstall your operating system, use the <i>Drivers and Utilities</i> CD (<i>ResourceCD</i>) to reinstall drivers for the devices that came with your computer (see Using the Drivers and Utilities CD).</p>

	 <p>Your operating system product key label is located on your computer (see Service Tag and Microsoft® Windows® License).</p> <p>NOTE: The color of your CD varies based on the operating system you ordered.</p>
<ul style="list-style-type: none"> How to use Linux E-mail discussions with users of Dell Precision™ products and the Linux operating system Additional information regarding Linux and my Dell Precision computer 	<p>Dell Supported Linux Sites</p> <ul style="list-style-type: none"> Linux.dell.com Lists.us.dell.com/mailman/listinfo/linux-precision

Specifications

Microprocessor	
Microprocessor type	Dual-Core Intel® Xeon® Processor 5xxx series
Internal cache	4 MB

Memory	
Type	<p>NOTICE: Full-length heat spreaders (FLHS) are required for any memory in a memory riser and for 667 MHz DIMMs.</p> <p>533- or 667-MHz Fully Buffered DDR2 SDRAM (Fully Buffered DIMMs or FBDs)</p>
Memory connectors	8
Memory capacities	512-MB or 1-, 2-, or 4-GB ECC
Minimum memory	1 GB
Maximum memory	<p>NOTICE: Full-length heat spreaders (FLHS) are required for any memory in a memory riser and for 667 MHz DIMMs.</p> <p>32 or 64 GB (with optional memory riser cards)</p>
BIOS address	F0000h

Computer Information	
Chipset	Intel 5000X
Data bus width	64 bits
Address bus width	36 bits
DMA channels	8
Interrupt levels	24
BIOS chip (NVRAM)	8-Mb
NIC	Integrated network interface with ASF 2.0 support as defined by DMTF
	Capable of 10/100/1000 communication
System clock	667-, 1066-, or 1333-MHz data rate

Video	
-------	--

Type	PCIe x16 (up to 150 W supported)
------	----------------------------------

Audio	
Type	Sigmatel STAC9200 High Definition Audio CODEC and Azalia/ High Definition digital controller
Stereo conversion	24-bit analog-to-digital; 24-bit digital-to-analog

Controllers	
Hard drive	integrated SAS, with RAID 0/1 integrated SATA optional PCI Express SAS, with RAID


Expansion Bus	
Bus type	PCI 2.3 PCI Express 1.0A PCI-X 2.0A USB 2.0
Bus speed	PCI: 133 MB/s PCI-X: 800 MB/s PCI Express: x4/ x8 slot bidirectional speed - 2 GB/s x16 slot bidirectional speed - 8 GB/s
Card Slots	The center five connector slots support full-length cards, and the connector slots on either side (one x8 PCI Express slot (wired as x4) and one PCI-X card) support half-length cards.
PCI	
connector	one
connector size	120 pins
connector data width (maximum)	32 bits
PCI-X	
connectors	two
connector size	188 pins
connector data width (maximum)	64 bits
PCI Express x8 (wired as x4)	
connectors	three x8 (supports x8, x4, and x1 modes/cards)
connector size	98 pins
connector data width (maximum)	4 PCI Express lanes
PCI Express x16	
connector	one x16 slot (supports x16, x8, x4, and x1 modes/cards)
connector size	164 pins
connector data width (maximum)	16 PCI Express lanes

Drives	
Externally accessible:	four 5.25-inch drive bays
Internally accessible:	four 3.5-inch hard-drive bays

Connectors	
External connectors:	
Serial	two 9-pin connectors; 16550C-compatible
Parallel	25-hole connector (bidirectional)
IEEE 1394	two 6-pin connectors (one front-panel and one rear-panel connector)
Network adapter	RJ45 connector
PS/2 (keyboard and mouse)	two 6-pin mini-DIN
USB	two front-panel and five back-panel USB 2.0-compliant connectors

Audio	two front-panel connectors for microphone and headphones; two back-panel connectors for line-in and line-out/headphones
System board connectors:	
IDE drive	40-pin connector
Floppy drive	34-pin connector
SAS/ SATA	four 7-pin connectors
SATA	three 7-pin connectors

Key Combinations	
<F2>	starts embedded system setup (during start-up only)
<F12> or <Ctrl><Alt><F8>	starts the Boot Device menu (during start-up only)
<Ctrl><Alt><F10>	launches the utility partition (if installed) during computer start-up

Controls and Lights	
Power control	push button
Power light	green light—blinking green in sleep state; solid green for power-on state amber light—blinking amber indicates that an internal power problem might exist; solid amber indicates that a device may be malfunctioning or incorrectly installed (see Power Problems)
Hard-drive access light	green
Link integrity light	Back panel: green light for 10-Mb operation; orange light for 100-Mb operation; yellow light for a 1000-Mb (1-Gb) operation Front panel: displays solid green when a network connection is present  NOTE: If an active network connection is present, the light will remain on even if the onboard LAN controller is disabled in system setup. The light will only be off when the computer is in a low-power mode.
Activity light	yellow blinking light on the back panel when there is network activity.
Diagnostic lights	four lights on the front panel
Standby power light	AUX_PWR on the system board

Power	
DC power supply:	
Wattage	750 W or 1 KW
Heat dissipation	750 W: 2559 BTU/hour 1 KW: 3412 BTU/hour Note: Heat dissipation is calculated based upon the power supply wattage rating.
Voltage	auto-sensing power supply—90 V to 265 V at 50/60 Hz
Backup battery	3-V CR2032 lithium coin cell

Physical	
Height	22.3 in (56.6 cm)
Width	With stand: 12.8 in (32.5 cm) Without stand: 8.5 in (21.6 cm)
Depth	21.2 in (53.8 cm)
Approximate minimum weight	55 lb (24.9 kg)



CAUTION: Your computer is heavy and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.

Environmental

Temperature:

Operating	10° to 35°C (50° to 95°F)
Storage	-40° to 65°C (-40° to 149°F)

Relative humidity	20% to 80% (noncondensing)
-------------------	----------------------------

Maximum vibration:

Operating	5 to 350 Hz at 0.0002 G ² /Hz
Storage	5 to 500 Hz at 0.001 to 0.01 G ² /Hz

Maximum shock:

Operating	40 G +/- 5% with pulse duration of 2 msec +/- 10% (equivalent to 20 in/sec [51 cm/sec])
Storage	105 G +/- 5% with pulse duration of 2 msec +/- 10% (equivalent to 50 in/sec [127 cm/sec])

Altitude:

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

[Back to Contents Page](#)

[Back to Contents Page](#)

Getting Help

Dell Precision™ Workstation 690 User's Guide

- [Technical Assistance](#)
 - [Problems With Your Order](#)
 - [Product Information](#)
 - [Returning Items for Warranty Repair or Credit](#)
 - [Before You Call](#)
 - [Contacting Dell](#)
-

Technical Assistance

If you need help with a technical problem, Dell is ready to assist you.

 **CAUTION:** If you need to remove the computer covers, first disconnect the computer power and modem cables from all electrical outlets.

1. Complete the procedures in "Solving Problems" (see [Solving Problems](#)).
2. Run the Dell Diagnostics (see [Dell Diagnostics](#)).
3. Make a copy of the Diagnostics Checklist and fill it out (see [Diagnostics Checklist](#)).
4. Use Dell's extensive suite of online services available at Dell Support (support.dell.com) for help with installation and troubleshooting procedures.
5. If the preceding steps have not resolved the problem, contact Dell.

NOTE: Call technical support from a telephone near or at the computer so that technical support can assist you with any necessary procedures.

NOTE: Dell's Express Service Code system may not be available in all countries.

When prompted by Dell's automated telephone system, enter your Express Service Code to route the call directly to the proper support personnel. If you do not have an Express Service Code, open the **Dell Accessories** folder, double-click the **Express Service Code** icon, and follow the directions.

For instructions on using the technical support service, see [Technical Support Service](#).

NOTE: Some of the following services are not always available in all locations outside the continental U.S. Call your local Dell representative for information on availability.

Online Services

You can access Dell Support at support.dell.com. Select your region on the **WELCOME TO DELL SUPPORT** page, and fill in the requested details to access help tools and information.

You can contact Dell electronically using the following addresses:

- 1 World Wide Web

www.dell.com/

www.dell.com/ap/ (Asian/Pacific countries only)

www.dell.com/jp (Japan only)

www.euro.dell.com (Europe only)

www.dell.com/la/ (Latin American countries)

www.dell.ca (Canada only)

- 1 Anonymous file transfer protocol (FTP)

[ftp.dell.com/](ftp://ftp.dell.com/)

Log in as user: `anonymous`, and use your e-mail address as your password.

- 1 Electronic Support Service

mobile_support@us.dell.com

support@us.dell.com

apsupport@dell.com (Asian/Pacific countries only)

support.jp.dell.com (Japan only)

support.euro.dell.com (Europe only)

1 Electronic Quote Service

sales@dell.com

apmarketing@dell.com (Asian/Pacific countries only)

sales_canada@dell.com (Canada only)

1 Electronic Information Service

info@dell.com

AutoTech Service

Dell's automated technical support service—AutoTech—provides recorded answers to the questions most frequently asked by Dell customers about their portable and desktop computers.

When you call AutoTech, use your touch-tone telephone to select the subjects that correspond to your questions.

The AutoTech service is available 24 hours a day, 7 days a week. You can also access this service through the technical support service. For the telephone number to call, see the contact numbers for your region (in [Contacting Dell](#)).

Automated Order-Status Service

To check on the status of any Dell™ products that you have ordered, you can go to **support.dell.com**, or you can call the automated order-status service. A recording prompts you for the information needed to locate and report on your order. For the telephone number to call, see the contact numbers for your region (in [Contacting Dell](#)).

Technical Support Service

Dell's technical support service is available 24 hours a day, 7 days a week, to answer your questions about Dell hardware. Our technical support staff uses computer-based diagnostics to provide fast, accurate answers.

To contact Dell's technical support service, see [Technical Assistance](#) and then call the number for your country as listed in [Contacting Dell](#).

Problems With Your Order

If you have a problem with your order, such as missing parts, wrong parts, or incorrect billing, contact Dell for customer assistance. Have your invoice or packing slip handy when you call. For the telephone number to call, see the contact numbers for your region (in [Contacting Dell](#)).

Product Information

If you need information about additional products available from Dell, or if you would like to place an order, visit the Dell website at **www.dell.com**. For the telephone number to call to speak to a sales specialist, see the contact numbers for your region (in [Contacting Dell](#)).

Returning Items for Warranty Repair or Credit

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

1. Call Dell to obtain a Return Material Authorization Number, and write it clearly and prominently on the outside of the box.

For the telephone number to call, see the contact numbers for your region (in [Contacting Dell](#)).

2. Include a copy of the invoice and a letter describing the reason for the return.
3. Include a copy of the [Diagnostics Checklist](#) indicating the tests you have run and any error messages reported by the Dell Diagnostics.
4. Include any accessories that belong with the item(s) being returned (power cables, software floppy disks, guides, and so on) if the return is for credit.

5. Pack the equipment to be returned in the original (or equivalent) packing materials.


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

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

Before You Call

NOTE: Have your Express Service Code ready when you call. The code helps Dell's automated-support telephone system direct your call more efficiently.

Remember to fill out the [Diagnostics Checklist](#). If possible, turn on your computer before you call Dell for technical assistance and call from a telephone at or near the computer. You may be asked to type some commands at the keyboard, relay detailed information during operations, or try other troubleshooting steps possible only at the computer itself. Ensure that the computer documentation is available.

 **CAUTION:** Before working inside your computer, read the safety instructions in your *Product Information Guide*.


Diagnostics Checklist
Name:
Date:
Address:
Phone number:
Service Tag (bar code on the back of the computer):
Express Service Code:
Return Material Authorization Number (if provided by Dell support technician):
Operating system and version:
Devices:
Expansion cards:
Are you connected to a network? Yes No
Network, version, and network adapter:
Programs and versions:
See your operating system documentation to determine the contents of the system's start-up files. If the computer is connected to a printer, print each file. Otherwise, record the contents of each file before calling Dell.
Error message, beep code, or diagnostic code:
Description of problem and troubleshooting procedures you performed:


Contacting Dell

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


- 1 www.dell.com
- 1 support.dell.com (support)

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

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

 **NOTE:** In certain countries, support specific to Dell™ XPS™ computers is available at a separate telephone number listed for participating countries. If you do not see a telephone number listed that is specific for XPS computers, you may contact Dell through the support number listed and your call will be routed appropriately.

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

 **NOTE:** The contact information provided was deemed correct at the time that this document went to print and is subject to change.

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
Anguilla	Website: www.dell.com.ai	
	E-mail: la-techsupport@dell.com	
	General Support	toll-free: 800-335-0031

Antigua and Barbuda	Website: www.dell.com.ag	
	E-mail: la-techsupport@dell.com	
	General Support	1-800-805-5924
Argentina (Buenos Aires) International Access Code: 00 Country Code: 54 City Code: 11	Website: www.dell.com.ar	
	E-mail: la-techsupport@dell.com	
	E-mail for desktop and portable computers: la-techsupport@dell.com	
	E-mail for servers and EMC® storage products: la_enterprise@dell.com	
	Customer Care	toll-free: 0-800-444-0730
	Technical Support	toll-free: 0-800-444-0733
	Technical Support Services	toll-free: 0-800-444-0724
Aruba	Sales	0-810-444-3355
	Website: www.dell.com.aw	
	E-mail: la-techsupport@dell.com	
Australia (Sydney) International Access Code: 0011 Country Code: 61 City Code: 2	General Support	toll-free: 800-1578
	Website: support.ap.dell.com	
	E-mail: support.ap.dell.com/contactus	
Austria (Vienna) International Access Code: 900 Country Code: 43 City Code: 1	General Support	13DELL-133355
	Website: support.euro.dell.com	
	E-mail: tech_support_central_europe@dell.com	
	Home/Small Business Sales	0820 240 530 00
	Home/Small Business Fax	0820 240 530 49
	Home/Small Business Customer Care	0820 240 530 14
	Preferred Accounts/Corporate Customer Care	0820 240 530 16
	Support for XPS	0820 240 530 81
	Home/Small Business Support for all other Dell computers	0820 240 530 17
Bahamas	Preferred Accounts/Corporate Support	0820 240 530 17
	Switchboard	0820 240 530 00
	Website: www.dell.com.bs	
Barbados	E-mail: la-techsupport@dell.com	
	General Support	toll-free: 1-866-278-6818
	Website: www.dell.com/bb	
Belgium (Brussels) International Access Code: 00 Country Code: 32 City Code: 2	E-mail: la-techsupport@dell.com	
	General Support	1-800-534-3142
	Website: support.euro.dell.com	
	Tech Support for XPS	02 481 92 96
	Tech Support for all other Dell computers	02 481 92 88
	Tech Support Fax	02 481 92 95
	Customer Care	02 713 15 65
	Corporate Sales	02 481 91 00
	Fax	02 481 92 99
Bermuda	Switchboard	02 481 91 00
	Website: www.dell.com/bm	
	E-mail: la-techsupport@dell.com	
Bolivia	General Support	1-877-890-0751
	Website: www.dell.com/bo	
	E-mail: la-techsupport@dell.com	
Brazil International Access Code: 00 Country Code: 55 City Code: 51	General Support	toll-free: 800-10-0238
	Website: www.dell.com/br	
	E-mail: la-techsupport@dell.com	
	Customer Support, Tech Support	0800 90 3355
	Technical Support Fax	51 3481 5470
	Customer Care Fax	51 3481 5480
British Virgin Islands	Sales	0800 90 3390
	General Support	toll-free: 1-866-278-6820
Brunei	Technical Support (Penang, Malaysia)	604 633 4966

Country Code: 673	Customer Care (Penang, Malaysia)	604 633 4888
	Transaction Sales (Penang, Malaysia)	604 633 4955
Canada (North York, Ontario) International Access Code: 011	Online Order Status: www.dell.ca/ostatus	
	AutoTech (automated Hardware and Warranty Support)	toll-free: 1-800-247-9362
	Customer Service (Home Sales/Small Business)	toll-free: 1-800-847-4096
	Customer Service (med./large business, government)	toll-free: 1-800-326-9463
	Customer Service (printers, projectors, televisions, handhelds, digital jukebox, and wireless)	toll-free: 1-800-847-4096
	Hardware Warranty Support (Home Sales/Small Business)	toll-free: 1-800-906-3355
	Hardware Warranty Support (med./large bus., government)	toll-free: 1-800-387-5757
	Hardware Warranty Support (printers, projectors, televisions, handhelds, digital jukebox, and wireless)	1-877-335-5767
	Sales (Home Sales/Small Business)	toll-free: 1-800-387-5752
	Sales (med./large bus., government)	toll-free: 1-800-387-5755
	Spare Parts Sales & Extended Service Sales	1 866 440 3355
Cayman Islands	E-mail: la-techsupport@dell.com	
	General Support	1-877-262-5415
Chile (Santiago)	Website: www.dell.com/cl	
Country Code: 56	E-mail: la-techsupport@dell.com	
City Code: 2	Sales and Customer Support	toll-free: 1230-020-4823
China (Xiamen) Country Code: 86 City Code: 592	Technical Support website: support.dell.com.cn	
	Technical Support E-mail: cn_support@dell.com	
	Customer Care E-mail: customer_cn@dell.com	
	Technical Support Fax	592 818 1350
	Technical Support (Dell™ Dimension™ and Inspiron)	toll-free: 800 858 2968
	Technical Support (OptiPlex™, Latitude™, and Dell Precision™)	toll-free: 800 858 0950
	Technical Support (servers and storage)	toll-free: 800 858 0960
	Technical Support (projectors, PDAs, switches, routers, and so on)	toll-free: 800 858 2920
	Technical Support (printers)	toll-free: 800 858 2311
	Customer Care	toll-free: 800 858 2060
	Customer Care Fax	592 818 1308
	Home and Small Business	toll-free: 800 858 2222
	Preferred Accounts Division	toll-free: 800 858 2557
	Large Corporate Accounts GCP	toll-free: 800 858 2055
	Large Corporate Accounts Key Accounts	toll-free: 800 858 2628
	Large Corporate Accounts North	toll-free: 800 858 2999
	Large Corporate Accounts North Government and Education	toll-free: 800 858 2955
	Large Corporate Accounts East	toll-free: 800 858 2020
	Large Corporate Accounts East Government and Education	toll-free: 800 858 2669
	Large Corporate Accounts Queue Team	toll-free: 800 858 2572
	Large Corporate Accounts South	toll-free: 800 858 2355
	Large Corporate Accounts West	toll-free: 800 858 2811
	Large Corporate Accounts Spare Parts	toll-free: 800 858 2621
Colombia	Website: www.dell.com/cl	
	E-mail: la-techsupport@dell.com	
	General Support	01-800-915-4755
Costa Rica	Website: www.dell.com/cr	
	E-mail: la-techsupport@dell.com	
	General Support	0800-012-0231
Czech Republic (Prague) International Access Code: 00 Country Code: 420	Website: support.euro.dell.com	
	E-mail: czech_dell@dell.com	
	Technical Support	22537 2727
	Customer Care	22537 2707
	Fax	22537 2714
	Technical Fax	22537 2728
	Switchboard	22537 2711
	Website: support.euro.dell.com	
	Technical Support for XPS	7010 0074

Denmark (Copenhagen) International Access Code: 00 Country Code: 45	Technical Support for all other Dell computers	7023 0182
	Customer Care (Relational)	7023 0184
	Home/Small Business Customer Care	3287 5505
	Switchboard (Relational)	3287 1200
	Switchboard Fax (Relational)	3287 1201
	Switchboard (Home/Small Business)	3287 5000
	Switchboard Fax (Home/Small Business)	3287 5001
Dominica	Website: www.dell.com/dm	
	E-mail: la-techsupport@dell.com	
	General Support	toll-free: 1-866-278-6821
Dominican Republic	Website: www.dell.com/do	
	E-mail: la-techsupport@dell.com	
	General Support	1-800-156-1588
Ecuador	Website: www.dell.com/ec	
	E-mail: la-techsupport@dell.com	
	General Support (calling from Quito)	toll-free: 999-119-877-655-3355
	General Support (calling from Guayaquil)	toll-free: 1800-999-119-877-655-3355
El Salvador	Website: www.dell.com/ec	
	E-mail: la-techsupport@dell.com	
	General Support	800-6132
Finland (Helsinki) International Access Code: 990 Country Code: 358 City Code: 9	Website: support.euro.dell.com	
	E-mail: fi_support@dell.com	
	Technical Support	0207 533 555
	Customer Care	0207 533 538
	Switchboard	0207 533 533
	Sales under 500 employees	0207 533 540
	Fax	0207 533 530
	Sales over 500 employees	0207 533 533
	Fax	0207 533 530
France (Paris) (Montpellier) International Access Code: 00 Country Code: 33 City Codes: (1) (4)	Website: support.euro.dell.com	
	Home and Small Business	
	Technical Support for XPS	0825 387 129
	Technical Support for all other Dell computers	0825 387 270
	Customer Care	0825 823 833
	Switchboard	0825 004 700
	Switchboard (calls from outside of France)	04 99 75 40 00
	Sales	0825 004 700
	Fax	0825 004 701
	Fax (calls from outside of France)	04 99 75 40 01
	Corporate	
	Technical Support	0825 004 719
	Customer Care	0825 338 339
	Switchboard	01 55 94 71 00
	Sales	01 55 94 71 00
	Fax	01 55 94 71 01
Germany (Frankfurt) International Access Code: 00 Country Code: 49 City Code: 69	Website: support.euro.dell.com	
	E-mail: tech_support_central_europe@dell.com	
	Technical Support for XPS	069 9792 7222
	Technical Support for all other Dell computers	069 9792-7200
	Home/Small Business Customer Care	0180-5-224400
	Global Segment Customer Care	069 9792-7320
	Preferred Accounts Customer Care	069 9792-7320
	Large Accounts Customer Care	069 9792-7320
	Public Accounts Customer Care	069 9792-7320
	Switchboard	069 9792-7000
Greece	Website: support.euro.dell.com	
	Technical Support	00800-44 14 95 18
	Gold Service Technical Support	00800-44 14 00 83
	Switchboard	2108129810

Country Code: 30	Gold Service Switchboard	2108129811
	Sales	2108129800
	Fax	2108129812
Grenada	E-mail: la-techsupport@dell.com	
	General Support	toll-free: 1-866-540-3355
Guatemala	E-mail: la-techsupport@dell.com	
	General Support	1-800-999-0136
Guyana	E-mail: la-techsupport@dell.com	
	General Support	toll-free: 1-877-270-4609
Hong Kong International Access Code: 001 Country Code: 852	Website: support.ap.dell.com	
	Technical Support E-mail: HK_support@Dell.com	
	Technical Support (Dimension and Inspiron)	2969 3188
	Technical Support (OptiPlex, Latitude, and Dell Precision)	2969 3191
	Technical Support (PowerApp™, PowerEdge™, PowerConnect™, and PowerVault™)	2969 3196
	Customer Care	3416 0910
	Large Corporate Accounts	3416 0907
	Global Customer Programs	3416 0908
	Medium Business Division	3416 0912
	Home and Small Business Division	2969 3105
India	E-mail: india_support_desktop@dell.com india_support_notebook@dell.com india_support_Server@dell.com	
	Technical Support	1600338045 and 1600448046
	Sales (Large Corporate Accounts)	1600 33 8044
	Sales (Home and Small Business)	1600 33 8046
Ireland (Cherrywood) International Access Code: 00 Country Code: 353 City Code: 1	Website: support.euro.dell.com	
	E-mail: dell_direct_support@dell.com	
	Sales	
	Ireland Sales	01 204 4444
	Dell Outlet	1850 200 778
	Online Ordering HelpDesk	1850 200 778
	Customer Care	
	Home User Customer Care	01 204 4014
	Small Business Customer Care	01 204 4014
	Corporate Customer Care	1850 200 982
	Technical Support	
	Technical Support for XPS computers only	1850 200 722
	Technical Support for all other Dell computers	1850 543 543
	General	
	Fax/Sales Fax	01 204 0103
Italy (Milan)	Switchboard	01 204 4444
	U.K. Customer Care (dial within U.K. only)	0870 906 0010
	Corporate Customer Care (dial within U.K. only)	0870 907 4499
	U.K. Sales (dial within U.K. only)	0870 907 4000
	Website: support.euro.dell.com	
	Home and Small Business	
	Technical Support	02 577 826 90
	Customer Care	02 696 821 14
	Fax	02 696 821 13
	Switchboard	02 696 821 12
Italy (Milan) International Access Code: 00 Country Code: 39 City Code: 02	Corporate	
	Technical Support	02 577 826 90
	Customer Care	02 577 825 55
	Fax	02 575 035 30
	Switchboard	02 577 821
Jamaica	E-mail: la-techsupport@dell.com	
	General Support (dial from within Jamaica only)	1-800-440-9205
	Website: support.jp.dell.com	

Japan (Kawasaki) International Access Code: 001 Country Code: 81 City Code: 44	Technical Support (servers)	toll-free: 0120-198-498
	Technical Support outside of Japan (servers)	81-44-556-4162
	Technical Support (Dimension and Inspiron)	toll-free: 0120-198-226
	Technical Support outside of Japan (Dimension and Inspiron)	81-44-520-1435
	Technical Support (Dell Precision, OptiPlex, and Latitude)	toll-free: 0120-198-433
	Technical Support outside of Japan (Dell Precision, OptiPlex, and Latitude)	81-44-556-3894
	Technical Support (PDAs, projectors, printers, routers)	toll-free: 0120-981-690
	Technical Support outside of Japan (PDAs, projectors, printers, routers)	81-44-556-3468
	Faxbox Service	044-556-3490
	24-Hour Automated Order Status Service	044-556-3801
	Customer Care	044-556-4240
	Business Sales Division (up to 400 employees)	044-556-1465
	Preferred Accounts Division Sales (over 400 employees)	044-556-3433
	Public Sales (government agencies, educational institutions, and medical institutions)	044-556-5963
	Global Segment Japan	044-556-3469
	Individual User	044-556-1760
	Switchboard	044-556-4300
Korea (Seoul) International Access Code: 001 Country Code: 82 City Code: 2	E-mail: krsupport@dell.com	
	Support	toll-free: 080-200-3800
	Support (Dimension, PDA, Electronics and Accessories)	toll-free: 080-200-3801
	Sales	toll-free: 080-200-3600
	Fax	2194-6202
	Switchboard	2194-6000
Latin America	Customer Technical Support (Austin, Texas, U.S.A.)	512 728-4093
	Customer Service (Austin, Texas, U.S.A.)	512 728-3619
	Fax (Technical Support and Customer Service) (Austin, Texas, U.S.A.)	512 728-3883
	Sales (Austin, Texas, U.S.A.)	512 728-4397
	SalesFax (Austin, Texas, U.S.A.)	512 728-4600
		or 512 728-3772
Luxembourg International Access Code: 00 Country Code: 352	Website: support.euro.dell.com	
	Support	342 08 08 075
	Home/Small Business Sales	+32 (0)2 713 15 96
	Corporate Sales	26 25 77 81
	Customer Care	+32 (0)2 481 91 19
	Fax	26 25 77 82
Macao Country Code: 853	Technical Support	toll-free: 0800 105
	Customer Service (Xiamen, China)	34 160 910
	Transaction Sales (Xiamen, China)	29 693 115
Malaysia (Penang) International Access Code: 00 Country Code: 60 City Code: 4	Website: support.ap.dell.com	
	Technical Support (Dell Precision, OptiPlex, and Latitude)	toll-free: 1 800 880 193
	Technical Support (Dimension, Inspiron, and Electronics and Accessories)	toll-free: 1 800 881 306
	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 1800 881 386
	Customer Care	toll-free: 1800 881 306 (option 6)
	Transaction Sales	toll-free: 1 800 888 202
	Corporate Sales	toll-free: 1 800 888 213
Mexico International Access Code: 00 Country Code: 52	E-mail: la-techsupport@dell.com	
	Customer Technical Support	001-877-384-8979 or 001-877-269-3383
	Sales	50-81-8800 or 01-800-888-3355
	Customer Service	001-877-384-8979 or 001-877-269-3383
	Main	50-81-8800 or 01-800-888-3355
Montserrat	E-mail: la-techsupport@dell.com	
	General Support	toll-free: 1-866-278-6822

Netherlands Antilles	E-mail: la-techsupport@dell.com	
	General Support	001-800-882-1519
Netherlands (Amsterdam) International Access Code: 00 Country Code: 31 City Code: 20	Website: support.euro.dell.com	
	Technical Support for XPS	020 674 45 94
	Technical Support for all other Dell computers	020 674 45 00
	Technical Support Fax	020 674 47 66
	Home/Small Business Customer Care	020 674 42 00
	Relational Customer Care	020 674 4325
	Home/Small Business Sales	020 674 55 00
	Relational Sales	020 674 50 00
	Home/Small Business Sales Fax	020 674 47 75
	Relational Sales Fax	020 674 47 50
	Switchboard	020 674 50 00
	Switchboard Fax	020 674 47 50
New Zealand International Access Code: 00 Country Code: 64	Website: support.ap.dell.com	
	E-mail: support.ap.dell.com/contactus	
	General Support	0800 441 567
Nicaragua	E-mail: la-techsupport@dell.com	
	General Support	001-800-220-1377
Norway (Lysaker) International Access Code: 00 Country Code: 47	Website: support.euro.dell.com	
	Technical Support for XPS	815 35 043
	Technical Support for all other Dell products	671 16882
	Relational Customer Care	671 17575
	Home/Small Business Customer Care	23162298
	Switchboard	671 16800
	Fax Switchboard	671 16865
Panama	E-mail: la-techsupport@dell.com	
	General Support	011-800-507-1264
Peru	E-mail: la-techsupport@dell.com	
	General Support	0800-50-669
Poland (Warsaw) International Access Code: 011 Country Code: 48 City Code: 22	Website: support.euro.dell.com	
	E-mail: pl_support_tech@dell.com	
	Customer Service Phone	57 95 700
	Customer Care	57 95 999
	Sales	57 95 999
	Customer Service Fax	57 95 806
	Reception Desk Fax	57 95 998
	Switchboard	57 95 999
Portugal International Access Code: 00 Country Code: 351	Website: support.euro.dell.com	
	Technical Support	707200149
	Customer Care	800 300 413
	Sales	800 300 410 or 800 300 411 or 800 300 412 or 21 422 07 10
	Fax	21 424 01 12
Puerto Rico	E-mail: la-techsupport@dell.com	
	General Support	1-877-537-3355
St. Kitts and Nevis	Website: www.dell.com/kn	
	E-mail: la-techsupport@dell.com	
	General Support	toll-free: 1-866-540-3355
St. Lucia	Website: www.dell.com/lc	
	E-mail: la-techsupport@dell.com	
	General Support	1-800-882-1521
St. Vincent and the Grenadines	Website: www.dell.com/vc	
	E-mail: la-techsupport@dell.com	
	General Support	toll-free: 1-877-441-4740

Singapore (Singapore) International Access Code: 005 Country Code: 65	NOTE: The phone numbers in this section should be called from within Singapore or Malaysia only.	
	Website: support.ap.dell.com	
	Technical Support (Dimension, Inspiron, and Electronics and Accessories)	toll-free: 1 800 394 7430
	Technical Support (OptiPlex, Latitude, and Dell Precision)	toll-free: 1 800 394 7488
	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 1 800 394 7478
	Customer Care	toll-free: 1 800 394 7430 (option 6)
	Transaction Sales	toll-free: 1 800 394 7412
Slovakia (Prague) International Access Code: 00 Country Code: 421	Corporate Sales	toll-free: 1 800 394 7419
	Website: support.euro.dell.com	
	E-mail: czech_dell@dell.com	
	Technical Support	02 5441 5727
	Customer Care	420 22537 2707
	Fax	02 5441 8328
	Tech Fax	02 5441 8328
South Africa (Johannesburg) International Access Code: 09/091 Country Code: 27 City Code: 11	Switchboard (Sales)	02 5441 7585
	Website: support.euro.dell.com	
	E-mail: dell_za_support@dell.com	
	Gold Queue	011 709 7713
	Technical Support	011 709 7710
	Customer Care	011 709 7707
	Sales	011 709 7700
Southeast Asian and Pacific Countries	Fax	011 706 0495
	Switchboard	011 709 7700
	Technical Support, Customer Service, and Sales (Penang, Malaysia)	604 633 4810
Spain (Madrid) International Access Code: 00 Country Code: 34 City Code: 91	Website: support.euro.dell.com	
	Home and Small Business	
	Technical Support	902 100 130
	Customer Care	902 118 540
	Sales	902 118 541
	Switchboard	902 118 541
	Fax	902 118 539
	Corporate	
	Technical Support	902 100 130
	Customer Care	902 115 236
	Switchboard	91 722 92 00
	Fax	91 722 95 83
Sweden (Upplands Vasby) International Access Code: 00 Country Code: 46 City Code: 8	Website: support.euro.dell.com	
	Technical Support for XPS	0771 340 340
	Technical Support for all other Dell products	08 590 05 199
	Relational Customer Care	08 590 05 642
	Home/Small Business Customer Care	08 587 70 527
	Employee Purchase Program (EPP) Support	020 140 14 44
	Technical Support Fax	08 590 05 594
Switzerland (Geneva) International Access Code: 00 Country Code: 41 City Code: 22	Sales	08 590 05 185
	Website: support.euro.dell.com	
	E-mail: Tech_support_central_Europe@dell.com	
	Technical Support for XPS	0848 33 88 57
	Technical Support (Home and Small Business) for all other Dell products	0844 811 411
	Technical Support (Corporate)	0844 822 844
	Customer Care (Home and Small Business)	0848 802 202
Taiwan International Access Code: 002	Customer Care (Corporate)	0848 821 721
	Fax	022 799 01 90
	Switchboard	022 799 01 01
	Website: support.ap.dell.com	
	E-mail: ap_support@dell.com	
	Technical Support (OptiPlex, Latitude, Inspiron, Dimension, and Electronics and Accessories)	toll-free: 00801 86 1011
	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 00801 60 1256

Country Code: 886	Customer Care	toll-free: 00801 60 1250 (option 5)
	Transaction Sales	toll-free: 00801 65 1228
	Corporate Sales	toll-free: 00801 651 227
Thailand International Access Code: 001 Country Code: 66	Website: support.ap.dell.com	
	Technical Support (OptiPlex, Latitude, and Dell Precision)	toll-free: 1800 0060 07
	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 1800 0600 09
	Customer Care	toll-free: 1800 006 007 (option 7)
	Corporate Sales	toll-free: 1800 006 009
	Transaction Sales	toll-free: 1800 006 006
Trinidad/Tobago	Website: www.dell.com/tt	
	E-mail: la-techsupport@dell.com	
	General Support	1-800-805-8035
Turks and Caicos Islands	Website: www.dell.com/tc	
	E-mail: la-techsupport@dell.com	
	General Support	toll-free: 1-877-441-4735
U.K. (Bracknell) International Access Code: 00 Country Code: 44 City Code: 1344	Website: support.euro.dell.com	
	E-mail: dell_direct_support@dell.com	
	Customer Care website: support.euro.dell.com/uk/en/ECare/form/home.asp	
	Sales	
	Home and Small Business Sales	0870 907 4000
	Corporate/Public Sector Sales	01344 860 456
	Customer Care	
	Home and Small Business Customer Care	0870 906 0010
	Corporate Customer Care	01344 373 185
	Preferred Accounts (500–5000 employees)	0870 906 0010
	Global Accounts Customer Care	01344 373 186
	Central Government Customer Care	01344 373 193
	Local Government & Education Customer Care	01344 373 199
	Health Customer Care	01344 373 194
	Technical Support	
	Technical Support for XPS computers only	0870 366 4180
	Technical Support (Corporate/Preferred Accounts/PAD [1000+ employees])	0870 908 0500
	Technical Support for all other products	0870 353 0800
	General	
	Home and Small Business Fax	0870 907 4006
Uruguay	Website: www.dell.com/uy	
	E-mail: la-techsupport@dell.com	
	General Support	toll-free: 000-413-598-2521
U.S.A. (Austin, Texas) International Access Code: 011 Country Code: 1	Automated Order-Status Service	toll-free: 1-800-433-9014
	AutoTech (portable and desktop computers)	toll-free: 1-800-247-9362
	Hardware and Warranty Support (Dell TV, Printers, and Projectors) for Relationship customers	toll-free: 1-877-459-7298
	Americas Consumer XPS Support	toll-free: 1-800-232-8544
	Consumer (Home and Home Office) Support for all other Dell products	toll-free: 1-800-624-9896
	Customer Service	toll-free: 1-800-624-9897
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Financial Services website: www.dellfinancialservices.com	
	Financial Services (lease/loans)	toll-free: 1-877-577-3355
	Financial Services (Dell Preferred Accounts [DPA])	toll-free: 1-800-283-2210
	Business	
	Customer Service and Support	toll-free: 1-800-456-3355
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Support for printers, projectors, PDAs, and MP3 players	toll-free: 1-877-459-7298
	Public (government, education, and healthcare)	
	Customer Service and Support	toll-free: 1-800-456-3355
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
		toll-free: 1-800-289-3355

	Dell Sales	or toll-free: 1-800-879-3355
	Dell Outlet Store (Dell refurbished computers)	toll-free: 1-888-798-7561
	Software and Peripherals Sales	toll-free: 1-800-671-3355
	Spare Parts Sales	toll-free: 1-800-357-3355
	Extended Service and Warranty Sales	toll-free: 1-800-247-4618
	Fax	toll-free: 1-800-727-8320
	Dell Services for the Deaf, Hard-of-Hearing, or Speech-Impaired	toll-free: 1-877-DELLTTY (1-877-335-5889)
U.S. Virgin Islands	E-mail: la-techsupport@dell.com	
	General Support	1-877-702-4288
Venezuela	Website: www.dell.com/ve	
	E-mail: la-techsupport@dell.com	
	General Support	0800-100-4752

[Back to Contents Page](#)

[Back to Contents Page](#)

Glossary

Dell Precision™ Workstation 690 User's Guide

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Z](#)

Terms in this Glossary are provided for informational purposes only and may or may not describe features included with your particular computer.

A

AC — alternating current — The form of electricity that powers your computer when you plug the AC adapter power cable in to an electrical outlet.

ACPI — advanced configuration and power interface — A power management specification that enables Microsoft® Windows® operating systems to put a computer in standby or hibernate mode to conserve the amount of electrical power allocated to each device attached to the computer.

AGP — accelerated graphics port — A dedicated graphics port that allows system memory to be used for video-related tasks. AGP delivers a smooth, true-color video image because of the faster interface between the video circuitry and the computer memory.

ALS — ambient light sensor.

antivirus software — A program designed to identify, quarantine, and/or delete viruses from your computer.

APR — advanced port replicator — A docking device that allows you to conveniently use an external monitor, keyboard, mouse, and other devices with your portable computer.

ASF — alert standards format — A standard to define a mechanism for reporting hardware and software alerts to a management console. ASF is designed to be platform- and operating system-independent.

B

backup — A copy of a program or data file on a floppy, CD, DVD, or hard drive. As a precaution, back up the data files from your hard drive regularly.

battery — A rechargeable internal power source used to operate portable computers when not connected to an AC adapter and an electrical outlet.

battery life span — The length of time (years) during which a portable computer battery is able to be depleted and recharged.

battery operating time — The length of time (minutes or hours) that a portable computer battery holds a charge while powering the computer.

BIOS — basic input/output system — A program (or utility) that serves as an interface between the computer hardware and the operating system. Unless you understand what effect these settings have on the computer, do not change them. Also referred to as *system setup*.

bit — The smallest unit of data interpreted by your computer.

Bluetooth® wireless technology — A wireless technology standard for short-range (9 m [29 feet]) networking devices that allows for enabled devices to automatically recognize each other.

boot sequence — Specifies the order of the devices from which the computer attempts to boot.

bootable CD — A CD that you can use to start your computer. In case your hard drive is damaged or your computer has a virus, ensure that you always have a bootable CD or floppy disk available. Your *Drivers and Utilities* or Resource CD is a bootable CD.

bootable disk — A disk that you can use to start your computer. In case your hard drive is damaged or your computer has a virus, ensure that you always have a bootable CD or floppy disk available.

bps — bits per second — The standard unit for measuring data transmission speed.

BTU — British thermal unit — A measurement of heat output.

bus — A communication pathway between the components in your computer.

bus speed — The speed, given in MHz, that indicates how fast a bus can transfer information.

byte — The basic data unit used by your computer. A byte is usually equal to 8 bits.

C

C — Celsius — A temperature measurement scale where 0° is the freezing point and 100° is the boiling point of water.

cache — A special high-speed storage mechanism which can be either a reserved section of main memory or an independent high-speed storage device. The cache enhances the efficiency of many processor operations.

L1 cache — Primary cache stored inside the processor.

L2 cache — Secondary cache which can either be external to the processor or incorporated into the processor architecture.

carnet — An international customs document that facilitates temporary imports into foreign countries. Also known as a *merchandise passport*.

CD — compact disc — An optical form of storage media, typically used for audio and software programs.

CD drive — A drive that uses optical technology to read data from CDs.

CD player — The software used to play music CDs. The CD player displays a window with buttons that you use to play a CD.

CD-R — CD recordable — A recordable version of a CD. Data can be recorded only once onto a CD-R. Once recorded, the data cannot be erased or written over.

CD-RW — CD rewritable — A rewritable version of a CD. Data can be written to a CD-RW disc, and then erased and written over (rewritten).

CD-RW drive — A drive that can read CDs and write to CD-RW (rewritable CDs) and CD-R (recordable CDs) discs. You can write to CD-RW discs multiple times, but you can write to CD-R discs only once.

CD-RW/DVD drive — A drive, sometimes referred to as a combo drive, that can read CDs and DVDs and write to CD-RW (rewritable CDs) and CD-R (recordable CDs) discs. You can write to CD-RW discs multiple times, but you can write to CD-R discs only once.

clock speed — The speed, given in MHz, that indicates how fast computer components that are connected to the system bus operate.

COA — Certificate of Authenticity — The Windows alpha-numeric code located on a sticker on your computer. Also referred to as the *Product Key* or *Product ID*.

Control Panel — A Windows utility that allows you to modify operating system and hardware settings, such as display settings.

controller — A chip that controls the transfer of data between the processor and memory or between the processor and devices.

CRIMM — continuity rambus in-line memory module — A special module that has no memory chips and is used to fill unused RIMM slots.

cursor — The marker on a display or screen that shows where the next keyboard, touch pad, or mouse action will occur. It often is a blinking solid line, an underline character, or a small arrow.

D

DDR SDRAM — double-data-rate SDRAM — A type of SDRAM that doubles the data burst cycle, improving system performance.

DDR2 SDRAM — double-data-rate 2 SDRAM — A type of DDR SDRAM that uses a 4-bit prefetch and other architectural changes to boost memory speed to over 400 MHz.

device — Hardware such as a disk drive, printer, or keyboard that is installed in or connected to your computer.

device driver — See *driver*.

DIMM — dual in-line memory module — A circuit board with memory chips that connects to a memory module on the system board.

disk striping — A technique for spreading data over multiple disk drives. Disk striping can speed up operations that retrieve data from disk storage. Computers that use disk striping generally allow the user to select the data unit size or stripe width.

DMA — direct memory access — A channel that allows certain types of data transfer between RAM and a device to bypass the processor.

docking device — See *APR*.

DMTF — Distributed Management Task Force — A consortium of hardware and software companies who develop management standards for distributed desktop, network, enterprise, and Internet environments.

domain — A group of computers, programs, and devices on a network that are administered as a unit with common rules and procedures for use by a specific group of users. A user logs on to the domain to gain access to the resources.

DRAM — dynamic random-access memory — Memory that stores information in integrated circuits containing capacitors.

driver — Software that allows the operating system to control a device such as a printer. Many devices do not work properly if the correct driver is not installed in the computer.

DSL — Digital Subscriber Line — A technology that provides a constant, high-speed Internet connection through an analog telephone line.

dual-core — An Intel technology in which two physical computational units exist inside a single CPU package, thereby increasing computing efficiency and multi-tasking ability.

dual display mode — A display setting that allows you to use a second monitor as an extension of your display. Also referred to as *extended display mode*.

DVD — digital versatile disc — A high-capacity disc usually used to store movies. DVD drives read most CD media as well.

DVD drive — A drive that uses optical technology to read data from DVDs and CDs.

DVD player — The software used to watch DVD movies. The DVD player displays a window with buttons that you use to watch a movie.

DVD-R — DVD recordable — A recordable version of a DVD. Data can be recorded only once onto a DVD-R. Once recorded, the data cannot be erased or written over.

DVD+RW — DVD rewritable — A rewritable version of a DVD. Data can be written to a DVD+RW disc, and then erased and written over (rewritten). (DVD+RW technology is different from DVD-RW technology.)

DVD+RW drive — a drive that can read DVDs and most CD media and write to DVD+RW (rewritable DVDs) discs.

DVI — digital video interface — A standard for digital transmission between a computer and a digital video display.

E

ECC — error checking and correction — A type of memory that includes special circuitry for testing the accuracy of data as it passes in and out of memory.

ECP — extended capabilities port — A parallel connector design that provides improved bidirectional data transmission. Similar to EPP, ECP uses direct memory access to transfer data and often improves performance.

EIDE — enhanced integrated device electronics — An improved version of the IDE interface for hard drives and CD drives.

EMI — electromagnetic interference — Electrical interference caused by electromagnetic radiation.

ENERGY STAR® — Environmental Protection Agency requirements that decrease the overall consumption of electricity.

EPP — enhanced parallel port — A parallel connector design that provides bidirectional data transmission.

ESD — electrostatic discharge — A rapid discharge of static electricity. ESD can damage integrated circuits found in computer and communications equipment.

expansion card — A circuit board that installs in an expansion slot on the system board in some computers, expanding the capabilities of the computer. Examples include video, modem, and sound cards.

expansion slot — A connector on the system board (in some computers) where you insert an expansion card, connecting it to the system bus.

ExpressCard — A removable I/O card adhering to the PCMCIA standard. Modems and network adapters are common types of ExpressCards. ExpressCards support both the PCI Express and USB 2.0 standard.

Express Service Code — A numeric code located on a sticker on your Dell™ computer. Use the Express Service Code when contacting Dell for assistance. Express Service Code service may not be available in some countries.

extended display mode — A display setting that allows you to use a second monitor as an extension of your display. Also referred to as *dual display mode*.

extended PC Card — A PC Card that extends beyond the edge of the PC Card slot when installed.

F

Fahrenheit — A temperature measurement scale where 32° is the freezing point and 212° is the boiling point of water.

FBD — fully-buffered DIMM — A DIMM with DDR2 DRAM chips and an Advanced Memory Buffer (AMB) that speeds communication between the DDR2 SDRAM chips and the system.

FCC — Federal Communications Commission — A U.S. agency responsible for enforcing communications-related regulations that state how much radiation computers and other electronic equipment can emit.

floppy — An electromagnetic form of storage media. Also known as a floppy diskette or a floppy disk.

floppy drive — A disk drive that can read and write to floppy disks.

folder — A term used to describe space on a disk or drive where files are organized and grouped. Files in a folder can be viewed and ordered in various ways, such as alphabetically, by date, and by size.

format — The process that prepares a drive or disk for file storage. When a drive or disk is formatted, the existing information on it is lost.

FSB — front side bus — The data path and physical interface between the processor and RAM.

FTP — file transfer protocol — A standard Internet protocol used to exchange files between computers connected to the Internet.

G

G — gravity — A measurement of weight and force.

GB — gigabyte — A measurement of data storage that equals 1024 MB (1,073,741,824 bytes). When used to refer to hard drive storage, the term is often rounded to 1,000,000,000 bytes.

GHz — gigahertz — A measurement of frequency that equals one thousand million Hz, or one thousand MHz. The speeds for computer processors, buses, and interfaces are often measured in GHz.

graphics mode — A video mode that can be defined as x horizontal pixels by y vertical pixels by z colors. Graphics modes can display an unlimited variety of shapes and fonts.

GUI — graphical user interface — Software that interacts with the user by means of menus, windows, and icons. Most programs that operate on the Windows operating systems are GUIs.

H

hard drive — A drive that reads and writes data on a hard disk. The terms hard drive and hard disk are often used interchangeably.

heat sink — A metal plate on some processors that helps dissipate heat.

help file — A file that contains descriptive or instructional information about a product. Some help files are associated with a particular program, such as *Help* in Microsoft Word. Other help files function as stand-alone reference sources. Help files typically have a filename extension of **.hlp** or **.chm**.

hibernate mode — A power management mode that saves everything in memory to a reserved space on the hard drive and then turns off the computer. When you restart the computer, the memory information that was saved to the hard drive is automatically restored.

HTML — hypertext markup language — A set of codes inserted into an Internet web page intended for display on an Internet browser.

HTTP — hypertext transfer protocol — A protocol for exchanging files between computers connected to the Internet.

hyper-threading — Hyper-Threading is an Intel® technology that can enhance overall computer performance by allowing one physical processor to function as two logical processors, capable of performing certain tasks simultaneously.

Hz — hertz — A unit of frequency measurement that equals 1 cycle per second. Computers and electronic devices are often measured in kilohertz (kHz), megahertz (MHz), gigahertz (GHz), or terahertz (THz).

I

IC — Industry Canada — The Canadian regulatory body responsible for regulating emissions from electronic equipment, much as the FCC does in the United States.

IC — integrated circuit — A semiconductor wafer, or chip, on which thousands or millions of tiny electronic components are fabricated for use in computer, audio, and video equipment.

IDE — integrated device electronics — An interface for mass storage devices in which the controller is integrated into the hard drive or CD drive.

IEEE 1394 — Institute of Electrical and Electronics Engineers, Inc. — A high-performance serial bus used to connect IEEE 1394-compatible devices, such as digital cameras and DVD players, to the computer.

infrared sensor — A port that allows you to transfer data between the computer and infrared-compatible devices without using a cable connection.

integrated — Usually refers to components that are physically located on the computer's system board. Also referred to as *built-in*.

I/O — input/output — An operation or device that enters and extracts data from your computer. Keyboards and printers are I/O devices.

I/O address — An address in RAM that is associated with a specific device (such as a serial connector, parallel connector, or expansion slot) and allows the processor to communicate with that device.

IrDA — Infrared Data Association — The organization that creates international standards for infrared communications.

IRQ — interrupt request — An electronic pathway assigned to a specific device so that the device can communicate with the processor. Each device connection must be assigned an IRQ. Although two devices can share the same IRQ assignment, you cannot operate both devices simultaneously.

ISP — Internet service provider — A company that allows you to access its host server to connect directly to the Internet, send and receive e-mail, and access websites. The ISP typically provides you with a software package, user name, and access phone numbers for a fee.

K

Kb — kilobit — A unit of data that equals 1024 bits. A measurement of the capacity of memory integrated circuits.

KB — kilobyte — A unit of data that equals 1024 bytes but is often referred to as 1000 bytes.

key combination — A command requiring you to press multiple keys at the same time.

kHz — kilohertz — A measurement of frequency that equals 1000 Hz.

L

LAN — local area network — A computer network covering a small area. A LAN usually is confined to a building or a few nearby buildings. A LAN can be connected to another LAN over any distance through telephone lines and radio waves to form a wide area network (WAN).

LCD — liquid crystal display — The technology used by portable computer and flat-panel displays.

LED — light-emitting diode — An electronic component that emits light to indicate the status of the computer.

local bus — A data bus that provides a fast throughput for devices to the processor.

LPT — line print terminal — The designation for a parallel connection to a printer or other parallel device.

M

Mb — megabit — A measurement of memory chip capacity that equals 1024 Kb.

Mbps — megabits per second — One million bits per second. This measurement is typically used for transmission speeds for networks and modems.

MB — megabyte — A measurement of data storage that equals 1,048,576 bytes. 1 MB equals 1024 KB. When used to refer to hard drive storage, the term is often rounded to 1,000,000 bytes.

MB/sec — megabytes per second — One million bytes per second. This measurement is typically used for data transfer ratings.

memory — A temporary data storage area inside your computer. Because the data in memory is not permanent, it is recommended that you frequently save your files while you are working on them, and always save your files before you shut down the computer. Your computer can contain several different forms of memory, such as RAM, ROM, and video memory. Frequently, the word memory is used as a synonym for RAM.

memory address — A specific location where data is temporarily stored in RAM.

memory mapping — The process by which the computer assigns memory addresses to physical locations at start-up. Devices and software can then identify information that the processor can access.

memory module — A small circuit board containing memory chips, which connects to the system board.

MHz — megahertz — A measure of frequency that equals 1 million cycles per second. The speeds for computer processors, buses, and interfaces are often measured in MHz.

modem — A device that allows your computer to communicate with other computers over analog telephone lines. Three types of modems include: external, PC Card, and internal. You typically use your modem to connect to the Internet and exchange e-mail.

module bay — A bay that supports devices such as optical drives, a second battery, or a Dell TravelLite™ module.

monitor — The high-resolution TV-like device that displays computer output.

mouse — A pointing device that controls the movement of the cursor on your screen. Typically you roll the mouse over a hard, flat surface to move the pointer or cursor on your screen.

ms — millisecond — A measure of time that equals one thousandth of a second. Access times of storage devices are often measured in ms.

N

network adapter — A chip that provides network capabilities. A computer may include a network adapter on its system board, or it may contain a PC Card with an adapter on it. A network adapter is also referred to as a *NIC* (network interface controller).

NIC — See *network adapter*.

notification area — The section of the Windows taskbar that contains icons for providing quick access to programs and computer functions, such as the clock, volume control, and print status. Also referred to as *system tray*.

ns — nanosecond — A measure of time that equals one billionth of a second.

NVRAM — nonvolatile random access memory — A type of memory that stores data when the computer is turned off or loses its external power source. NVRAM is used for maintaining computer configuration information such as date, time, and other system setup options that you can set.

O

optical drive — A drive that uses optical technology to read or write data from CDs, DVDs, or DVD+RWs. Example of optical drives include CD drives, DVD drives, CD-RW drives, and CD-RW/DVD combo drives.

P

parallel connector — An I/O port often used to connect a parallel printer to your computer. Also referred to as an *LPT port*.

partition — A physical storage area on a hard drive that is assigned to one or more logical storage areas known as logical drives. Each partition can contain multiple logical drives.

PC Card — A removable I/O card adhering to the PCMCIA standard. Modems and network adapters are common types of PC Cards.

PCI — peripheral component interconnect — PCI is a local bus that supports 32- and 64-bit data paths, providing a high-speed data path between the processor and devices such as video, drives, and networks.

PCI Express — A modification to the PCI interface that boosts the data transfer rate between the processor and the devices attached to it. PCI Express can transfer data at speeds from 250 MB/sec to 4 GB/sec. If the PCI Express chip set and the device are capable of different speeds, they will operate at the slower speed.

PCMCIA — Personal Computer Memory Card International Association — The organization that establishes standards for PC Cards.

PIN — personal identification number — A sequence of numerals and/or letters used to restrict unauthorized access to computer networks and other secure systems.

PIO — programmed input/output — A method of transferring data between two devices through the processor as part of the data path.

pixel — A single point on a display screen. Pixels are arranged in rows and columns to create an image. A video resolution, such as 800 x 600, is expressed as the number of pixels across by the number of pixels up and down.

Plug-and-Play — The ability of the computer to automatically configure devices. Plug and Play provides automatic installation, configuration, and compatibility with existing hardware if the BIOS, operating system, and all devices are Plug and Play compliant.

POST — power-on self-test — Diagnostics programs, loaded automatically by the BIOS, that perform basic tests on the major computer components, such as memory, hard drives, and video. If no problems are detected during POST, the computer continues the start-up.

processor — A computer chip that interprets and executes program instructions. Sometimes the processor is referred to as the CPU (central processing unit).

program — Any software that processes data for you, including spreadsheet, word processor, database, and game packages. Programs require an operating system to run.

PS/2 — personal system/2 — A type of connector for attaching a PS/2-compatible keyboard, mouse, or keypad.

PXE — pre-boot execution environment — A WfM (Wired for Management) standard that allows networked computers that do not have an operating system to be configured and started remotely.

R

RAID — redundant array of independent disks — A method of providing data redundancy. Some common implementations of RAID include RAID 0, RAID 1, RAID 5, RAID 10, and RAID 50.

RAM — random-access memory — The primary temporary storage area for program instructions and data. Any information stored in RAM is lost when you shut down your computer.

readme file — A text file included with a software package or hardware product. Typically, readme files provide installation information and describe new product enhancements or corrections that have not yet been documented.

read-only — Data and/or files you can view but cannot edit or delete. A file can have read-only status if:

- o It resides on a physically write-protected floppy disk, CD, or DVD.
- o It is located on a network in a directory and the system administrator has assigned rights only to specific individuals.

refresh rate — The frequency, measured in Hz, at which your screen's horizontal lines are recharged (sometimes also referred to as its *vertical frequency*). The higher the refresh rate, the less video flicker can be seen by the human eye.

resolution — The sharpness and clarity of an image produced by a printer or displayed on a monitor. The higher the resolution, the sharper the image.

RFI — radio frequency interference — Interference that is generated at typical radio frequencies, in the range of 10 kHz to 100,000 MHz. Radio frequencies are at the lower end of the electromagnetic frequency spectrum and are more likely to have interference than the higher frequency radiations, such as infrared and light.

ROM — read-only memory — Memory that stores data and programs that cannot be deleted or written to by the computer. ROM, unlike RAM, retains its contents after you shut down your computer. Some programs essential to the operation of your computer reside in ROM.

RPM — revolutions per minute — The number of rotations that occur per minute. Hard drive speed is often measured in rpm.

RTC — real time clock — Battery-powered clock on the system board that keeps the date and time after you shut down the computer.

RTCST — real-time clock reset — A jumper on the system board of some computers that can often be used for troubleshooting problems.

S

SAS — serial attached SCSI — A faster, serial version of the SCSI interface (as opposed to the original SCSI parallel architecture).

SATA — serial ATA — A faster, serial version of the ATA (IDE) interface.

ScanDisk — A Microsoft utility that checks files, folders, and the hard disk's surface for errors. ScanDisk often runs when you restart the computer after it has stopped responding.

SCSI — small computer system interface — A high-speed interface that can be used to connect devices to a computer, such as hard drives, CD drives, printers, and scanners. The SCSI can connect many devices using a single controller. Each device is accessed by an individual ID number on the SCSI controller's bus.

SDRAM — synchronous dynamic random-access memory — A type of DRAM that is synchronized with the optimal clock speed of the processor.

serial connector — An I/O port often used to connect devices such as a handheld digital device or digital camera to your computer.

Service Tag — A bar code label on your computer that identifies your computer when you access Dell Support at support.dell.com or when you call Dell for customer service or technical support.

setup program — A program that is used to install and configure hardware and software. The **setup.exe** or **install.exe** program comes with most Windows software packages. *Setup program* differs from *system setup*.

shortcut — An icon that provides quick access to frequently used programs, files, folders, and drives. When you place a shortcut on your Windows desktop and double-click the icon, you can open its corresponding folder or file without having to find it first. Shortcut icons do not change the location of files. If you delete a shortcut, the original file is not affected. Also, you can rename a shortcut icon.

shutdown — The process of closing windows and exiting programs, exiting the operating system, and turning off your computer. You can lose data if you turn

off your computer before completing a shutdown.

smart card — A card that is embedded with a processor and a memory chip. Smart cards can be used to authenticate a user on computers equipped for smart cards.

software — Anything that can be stored electronically, such as computer files or programs.

S/PDIF — Sony/Philips Digital Interface — An audio transfer file format that allows the transfer of audio from one file to another without converting it to and from an analog format, which could degrade the quality of the file.

standby mode — A power management mode that shuts down all unnecessary computer operations to save energy.

Strike Zone™ — Reinforced area of the platform base that protects the hard drive by acting as a dampening device when a computer experiences resonating shock or is dropped (whether the computer is on or off).

surge protectors — Prevent voltage spikes, such as those that may occur during an electrical storm, from entering the computer through the electrical outlet. Surge protectors do not protect against lightning strikes or against brownouts, which occur when the voltage drops more than 20 percent below the normal AC-line voltage level.

Network connections cannot be protected by surge protectors. Always disconnect the network cable from the network connector during electrical storms.

SVGA — super-video graphics array — A video standard for video cards and controllers. Typical SVGA resolutions are 800 x 600 and 1024 x 768.

The number of colors and resolution that a program displays depends on the capabilities of the monitor, the video controller and its drivers, and the amount of video memory installed in the computer.

S-video TV-out — A connector used to attach a TV or digital audio device to the computer.

SXGA — super-extended graphics array — A video standard for video cards and controllers that supports resolutions up to 1280 x 1024.

SXGA+ — super-extended graphics array plus — A video standard for video cards and controllers that supports resolutions up to 1400 x 1050.

system board — The main circuit board in your computer. Also known as the *motherboard*.

system setup — A utility that serves as an interface between the computer hardware and the operating system. System setup allows you to configure user-selectable options in the BIOS, such as date and time or system password. Unless you understand what effect the settings have on the computer, do not change the settings for this program.

system tray — See *notification area*.

T

TAPI — telephony application programming interface — Enables Windows programs to operate with a wide variety of telephony devices, including voice, data, fax, and video.

text editor — A program used to create and edit files that contain only text; for example, Windows Notepad uses a text editor. Text editors do not usually provide word wrap or formatting functionality (the option to underline, change fonts, and so on).

travel module — A plastic device designed to fit inside the module bay of a portable computer to reduce the weight of the computer.

U

UMA — unified memory allocation — System memory dynamically allocated to video.

UPS — uninterruptible power supply — A backup power source used when the electrical power fails or drops to an unacceptable voltage level. A UPS keeps a computer running for a limited amount of time when there is no electrical power. UPS systems typically provide surge suppression and may also provide voltage regulation. Small UPS systems provide battery power for a few minutes to enable you to shut down your computer.

USB — universal serial bus — A hardware interface for a low-speed device such as a USB-compatible keyboard, mouse, joystick, scanner, set of speakers, printer, broadband devices (DSL and cable modems), imaging devices, or storage devices. Devices are plugged directly in to a 4-pin socket on your computer or in to a multi-port hub that plugs in to your computer. USB devices can be connected and disconnected while the computer is turned on, and they can also be daisy-chained together.

UTP — unshielded twisted pair — Describes a type of cable used in most telephone networks and some computer networks. Pairs of unshielded wires are twisted to protect against electromagnetic interference, rather than relying on a metal sheath around each pair of wires to protect against interference.

UXGA — ultra extended graphics array — A video standard for video cards and controllers that supports resolutions up to 1600 x 1200.

V

video controller — The circuitry on a video card or on the system board (in computers with an integrated video controller) that provides the video capabilities—in combination with the monitor—for your computer.

video memory — Memory that consists of memory chips dedicated to video functions. Video memory is usually faster than system memory. The amount of video memory installed primarily influences the number of colors that a program can display.

video mode — A mode that describes how text and graphics are displayed on a monitor. Graphics-based software, such as Windows operating systems, displays in video modes that can be defined as x horizontal pixels by y vertical pixels by z colors. Character-based software, such as text editors, displays in video modes that can be defined as x columns by y rows of characters.

video resolution — See *resolution*.

virus — A program that is designed to inconvenience you or to destroy data stored on your computer. A virus program moves from one computer to another through an infected disk, software downloaded from the Internet, or e-mail attachments. When an infected program starts, its embedded virus also starts.

A common type of virus is a boot virus, which is stored in the boot sectors of a floppy disk. If the floppy disk is left in the drive when the computer is shut down and then turned on, the computer is infected when it reads the boot sectors of the floppy disk expecting to find the operating system. If the computer is infected, the boot virus may replicate itself onto all the floppy disks that are read or written in that computer until the virus is eradicated.

V — volt — The measurement of electric potential or electromotive force. One V appears across a resistance of 1 ohm when a current of 1 ampere flows through that resistance.

W

W — watt — The measurement of electrical power. One W is 1 ampere of current flowing at 1 volt.

WHr — watt-hour — A unit of measure commonly used to indicate the approximate capacity of a battery. For example, a 66-WHr battery can supply 66 W of power for 1 hour or 33 W for 2 hours.

wallpaper — The background pattern or picture on the Windows desktop. Change your wallpaper through the Windows Control Panel. You can also scan in your favorite picture and make it wallpaper.

WLAN — wireless local area network.

write-protected — Files or media that cannot be changed. Use write-protection when you want to protect data from being changed or destroyed. To write-protect a 3.5-inch floppy disk, slide its write-protect tab to the open position.

WWAN — wireless wide area network.

WXGA — wide-aspect extended graphics array — A video standard for video cards and controllers that supports resolutions up to 1280 x 800.

X

XGA — extended graphics array — A video standard for video cards and controllers that supports resolutions up to 1024 x 768.

Z

ZIF — zero insertion force — A type of socket or connector that allows a computer chip to be installed or removed with no stress applied to either the chip or its socket.

Zip — A popular data compression format. Files that have been compressed with the Zip format are called Zip files and usually have a filename extension of **.zip**. A special kind of zipped file is a self-extracting file, which has a filename extension of **.exe**. You can unzip a self-extracting file by double-clicking it.

Zip drive — A high-capacity floppy drive developed by Iomega Corporation that uses 3.5-inch removable disks called Zip disks. Zip disks are slightly larger than regular floppy disks, about twice as thick, and hold up to 100 MB of data.

[Back to Contents Page](#)

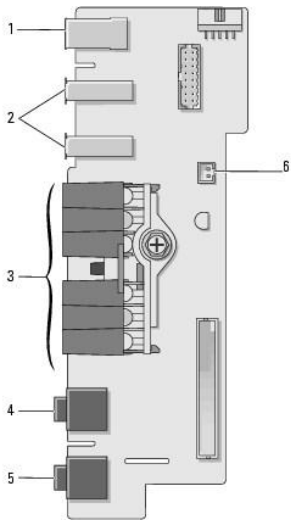
I/O Panel

Dell Precision™ Workstation 690 User's Guide

- [I/O-Panel Components](#)
- [Removing the I/O Panel](#)
- [Replacing the I/O Panel](#)

- CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.
- CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before opening the cover.
- NOTICE:** To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer.

I/O-Panel Components



1	IEEE 1394 connector
2	USB ports (2)
3	diagnostic, hard-drive access, and network integrity lights
4	microphone connector
5	headphone connector
6	front-panel air temperature sensor
	NOTICE: The front-panel temperature sensor cable must be installed in this connector at all times while your computer is running or thermal problems may result.

Removing the I/O Panel

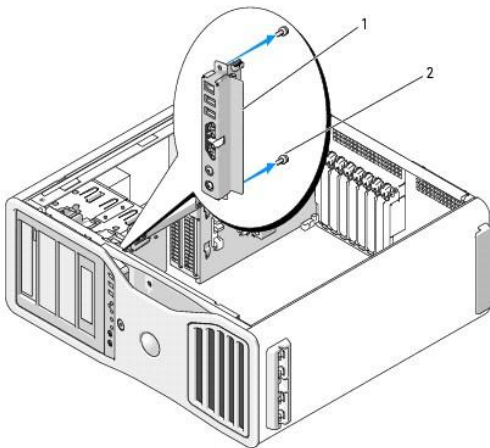
- Follow the procedures in [Before You Begin](#).
- CAUTION:** Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.

CAUTION: The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.
- Remove the computer cover (see [Removing the Computer Cover](#)).
- Remove any full-length expansion cards (see [Removing an Expansion Card](#)).

4. If a graphics riser card is installed, remove it:
 - a. Remove its four screws.
 - b. Disconnect its power cable.
 - c. Move it slightly up and to the right at an angle to free it from the card fan and the memory-riser support structure.
 - d. Set the riser aside.
5. Loosen the captive thumbscrews that secure the memory shroud and lift to remove it from the computer.
6. Disconnect the speaker cable from the system board.
7. Disconnect the front fan and the card fan from the system board.
8. Unscrew the two screws that hold the processor and card fan case in place and lift it away from the computer.
9. Disconnect the control-panel cable from the I/O panel connector by pulling with the cable loop.

➡ **NOTICE:** Carefully note the routing of each cable before you disconnect it, so that you are sure to re-route cables correctly. An incorrectly routed or a disconnected cable could lead to computer problems.

10. Note the routing of each cable as you disconnect all cables attached to the I/O panel.



1	I/O panel
2	mounting screws

11. Remove the mounting screws from the I/O panel.
12. Lift to remove the I/O panel from the computer.

Replacing the I/O Panel

➡ **NOTICE:** Ensure that you replace all cables originally attached to the I/O panel or you may experience computer problems.

Follow the removal procedure: ([Removing the I/O Panel](#)) in reverse order. Ensure that the plastic piece that fits over the screw hole is in place, secured by the screw that fastens the I/O panel to the chassis.

[Back to Contents Page](#)

[Back to Contents Page](#)

Memory

Dell Precision™ Workstation 690 User's Guide

- [Addressing Memory With 4-GB or Greater Configurations \(32-bit Operating Systems Only\)](#)
- [Fully Buffered DIMM \(FBD\) Memory Overview](#)
- [Memory Installation \(Without Memory Riser Cards\)](#)
- [Installing Memory Without Memory Riser Cards](#)
- [Removing Memory Without Memory Riser Cards](#)
- [Memory Installation \(With Optional Memory Riser Cards\)](#)
- [Installing Memory \(With Optional Memory Riser Cards\)](#)
- [Removing Memory \(With Optional Memory Riser Cards\)](#)

Your computer supports fully-buffered ECC DDR2 memory only. For more information on the type of memory supported by your computer, see [Specifications](#).



NOTICE: Before you install new memory modules, download the most recent BIOS for your computer from the Dell Support website at support.dell.com.



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

Addressing Memory With 4-GB or Greater Configurations (32-bit Operating Systems Only)

This computer supports a maximum of 32 GB of memory (eight 4-GB fully-buffered DIMMs) when no memory risers are installed. When memory risers are installed, this computer supports a maximum of 64 GB of memory (sixteen 4-GB fully-buffered DIMMs). Current 32-bit operating systems, such as Microsoft® Windows® XP, can use a maximum of 4 GB of address space; however, the amount of memory available to the operating system is less than that installed. Certain components within the computer require address space in the 4-GB range. Any address space reserved for these components cannot be used by computer memory.

The following components require memory address space:

- 1 System ROM
- 1 APIC(s)
- 1 Integrated PCI devices, such as network connectors and SCSI controllers
- 1 PCI cards
- 1 Graphics card(s)
- 1 PCI Express cards (if applicable)

At start-up, the BIOS identifies the components that require address space. The BIOS dynamically calculates the amount of reserved address space required. The BIOS then subtracts the reserved address space from 4 GB to determine the amount of usable space.

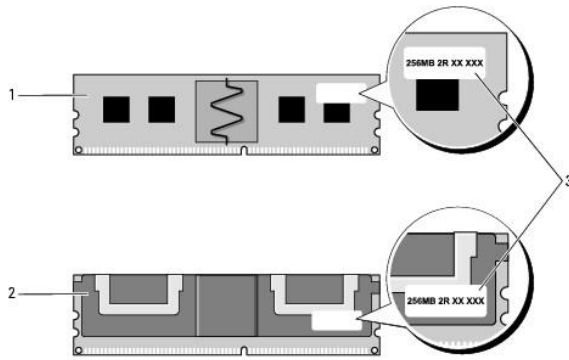
- 1 If the total installed computer memory is less than the usable address space, all installed computer memory is available for use only by the operating system.
- 1 If the total installed computer memory is equal to or greater than the usable address space, a portion of installed memory is not available for use by the operating system.

Fully Buffered DIMM (FBD) Memory Overview

For optimal performance fully buffered DIMMs (FBDs) should be installed in matched sets of four. This enables quad-channel operation and provides the highest memory bandwidth. The sets of four must be matched in size, rank, and organization. This information can normally be found on the FBD label. For example, the label of each FBD in a set of four might read: *1G 2R x8*, in which *1G* represents the size of the memory module, *2R* represents the number of ranks, and *x8* represents the organization.



NOTICE: Full-length heat spreaders (FLHS) are required for any memory in a memory riser and for 667 MHz DIMMs.



1	fully buffered DIMM
2	fully buffered DIMM with full-length heat spreaders
3	information label

Memory Installation (Without Memory Riser Cards)

Fully buffered DDR2 memory modules can also be installed in pairs of two; in this case, the computer will continue to operate, but with a slight reduction in performance. The pairs must be matched in size, rank, and organization.

Install memory modules in order of their labels on the system board; matched sets of four should be installed first into DIMM slots 1-4 and then into DIMM slots 5-8 on the system board. Pairs of memory should be first installed into slots DIMM_1, and DIMM_2, then DIMM_3 and DIMM_4, and so on.

NOTICE: Do not install non-ECC, unbuffered, or non-fully-buffered memory modules. Doing so may cause the system not to boot.

Installing Memory Without Memory Riser Cards

CAUTION: Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

CAUTION: To guard against electrical shock, always unplug your computer from the electrical outlet before opening the cover.

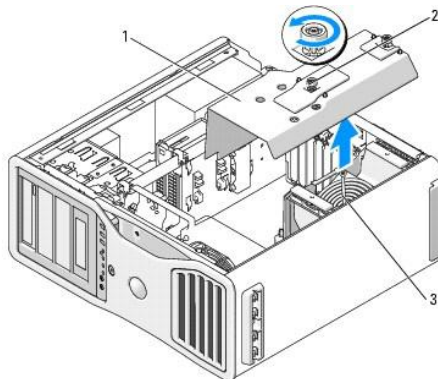
NOTICE: To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer.

1. Follow the procedures in [Before You Begin](#).

CAUTION: Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.

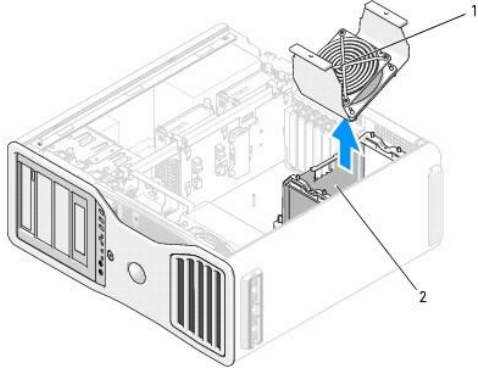
CAUTION: The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

2. Remove the computer cover (see [Removing the Computer Cover](#)).



1	memory shroud
2	thumbscrews (2)
3	memory fan

3. Loosen the captive thumbscrews that secure the memory shroud and lift it away from the computer.

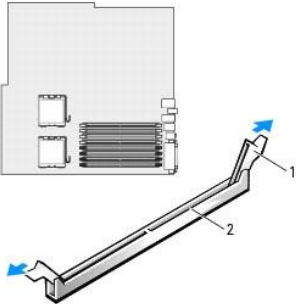


1	memory fan
2	memory fan support structure

4. Note the position of the memory fan, then lift the memory fan free from the fan support structure and set it aside.

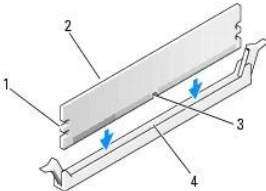
⚠ CAUTION: Fully-buffered memory modules may become very hot during normal operation. Ensure that memory modules have had sufficient time to cool before you touch them.

5. Press out the securing clip at each end of the memory module connector.



1	securing clips (2)
2	connector

6. Align the notch on the bottom of the module with the crossbar in the connector.

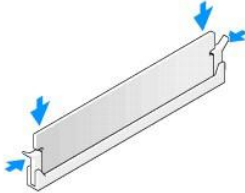


1	cutouts (2)
2	memory module
3	notch
4	crossbar

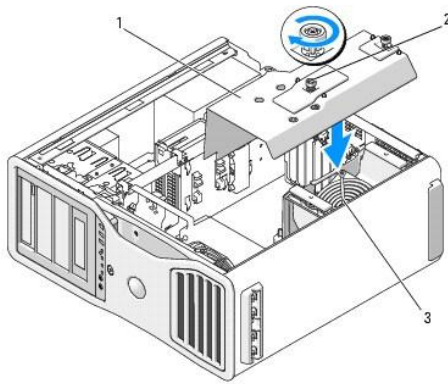
➡ **NOTICE:** To avoid damage to the memory module, press the module straight down into the connector while you apply equal force to each end of the module.

7. Insert the module into the connector until the module snaps into position.

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



8. Place the memory fan on the fan support structure.



1	memory shroud
2	thumbscrews (2)
3	memory fan

➡ **NOTICE:** The memory shroud holds the (optional) memory risers in place; its thumbscrews must be sufficiently tight in order to secure the risers and to avoid damage.

9. Replace the memory shroud. Tighten the thumbscrews until the memory shroud is well secured and will not shift when the computer is moved.
10. Replace the computer cover (see [Replacing the Computer Cover](#)).

➡ **NOTICE:** To connect a network cable, first plug the cable into the network port or device and then plug it into the computer.

11. Connect your computer and devices to electrical outlets, and turn them on.

12. Press <F2> to enter system setup and check the values listed under **Memory Info**.

The computer should have changed the value of **Installed Memory** to reflect the newly installed memory. Verify the new total. If it is correct, skip to [step 14](#).

13. If the memory total is incorrect, turn off and disconnect your computer and devices from their electrical outlets.

Return to [step 1](#) of this procedure, but instead of installing new memory, check the installed memory modules to ensure that they are seated properly in their sockets.

14. When the **Memory Info** total is correct, press <Esc> to exit system setup.

15. Run the Dell Diagnostics to verify that the memory modules are operating properly. See [Dell Diagnostics](#).

Removing Memory Without Memory Riser Cards

CAUTION: Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

CAUTION: To guard against electrical shock, always unplug your computer from the electrical outlet before opening the cover.

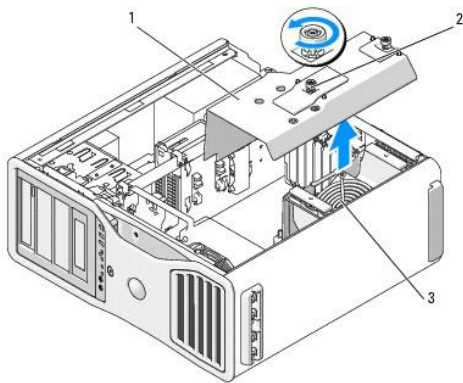
NOTICE: To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer.

1. Follow the procedures in [Before You Begin](#).

CAUTION: Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.

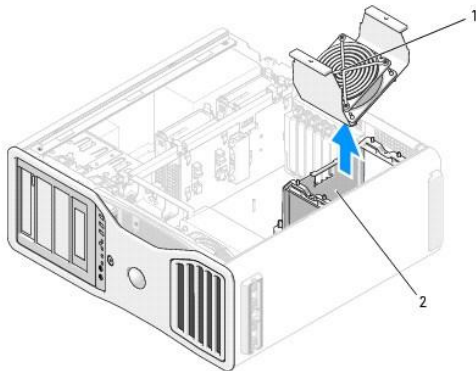
CAUTION: The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

2. Remove the computer cover (see [Removing the Computer Cover](#)).
3. Loosen the captive thumbscrews that secure the memory shroud and lift it away from the computer.



1	memory shroud
2	thumbscrews (2)
3	memory fan

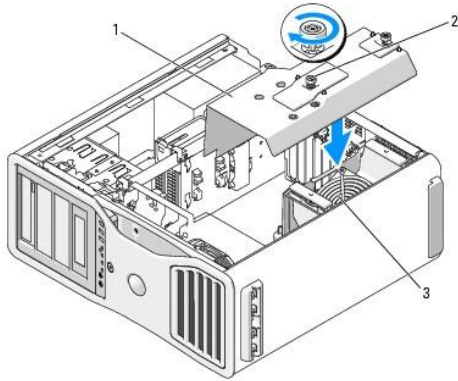
4. Note the position of the memory fan, then lift the memory fan free from the fan support structure and set it aside.



1	memory fan
2	memory fan support structure

CAUTION: Fully-buffered memory modules may become very hot during normal operation. Ensure that memory modules have had sufficient time to cool before you touch them.

5. Press out the securing clip at each end of the memory module connector.
6. 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.
7. Replace the memory fan on the fan support structure.



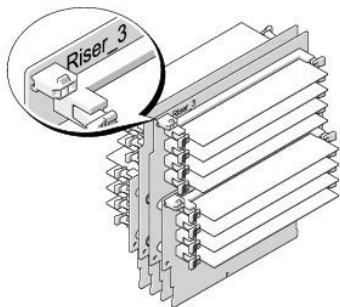
1	memory shroud
2	thumbscrews (2)
3	memory fan

- ➡ **NOTICE:** The memory shroud holds the (optional) memory risers in place; its thumbscrews must be sufficiently tight in order to secure the risers and to avoid damage.
8. Replace the memory shroud. Tighten the thumbscrews until the memory shroud is well secured and will not shift when the computer is moved.
 9. Replace the computer cover (see [Replacing the Computer Cover](#)).
- ➡ **NOTICE:** To connect a network cable, first plug the cable into the network port or device and then plug it into the computer.
10. Connect your computer and devices to electrical outlets, and turn them on.

Memory Installation (With Optional Memory Riser Cards)

- ➡ **NOTICE:** The memory shroud holds the (optional) memory risers in place; its thumbscrews must be sufficiently tight in order to secure the riser cards and to avoid damage.


The four memory riser cards that you received with your computer are connected together in sets of two. Do not attempt to disconnect the memory riser cards from each other. Each memory riser card is numbered in the upper left hand corner. These numbers indicate which DIMM slot on the system board each riser card must be inserted into. Only the DIMM_1-4 slots (the slots with the white securing clips) on the system board can be used with the riser cards. The other slots (DIMM_5-8) *must* be left vacant.




You must remove the memory riser cards from the computer in order to install memory on them. The memory slots on each riser card are numbered DIMM_1-DIMM_4. Memory must be installed on these cards in the order that they are numbered; that is, DIMM_1 on riser card 1 must be populated before DIMM_1 is populated on any other card. DIMM_1 must be populated on each card before DIMM_2 can be populated on riser card 1, and so on. Memory must be installed


in sets of four with one of the four on each riser card.


Install memory modules in order of their labels on the system board; matched sets of four should be installed first into DIMM_1 on each board and then DIMM_2 on each board, and so on.

 **NOTICE:** Do not install non-ECC, unbuffered, or non-fully-buffered memory modules. Doing so may cause the system not to boot.


Installing Memory (With Optional Memory Riser Cards)


 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

 **CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before opening the cover.

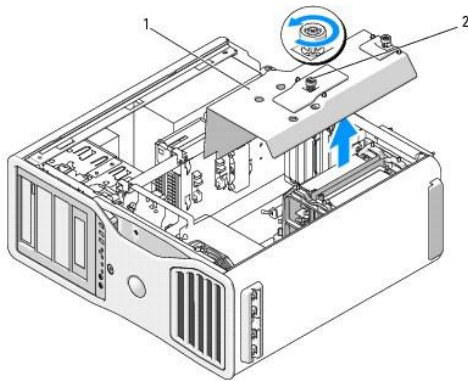
 **NOTICE:** To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer.

1. Follow the procedures in [Before You Begin](#).

 **CAUTION:** Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.


 **CAUTION:** The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

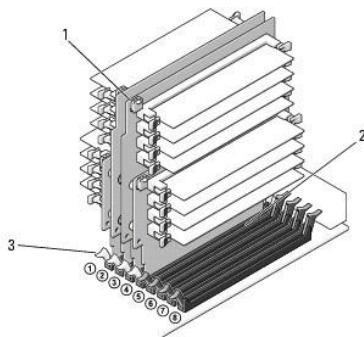
2. Remove the computer cover (see [Removing the Computer Cover](#)).



1	memory shroud
2	thumbscrews (2)

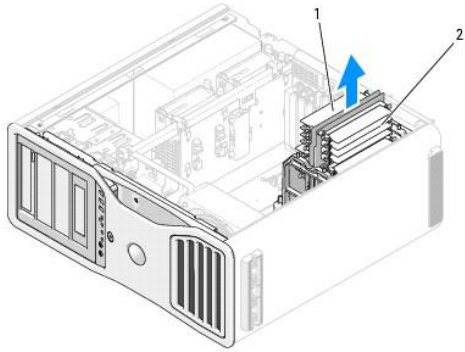
3. Loosen the captive thumbscrews that secure the memory shroud and lift it away from the computer.

 **CAUTION:** Fully-buffered memory modules may become very hot during normal operation. Ensure that memory modules have had sufficient time to cool before you touch them.



1	power connectors (4)
2	memory connectors (4)
3	securing clips (2)

4. Disconnect the power cable from memory riser card 1 and 2.
 5. Grasp the memory riser card 1 at each corner and lift memory riser card 1 and attached card 2 from the DIMM_1 and DIMM_2 slots on the system board.
- If a card is difficult to remove, gently ease it back and forth to remove it from the connector.



1	memory riser cards 1 and 2
2	memory riser cards 3 and 4

6. Disconnect the power cables from memory riser cards 3 and 4.
 7. Grasp the memory riser card 3 at each corner and lift memory riser cards 3 and attached card 4 from the DIMM_3 and DIMM_4 memory module connectors on the system board.
- If a card is difficult to remove, gently ease it back and forth to remove it from the connector.

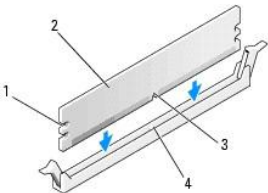
CAUTION: Fully-buffered memory modules may become very hot during normal operation. Ensure that memory modules have had sufficient time to cool before you touch them.

8. Press out the securing clip at each end of the module connector on the memory riser card into which you are installing memory.

NOTICE: Full-length heat spreaders (FLHS) are required for any memory in a memory riser and for 667 MHz DIMMs.

NOTE: Align the memory module carefully to ensure that it is facing the correct direction; FBDs on memory riser cards 1 and 2 face a different direction than those on riser cards 3 and 4.

9. Align the notch on the bottom of the module with the crossbar in the connector.

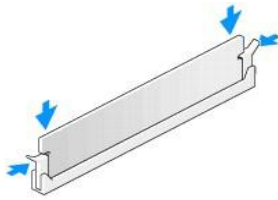


1	cutouts (2)
2	memory module
3	notch
4	crossbar

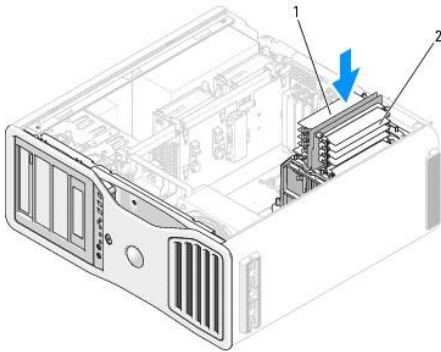
NOTICE: To avoid damage to the memory module, press the module straight down into the connector while you apply equal force to each end of the module.

10. Insert the module into the connector until the module snaps into position.

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



11. Ensure that memory riser card 3 is above system-board connector DIMM_3 and memory riser card 4 is above system-board connector DIMM_4. Align the notch on the bottom of each riser card with the crossbar in each system-board connector.
12. Insert the riser cards into the connectors until both riser cards snap into position.



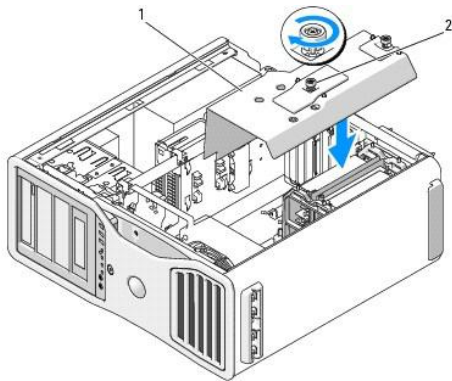
1	memory riser cards 1 and 2
2	memory riser cards 3 and 4

NOTE: If a memory-riser power cable is not plugged in, the system will not boot.

13. Connect the power cables back into memory riser cards 3 and 4.
14. Ensure that memory riser card 1 is above system-board connector DIMM_1 and memory riser card 2 is above system-board connector DIMM_2. Align the notch on the bottom of each riser card with the crossbar in each system-board connector.
15. Insert the riser cards into the connectors until both riser cards snap into position.



NOTE: If a memory-riser power cable is not plugged in, the system will not boot.

16. Connect the power cables back into memory riser cards 1 and 2.



1	memory shroud
---	---------------






2	thumbscrews (2)
---	-----------------

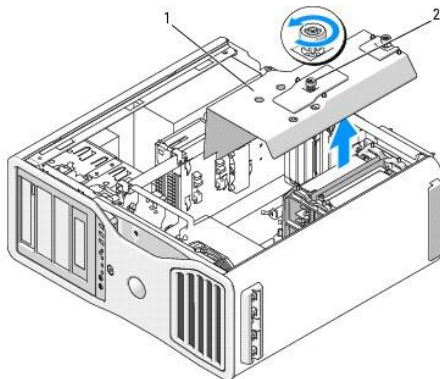
-  **NOTICE:** The memory shroud holds the (optional) memory risers in place; its thumbscrews must be sufficiently tight in order to secure the risers and to avoid damage.
17. Replace the memory shroud. Tighten the thumbscrews until the memory shroud is well secured and will not shift when the computer is moved.
 18. Replace the computer cover (see [Replacing the Computer Cover](#)).
-  **NOTICE:** To connect a network cable, first plug the cable into the network port or device and then plug it into the computer.
19. Connect your computer and devices to electrical outlets, and turn them on.
 20. Press <F2> to enter system setup and check the values listed under **Memory Info**.

The computer should have changed the value of **Installed Memory** to reflect the newly installed memory. Verify the new total. If it is correct, skip to [step 14](#).
 21. If the memory total is incorrect, turn off and disconnect your computer and devices from their electrical outlets.

Return to [step 1](#) of this procedure, but instead of installing new memory, check the installed memory modules to ensure that they are seated properly in their sockets.
 22. When the **Installed Memory** total is correct, press <Esc> to exit system setup.
 23. Run the Dell Diagnostics to verify that the memory modules are operating properly. See [Dell Diagnostics](#).

Removing Memory (With Optional Memory Riser Cards)

-  **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.
-  **CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before opening the cover.
-  **NOTICE:** To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer.
1. Follow the procedures in [Before You Begin](#).
-  **CAUTION:** Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.
-  **CAUTION:** The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.
2. Remove the computer cover (see [Removing the Computer Cover](#)).

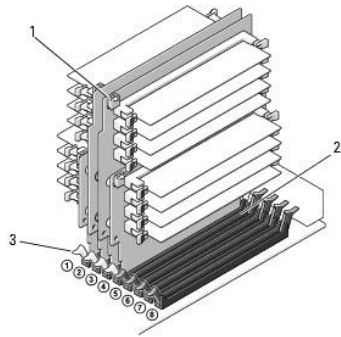


1	memory shroud
2	thumbscrews (2)

-
3. Loosen the captive thumbscrews that secure the memory shroud and lift it away from the computer.

⚠ CAUTION: Fully-buffered memory modules may become very hot during normal operation. Ensure that memory modules have had sufficient time to cool before you touch them.

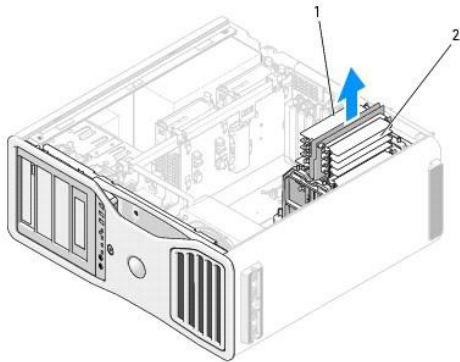
4. Disconnect the power cables from memory riser cards 1 and 2.



1	power connectors (4)
2	memory module connectors (4)
3	securing clips (2)

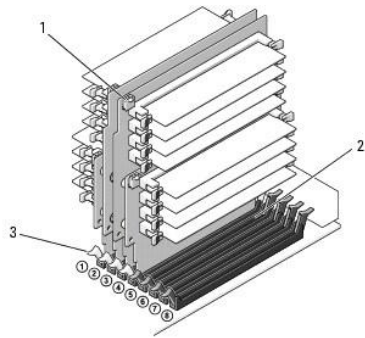
5. Grasp the memory riser card 1 at each corner and lift memory riser card 1 and attached card 2 from the DIMM_1 and DIMM_2 memory module connectors on the system board.

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



1	memory riser cards 1 and 2
2	memory riser cards 3 and 4

6. Disconnect the power cables from memory riser cards 3 and 4.



1	power connectors (4)
2	memory module connectors (4)
3	securing clips (2)

7. Grasp the memory riser card 3 at each corner and lift memory riser card 3 and attached card 4 from the DIMM_3 and DIMM_4 memory module connectors on the system board.

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

CAUTION: Fully-buffered memory modules may become very hot during normal operation. Ensure that memory modules have had sufficient time to cool before you touch them.

8. Press out the securing clip at each end of the module connector on the memory riser card from which you are removing memory.

9. Grasp the module and pull up to lift the memory module from the memory riser card.

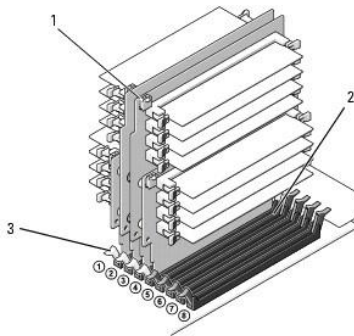
If a module is difficult to remove, gently ease it back and forth to remove it from the connector.

10. Ensure that memory riser card 3 is above system-board connector DIMM_3 and memory riser card 4 is above system-board connector DIMM_4.

Align the notch on the bottom of each riser card with the crossbar in each system-board connector.

11. Insert the riser cards into the connectors until both riser cards snap into position.

NOTE: If a memory-riser power cable is not plugged in, the system will not boot.




1	power connectors
2	connector
3	securing clips (2)

12. Connect the power cables to memory riser cards 3 and 4.


13. Ensure that memory riser card 1 is above system-board connector DIMM_1 and memory riser card 2 is above system-board connector DIMM_2.

Align the notch on the bottom of each riser card with the crossbar in each system-board connector.

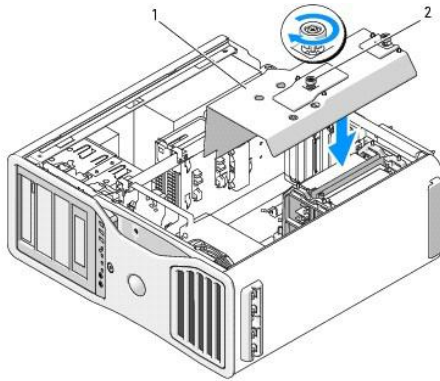
14. Insert the riser cards into the connectors until both riser cards snap into position.

 **NOTE:** If a memory-riser power cable is not plugged in, the system will not boot.

15. Connect the power cables to memory riser cards 1 and 2.


 **NOTICE:** The memory shroud holds the (optional) memory risers in place; its thumbscrews must be sufficiently tight in order to secure the risers and to avoid damage.

16. Replace the memory shroud. Tighten the thumbscrews until the memory shroud is well secured and will not shift when the computer is moved.



1	memory shroud
2	thumbscrews (2)

17. Replace the computer cover (see [Replacing the Computer Cover](#)).

 **NOTICE:** To connect a network cable, first plug the cable into the network port or device and then plug it into the computer.

18. Connect your computer and devices to electrical outlets, and turn them on.

Power Supply

Dell Precision™ Workstation 690 User's Guide

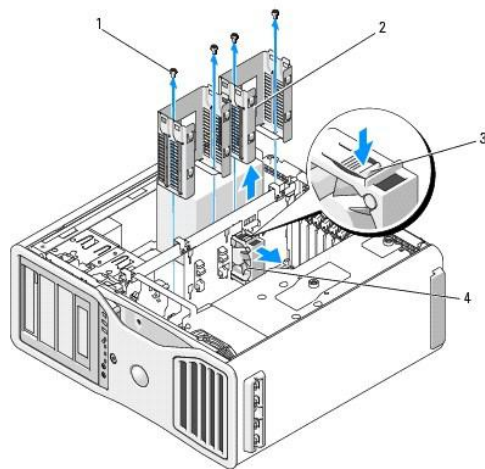
- [Removing the Power Supply](#)
- [Replacing the Power Supply](#)

- CAUTION:** Before performing any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.
- CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before opening the cover.
- NOTICE:** To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer.

Removing the Power Supply

1. Follow the procedures in [Before You Begin](#).
2. Remove the computer cover (see [Removing the Computer Cover](#)).
3. Follow the DC power cable bundles that stem from the power supply and disconnect each connected power cable bundle by pressing the release tab and pulling the connectors apart.

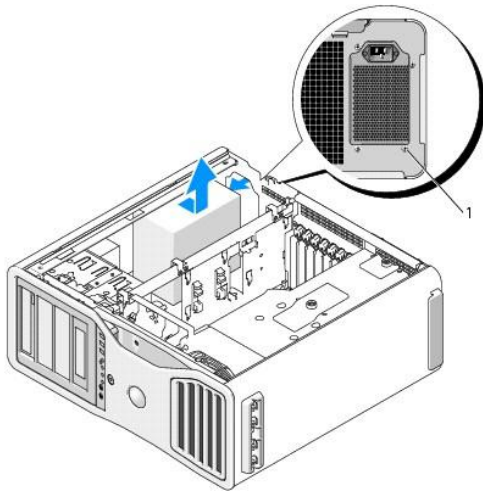
Note the routing of the power cable bundles as you disconnect them. You must route these cables properly when you replace them to prevent them from being pinched or crimped.
4. Remove all hard drives installed in the interior hard drive bays (see [Removing a Hard Drive \(Hard Drive Bays 1-4\)](#)).
5. Remove any full-length expansion or graphics riser cards (see [Removing an Expansion Card](#) and [Removing the Optional Graphics Riser Card](#)).
6. Disconnect the hard drive fan from the system board.
7. Press the release latch on the hard drive fan and slide it out from between the hard drive bays, then lift it from the computer.



1	screws (4)
2	hard-drive bay
3	hard-drive fan release latch
4	hard-drive fan

8. Remove the two screws that attach each hard-drive bay.
9. Remove the hard drive bays from the chassis.
10. Remove the four screws that attach the power supply to the back of the computer chassis.

11. Gather the power supply bundles that stem from the power supply, for easy removal.



1 power supply screws (4)

12. Slide the power supply towards the front of the computer to free it from the securing tabs on the computer chassis.
13. Slide the power supply toward the hard drive bay area, so that it will clear the protruding lip of the chassis and lift the power supply from the computer.

Replacing the Power Supply

1. Slide the power supply into place, ensuring that the tabs on the rear wall of the computer chassis latch into place.
2. Replace the four screws that secure the power supply to the back of the computer chassis.
3. Reattach each of the DC power cable bundles that were previously connected, carefully rerouting them as you found them.
4. Replace the two hard drive bays.
5. Replace all hard drives installed in the interior hard drive bays (see [Removing a Hard Drive \(Hard Drive Bays 1-4\)](#)).
6. Replace the computer cover (see [Replacing the Computer Cover](#)).

 **NOTICE:** To connect a network cable, first plug the cable into the network port or device and then plug it into the computer.

7. Connect your computer and devices to electrical outlets, and turn them on.

[Back to Contents Page](#)

Removing the Computer Cover

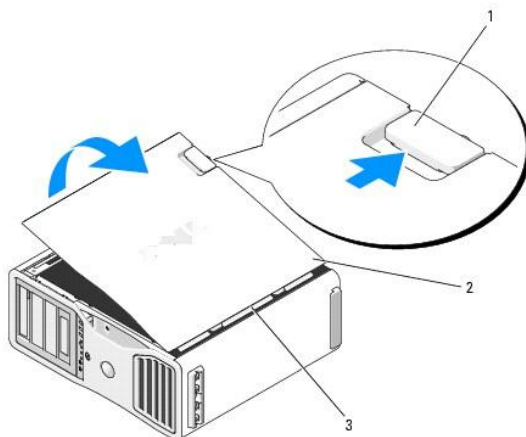
Dell Precision™ Workstation 690 User's Guide

- CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.
- CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before removing the cover.
- CAUTION:** Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.
- CAUTION:** The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.
- NOTICE:** To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer.

1. Follow the procedures in [Before You Begin](#).
- NOTICE:** Opening the computer cover while the computer is running could result in a shutdown without warning and a loss of data in open programs. The computer cooling system cannot function properly while the cover is removed.
2. If you have installed a security cable, remove it from the security cable slot.
3. Carefully, with the help of an assistant, remove the computer stand (see [Removing the Computer Stand](#)).

- CAUTION:** Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.
- CAUTION:** The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.
- NOTICE:** Ensure that you are working on a level, protected surface to avoid scratching either the computer or the surface on which it is resting.

4. Carefully, with the help of an assistant, lower your computer down to a flat surface with the cover facing up.
5. Pull back the cover latch release.
- NOTICE:** Ensure that sufficient space exists to support the removed cover—at least 30 cm (1 ft) of desk top space.



1	cover latch release
2	computer cover
3	cover hinges

6. Locate the three hinge tabs on the edge of the computer.
7. Grip the sides of the computer cover and pivot the cover up, using the hinges as leverage points.
8. Release the cover from the hinge tabs and set it aside in a secure location.



NOTICE: The computer cooling system cannot function properly while the computer cover is not installed. Do not attempt to boot the computer before reinstalling the computer cover.

[Back to Contents Page](#)

Replacing the Computer Cover

Dell Precision™ Workstation 690 User's Guide

CAUTION: Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.

CAUTION: The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

CAUTION: Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

CAUTION: To guard against electrical shock, always unplug your computer from the electrical outlet before opening the cover.

NOTICE: To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer.

NOTICE: The computer cooling system cannot function properly while the computer cover is not installed. Do not attempt to boot the computer before replacing the computer cover.

1. Ensure that all cables are connected, and fold cables out of the way.

Gently pull the power cables toward you so that they do not get caught underneath the drives.

2. Ensure that no tools or extra parts are left inside the computer.

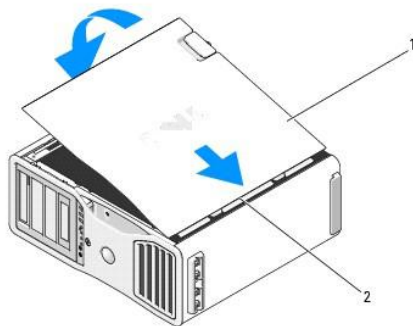
3. Replace the cover:

- a. Align the computer cover with the tabs on the side of the computer that has the hard drive bays.
- b. Pivot the cover down and gently press the cover until it clicks into place.
- c. Ensure that the cover is locked. If not, repeat all of [step 3](#).

CAUTION: Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.

CAUTION: The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

4. With the help of an assistant, attach the computer stand (see [Attaching the Computer Stand](#)) and set the computer in its upright position.




1	computer cover
2	cover hinges

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


5. Connect your computer and devices to electrical outlets, and turn them on.

After you open and close the cover, the chassis intrusion detector, if enabled, causes the following message to appear on the screen at the next computer start-up:

ALERT! Cover was previously removed.

 **NOTE:** If the chassis intrusion switch is not detected or the cover is open the system will run all fans at maximum speed to prevent overheating.

6. Reset the chassis intrusion detector by changing **Intrusion Alert** to **Enabled** or **Enabled-Silent**. See [Resetting the Chassis Intrusion Detector](#). The Chassis Intrusion Switch is actually essential to your computer as that it can alert you if the computer case is unexpectedly removed.

 **NOTE:** If a setup password has been assigned by someone else, contact your network administrator for information on resetting the chassis intrusion detector.

[Back to Contents Page](#)

Installing the Speaker (Optional)

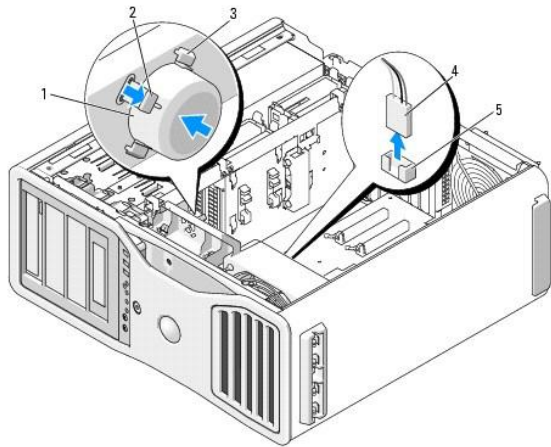
Dell Precision™ Workstation 690 User's Guide

- CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.
- CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before opening the cover.
- NOTICE:** To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer.

1. Follow the procedures in [Before You Begin](#).

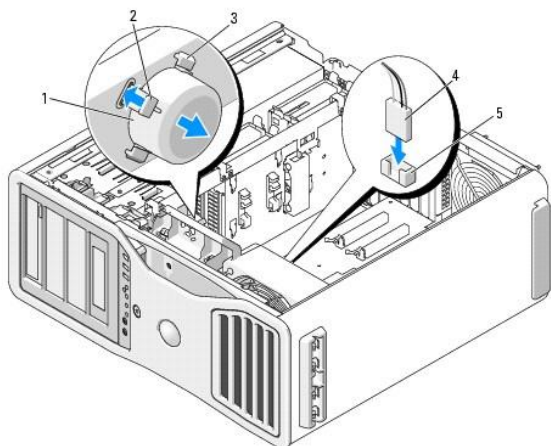
- CAUTION:** Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.
- CAUTION:** The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

2. Remove the computer cover (see [Removing the Computer Cover](#)).



1	speaker (optional)
2	latch release tab
3	speaker slots (3)
4	speaker cable
5	speaker connector on system board

3. If you already have a speaker installed, remove the old speaker:
- a. Disconnect the speaker cable from the speaker connector on the system board.
 - b. Simultaneously grasp the opposite side of the speaker with your index finger while you hold down the latch-release tab with your thumb.
 - c. Without releasing the latch-release tab, slide the speaker up at a 45 degree angle to release it from the tabs on the fan case.
4. To install the speaker:
- a. Align the tabs on either side of the latch-release tab with the corresponding slots on the fan case, with the latch-release tab pointing up at a 45 degree angle.
 - b. Slide the speaker into position, until the latch-release tab clicks into place.
 - c. Connect the speaker cable to the speaker connector on the system board.



1	speaker (optional)
2	latch release tab
3	speaker slots with tabs (3)
4	speaker cable
5	speaker connector on system board

5. Replace the computer cover (see [Replacing the Computer Cover](#)).

[Back to Contents Page](#)

Computer Stand

Dell Precision™ Workstation 690 User's Guide

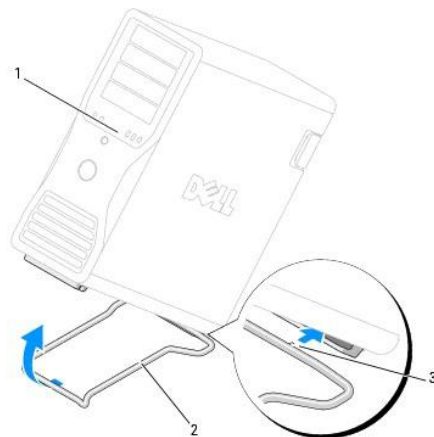
- [Attaching the Computer Stand](#)
- [Removing the Computer Stand](#)

- ⚠ **CAUTION:** Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.
- ⚠ **CAUTION:** The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.
- ⚠ **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.
- ⚠ **CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before removing the cover.
- 🔌 **NOTICE:** To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer.

Attaching the Computer Stand

- ⚠ **CAUTION:** Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.
- ⚠ **CAUTION:** The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

1. Follow the procedures in [Before You Begin](#).
2. If you have installed a security cable, remove it from the security cable slot.
3. Set the stand on the ground in front of the computer, so that the front and the back of the stand touch the ground. If the front and the back of the stand point up toward the ceiling, the stand is upside down.
4. Ensure that the alignment guide faces the computer. If the alignment guide points away from the computer, the stand is backwards.





1	computer
2	computer stand
3	alignment guide

5. Align the center of the stand with the center of the computer.
6. Carefully, with the help of an assistant, tilt the computer backwards slightly- just high enough to slide the stand beneath it.

7. Slide the rear of the stand into the rear foot of the computer, and ensure that the alignment guide slides into place.
 8. Center the front bar of the stand in the corresponding notch in the front foot of the computer.
 9. Carefully set the computer back down; the front bar of the stand should snap into place under the weight of the computer.
-

Removing the Computer Stand

 **CAUTION:** Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.

 **CAUTION:** The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

1. Follow the procedures in [Before You Begin](#).
 2. Carefully, with the help of an assistant, tip the computer back at a very slight angle from the ground.
 3. Pull the front of the computer stand down towards the ground, to release it from the front of the computer.
 4. Pull the computer stand toward the front of the computer until the stand is free.
-

[Back to Contents Page](#)

Chassis Intrusion Switch

Dell Precision™ Workstation 690 User's Guide

- [Removing the Chassis Intrusion Switch](#)
- [Replacing the Chassis Intrusion Switch](#)
- [Resetting the Chassis Intrusion Detector](#)

The intrusion switch must be installed and the cover closed for the system to operate properly. If the switch is not detected, or if the cover is open, the system will run all fans at maximum speed to prevent overheating.

CAUTION: Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

CAUTION: To guard against electrical shock, always unplug your computer from the electrical outlet before opening the cover.

NOTICE: To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer.

Removing the Chassis Intrusion Switch

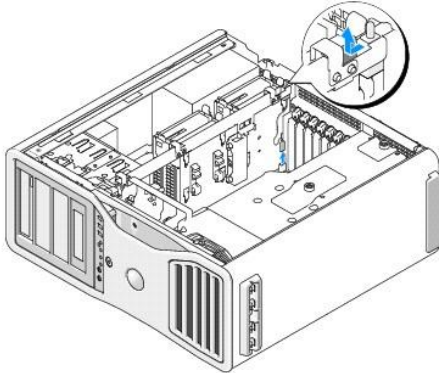
CAUTION: Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.

CAUTION: The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

1. Follow the procedures in [Before You Begin](#).
2. Remove the computer cover (see [Removing the Computer Cover](#)).
3. Disconnect the chassis intrusion switch cable from the system board.

Note the routing of the chassis intrusion switch cable as you remove it from the chassis. Chassis hooks may hold the cable in place inside the chassis.

4. Slide the chassis intrusion switch out of its slot, and remove the switch and its attached cable from the computer.



Replacing the Chassis Intrusion Switch

CAUTION: Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.

CAUTION: The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

1. Gently slide the chassis intrusion switch into its slot and reconnect the cable to the system board.

2. Replace the computer cover (see [Replacing the Computer Cover](#)).



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

3. Connect your computer and devices to electrical outlets, and turn them on.
-

Resetting the Chassis Intrusion Detector

1. Turn on (or restart) your computer.
2. When the blue DELL™ logo appears, press <F2> 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 (see [Turning Off Your Computer](#)).

3. Enter system setup, select the **Intrusion Alert** option, acknowledge the alert and then press the left- or right-arrow key to select **Reset**. Change the setting to **On**, **On-Silent**, or **Disabled**.



NOTE: The default setting is **On-Silent**.





4. Restart the computer to implement your changes.
-

[Back to Contents Page](#)

System Board



Dell Precision™ Workstation 690 User's Guide

- [Removing the System Board](#)
- [Replacing the System Board](#)

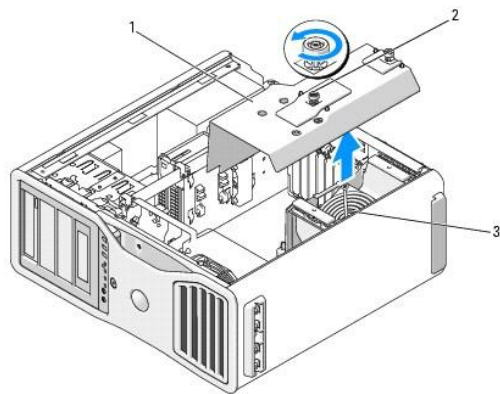
-  **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.
-  **CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before opening the cover.
-  **NOTICE:** To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer.
-  **NOTICE:** The system board and metal tray are connected and are removed as one piece.

Removing the System Board

1. Follow the procedures in [Before You Begin](#).

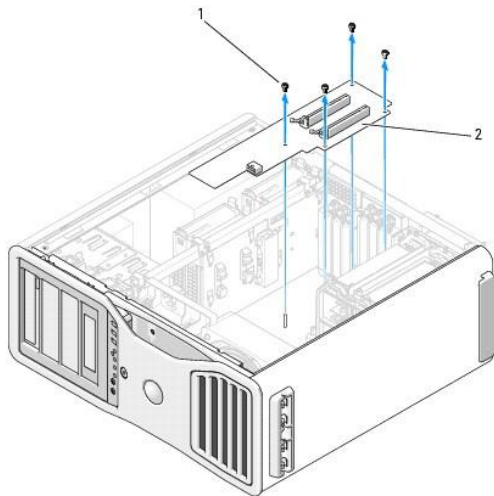
-  **CAUTION:** Your computer is heavy (it has an approximate minimum weight of 55 lbs) and can be difficult to maneuver. Seek assistance before attempting to lift, move, or tilt it; this computer requires a two-man lift. Always lift correctly to avoid injury; avoid bending over while lifting. See your *Product Information Guide* for other important safety information.
-  **CAUTION:** The computer stand should be installed at all times to ensure maximum system stability. Failure to install the stand could result in the computer tipping over, potentially resulting in bodily injury or damage to the computer.

2. Remove the computer cover (see [Removing the Computer Cover](#)).
3. Remove the memory shroud by loosening its two thumbscrews and lifting it from the computer.



1	memory shroud
2	thumbscrews (2)
3	memory fan (only present on systems without memory riser cards)

4. Lift to remove the memory risers, if installed.
5. If a graphics riser card is installed, remove it:
 - a. Remove its four screws.
 - b. Disconnect its power cable.
 - c. Move it slightly up and to the right at an angle to free it from the card fan and the memory-riser support structure.
 - d. Set the riser aside.

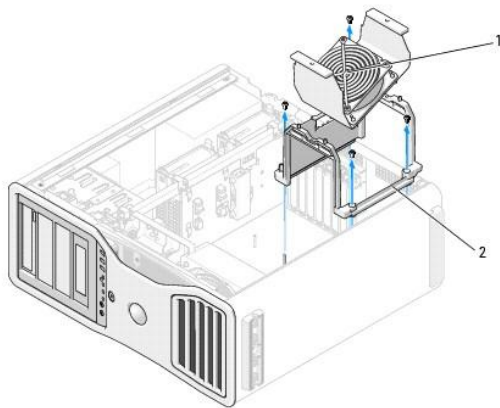


1	screws (4)
2	graphics riser card

6. If you do not have memory risers installed, lift to remove the memory fan from the fan support structure.

7. Remove the fan support structure or memory-riser support structure:

- a. Remove the four screws that attach it to the system board.
- b. Lift it from the computer.

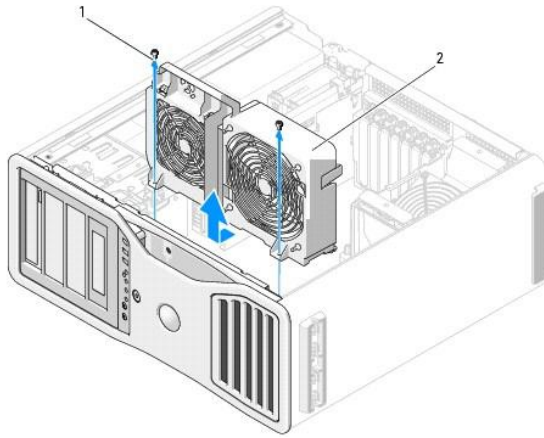


1	memory fan (only present on computers without memory riser cards)
2	fan support structure

8. Disconnect the speaker cable from the system board.

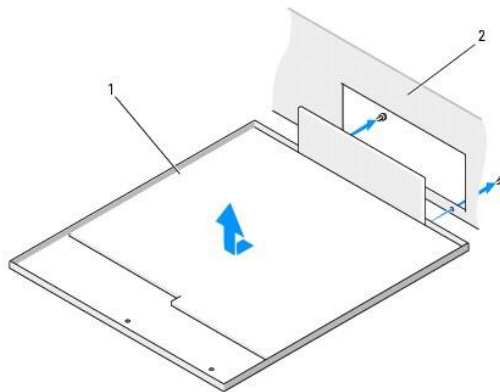
9. Disconnect the front fan and the card fan from the system board.

10. Unscrew the two screws that hold the processor and card fan case in place and lift it away from the computer. These screws help to secure the system board in place.



1	screws (2)
2	processor and card fan case

11. Remove any components that restrict access to the system board.
12. Disconnect all cables from the system board.
13. Before you remove the existing system board assembly, visually compare the replacement system board to the existing system board to ensure that you have the correct part.
14. Remove the two screws that attach the system board assembly to the rear of the computer chassis.





1	system board assembly
2	back of computer

15. Slide the system board assembly toward the front of the computer chassis to release the tabs on the computer chassis from the slots on the system board pan.
16. Lift the system board assembly from the computer.
17. Place the system board assembly that you just removed next to the replacement system board.

Replacing the System Board

1. Transfer components from the existing system board to the replacement system board:
 - a. Remove the memory modules or the memory module riser cards and install them on the replacement board. See [Memory](#) for more information.

CAUTION: The processor package and heat-sink assembly can get hot. To avoid burns, ensure that the package and assembly have had sufficient time to cool before you touch them.

- b. Remove any installed heat-sink assemblies and processors from the existing system board and transfer them to the replacement system board. See [Removing the Processor](#) for more information.
 2. Set the jumpers on the replacement system board so that they are identical to the ones on the existing board (see [System Board Components](#).)
-  **NOTE:** Some components and connectors on the replacement system board may be in different locations than the corresponding connectors on the existing system board.
3. Orient the replacement board by aligning the slots on the bottom of the system board pan with the tabs on the chassis. Slide the system board into place.
 4. Screw the system board assembly into place.
 5. Replace any components and cables that you removed from the system board.
 6. Reconnect all cables to their connectors at the back of the computer.
 7. Replace the computer cover (see [Replacing the Computer Cover](#)).
-  **NOTICE:** To connect a network cable, first plug the cable into the network port or device and then plug it into the computer.
8. Connect your computer and devices to electrical outlets, and turn them on.
-

[Back to Contents Page](#)

[Back to Contents Page](#)

Dell Precision™ Workstation 690 User's Guide



NOTE: A NOTE 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.

Information in this document is subject to change without notice.
© 2006 Dell Inc. All rights reserved.

Reproduction in any manner whatsoever without the written permission of Dell Inc. is strictly forbidden.

Trademarks used in this text: *Dell*, the *DELL* logo, *Inspiron*, *Dell Precision*, *Dimension*, *OptiPlex*, *Latitude*, *Dell TravelLite*, *PowerEdge*, *PowerVault*, *StrikeZone*, *PowerApp*, and *Dell OpenManage* are trademarks of Dell Inc.; *Intel*, *SpeedStep*, *Pentium*, *Xeon*, and *Celeron* are registered trademarks of Intel Corporation; *Microsoft* and *Windows* are registered trademarks of Microsoft Corporation; *Bluetooth* is a registered trademark owned by Bluetooth SIG, Inc. and is used by Dell Inc. under license; *ENERGY STAR* is a registered trademark of the U.S. Environmental Protection Agency.

Other trademarks and trade names may be used in this document to refer to either the entities claiming the marks and names or their products. Dell Inc. disclaims any proprietary interest in trademarks and trade names other than its own.

[Back to Contents Page](#)

[Back to Contents Page](#)

Tools to Help Solve Problems

Dell Precision™ Workstation 690 User's Guide

- [Diagnostic Lights](#)
- [Beep Codes](#)
- [Error Messages](#)
- [Dell Diagnostics](#)
- [Drivers](#)
- [Restoring Your Operating System](#)
- [Software and Hardware Incompatibilities](#)

Diagnostic Lights

⚠ CAUTION: Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

To help you troubleshoot a problem, your computer has four lights labeled "1," "2," "3," and "4" on the front. The lights can be "off" or green. When the computer starts normally, the lights flash. If the computer malfunctions, the pattern of the lights and also that of the power button help to identify the problem. These lights also indicate sleep states.

Diagnostic Light Codes Before POST





Diagnostic Lights	Power Light	Problem Description	Suggested Resolution
①②③④	off	No electrical power is supplied to the computer.	Connect the computer to an electrical outlet. Ensure that the front-panel power light is on. If the power light is off, ensure that the computer is connected to a working electrical outlet and then press the power button. If the problem is still not resolved, contact Dell for technical assistance (see Contacting Dell).
①②③④	off	The computer is in a normal off condition; the computer is connected to an electrical outlet.	Press the power button to turn the computer on. If the computer does not turn on, ensure that the front-panel power light is on. If the power light is off, ensure that the computer is connected to a working electrical outlet and then press the power button. If the problem is still not resolved, contact Dell for technical assistance (see Contacting Dell).
①②③④	blinking green	The computer is in a reduced power or "sleep" state.	Use one of the appropriate methods to "wake up" the computer. See Power Management . If the problem is not resolved and you are trying to wake the computer with a USB mouse or keyboard, substitute the mouse or keyboard with a working PS/2 mouse or keyboard and then try to wake the computer.
①②③④	blinking green	The computer is in a reduced power or "sleep" state.	Use one of the appropriate methods to "wake up" the computer. See Power Management . If the problem is not resolved and you are trying to wake the computer with a USB mouse or keyboard, substitute the mouse or keyboard with a working PS/2 mouse or keyboard and then try to wake the computer.
①②③④ (blinking)	amber	The BIOS is not executing.	Ensure that the processor is seated correctly and restart the computer (see Processor). If the problem is still not resolved, contact Dell for technical assistance (see Contacting Dell).
①②③④ (blinking)	blinking amber	A possible power supply or power cable failure has occurred.	Perform the procedure in Power Problems . If the problem is still not resolved, contact Dell for technical assistance (see Contacting Dell).
①②③④ (blinking)	amber	A possible system board failure has occurred.	Contact Dell for technical assistance (see Contacting Dell).
①②③④ (blinking)	amber	A processor mismatch exists.	See Troubleshooting Tips , then refer to Memory Problems and Power Problems .

(blinking)	amber	A possible failure has been detected in a plug-in component such as a graphics riser card or memory riser card.	Verify that any required power cables are connected to the memory and graphics riser cards. Perform the procedure in Power Problems .
(blinking)	amber	A possible power supply failure has occurred.	Verify that both power supply cables are plugged in to the motherboard.

Diagnostic Light Codes During POST

The power light displays a solid green for diagnostic light codes during POST.

Light Pattern	Problem Description	Suggested Resolution
	A possible processor failure has occurred.	Reinstall the processor and restart the computer (see Processor).
	A possible expansion card failure has occurred.	<ol style="list-style-type: none"> Determine if a conflict exists by removing a card (not the graphics card) and then restarting the computer. See Cards. If the problem persists, reinstall the card that you removed, remove a different card, and then restart the computer. Repeat this process for each card. If the computer starts normally, troubleshoot the last card removed from the computer for resource conflicts (see Software and Hardware Incompatibilities). If the problem persists, contact Dell (see Contacting Dell).
	A possible graphics card failure has occurred.	<ol style="list-style-type: none"> If the computer has a graphics card, remove the card, reinstall it, and then restart the computer. See Cards. If the problem still exists, install a graphics card that you know works and restart the computer. If the problem persists or the computer has integrated graphics, contact Dell (see Contacting Dell).
	A possible floppy or hard drive failure has occurred.	Reseat all power and data cables and restart the computer.
	A possible USB failure has occurred.	Reinstall all USB devices, check cable connections, and then restart the computer.
	No memory modules are detected.	<ol style="list-style-type: none"> Reseat the memory modules to ensure that your computer is successfully communicating with the memory (see Memory). Restart the computer. If the problem still exists, remove all the memory modules and install one memory module in memory module connector DIMM_1. Restart the computer. <p>A message appears stating that because your memory is not paired, the system will operate with reduced performance and reduced error-correction capability</p> <ol style="list-style-type: none"> Press <F1> to boot to the operating system. Run the Dell Diagnostics. See Dell Diagnostics. If the memory module passes, shut down the computer (see Turning Off Your Computer), remove the memory module, and then repeat the process with the remaining memory modules until a memory error occurs during start-up or diagnostic testing. <p>If the first memory module tested is defective, repeat the process with the remaining modules to ensure that the remaining modules are not defective.</p> <ol style="list-style-type: none"> When the defective memory module is identified, contact Dell for a replacement (see Contacting Dell).
	No memory modules are detected.	<ol style="list-style-type: none"> If you have one memory module installed, reinstall it and restart the computer (see Memory). If you have two or more memory modules installed, remove the modules, reinstall one module, and then restart the computer (see Memory). If the computer starts normally, reinstall an additional module. Continue until you have identified a faulty module or reinstalled all modules without error. If available, install properly working memory of the same type into your computer (see Memory). If the problem persists, contact Dell (see Contacting Dell).
	System board failure has occurred.	Contact Dell for technical assistance (see Contacting Dell).
	Memory modules are detected, but a memory configuration or compatibility error exists.	<ol style="list-style-type: none"> Ensure that no special memory module/memory connector placement requirements exist (see Memory). Verify that the memory modules that you are installing are compatible with your computer (see Memory). Reinstall the memory modules and restart the computer (see Memory).

		1 If the problem persists, contact Dell (see Contacting Dell).
	Routine system activity preceding video initialization.	Watch your monitor for on-screen messages.
	A possible expansion card failure has occurred.	<ol style="list-style-type: none"> 1. Determine if a conflict exists by removing a card (not a graphics card) and restarting the computer. See Cards. 2. If the problem persists, reinstall the card that you removed, remove a different card, and then restart the computer. 3. Repeat this process for each card. If the computer starts normally, troubleshoot the last card removed from the computer for resource conflicts (see Software and Hardware Incompatibilities). 4. If the problem persists, contact Dell (see Contacting Dell).
	Routine system activity preceding video initialization.	Watch your monitor for on-screen messages.
	<p>The computer is in a normal operating condition after POST.</p> <p>NOTE: The diagnostic lights flicker briefly; they are turned off after the computer successfully boots to the operating system.</p>	None.

Beep Codes

Your computer might emit a series of beeps during start-up if the monitor cannot display errors or problems. This series of beeps, called a beep code, identifies a problem. One possible beep code (code 1-3-1) consists of one beep, a burst of three beeps, and then one beep. This beep code tells you that the computer encountered a memory problem.

If your computer beeps during start-up:


1. Write down the beep code on the [Diagnostics Checklist](#).
2. Run the Dell Diagnostics to identify a more serious cause (see [Dell Diagnostics](#)).
3. Contact Dell for technical assistance (see [Contacting Dell](#)).

Code	Cause
1-1-2	Microprocessor register failure
1-1-3	NVRAM read/write failure
1-1-4	ROM BIOS checksum failure
1-2-1	Programmable interval timer failure
1-2-2	DMA initialization failure
1-2-3	DMA page register read/write failure
1-3	Video Memory Test failure
1-3-1 through 2-4-4	Memory not being properly identified or used
1-3-2	Memory problem
3-1-1	Slave DMA register failure
3-1-2	Master DMA register failure
3-1-3	Master interrupt mask register failure
3-1-4	Slave interrupt mask register failure
3-2-2	Interrupt vector loading failure
3-2-4	Keyboard Controller Test failure
3-3-1	NVRAM power loss
3-3-2	Invalid NVRAM configuration
3-3-4	Video Memory Test failure
3-4-1	Screen initialization failure
3-4-2	Screen retrace failure
3-4-3	Search for video ROM failure
4-2-1	No timer tick

4-2-2	Shutdown failure
4-2-3	Gate A20 failure
4-2-4	Unexpected interrupt in protected mode
4-3-1	Memory failure above address 0FFFFh
4-3-3	Timer-chip counter 2 failure
4-3-4	Time-of-day clock stopped
4-4-1	Serial or parallel port test failure
4-4-2	Failure to decompress code to shadowed memory
4-4-3	Math-coprocessor test failure
4-4-4	Cache test failure

Error Messages

Fill out the [Diagnostics Checklist](#) as you complete these checks.

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

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

A filename cannot contain any of the following characters: \ / : * ? " < > | — Do not use these characters in filenames.

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, click **Control Panel**, and then click **Add or Remove Programs**.
2. Select the program you want to remove.
3. Click the **Change or Remove Program** icon.
4. See the program documentation for installation instructions.

Alert! Air Temperature Sensor Not Detected. — Ensure that all cables are securely fastened to the I/O panel and to the system board and reboot your computer. If this does not resolve the problem, contact Dell. (See "Contacting Dell" on page 259.)

Alert! CPU Installed in Incorrect Socket —

Alert! System thermal solution compromised. Replace system cover and reboot — Ensure that the computer cover is correctly installed, then restart your computer.

NOTE: Single processor configurations must use CPU_0.

Alert! Previous attempts at booting this system have failed at checkpoint [nnnn]. For help in resolving this problem, please note this checkpoint and contact Dell Technical Support — Contact Dell and report the checkpoint code (nnnn) to the support technician. (See [Contacting Dell](#).)

Alert! Memory Fan Failure —

Alert! Hard Drive Fan Failure —

Alert! Front Fan Failure —

Alert! Chipset heatsink not detected. —

Alert! Card Cage Fan Failure —

Alert! Power Supply Fan Failure —

Alert! Previous Fan Failures —

Alert! Previous Thermal Failure —

Alert! Previous Shutdown Due to Thermal Event — Ensure that nothing is blocking the airflow vents and that all the fans are properly installed and operating correctly. Also, ensure that the processor heat-sink assembly is properly installed.

Alert! Previous Reboot Was Due to Voltage Regulator Failure — Contact Dell for assistance. See [Contacting Dell](#).

Alert! System Battery Voltage is Low — Replace the battery. See [Replacing the Battery](#).

Alert! Memory Configuration Mismatch. Please enter Setup for Memory Information details. —

Alert! Memory Risers must be installed as a set of four —

Alert! Uncorrectable Memory Error Previously Detected in DIMM_X/Y —

Alert! Operating in single channel debug mode. Please populate memory in matched sets for normal operation. —

Alert! Memory Built-in Self Test fails in DIMM_X/Y — See [Memory Problems](#).

Alert! Invalid Memory installed. DIMMs must have Full DIMM Heat Spreaders — Ensure that you are using or have installed the full-length heat spreaders correctly.

Attachment failed to respond — See [Drive Problems](#).

Bad command or file name — Ensure that you spelled the command correctly, put spaces in the proper place, and used the correct path name.

Bad error-correction code (ECC) on disk read — See [Drive Problems](#).

Controller has failed — See [Drive Problems](#).

Data error — See [Drive Problems](#).

Decreasing available memory — See [Lockups and Software Problems](#).

Diskette drive 0 seek failure — See [Drive Problems](#).

Diskette read failure — See [Drive Problems](#).

Diskette subsystem reset failed — Run the Dell Diagnostics. See [Dell Diagnostics](#).

Diskette write protected — Slide the write-protect notch to the open position.

Drive not ready — Put a floppy disk in the drive.
Gate A20 failure — See Lockups and Software Problems .
Hard-disk configuration error — Hard-disk controller failure — Hard-disk drive failure — Hard-disk drive failure — See Drive Problems .
Insert bootable media — Insert a bootable floppy disk, CD, or other bootable media.
Invalid configuration information - please run SETUP program — Enter system setup (see System Setup) and correct the computer configuration information.
Keyboard failure — See Keyboard Problems
Memory address line failure at address, read value expecting value — See Memory Problems .
Memory allocation error — <ol style="list-style-type: none"> 1. Turn off the computer, wait 30 seconds, and then restart the computer. 2. Try to run the program again. 3. If the error message appears again, see the software documentation for additional troubleshooting suggestions.
Memory data line failure at address, read value expecting value — Memory double word logic failure at address, read value expecting value — Memory odd/even logic failure at address, read value expecting value — Memory write/read failure at address, read value expecting value — Memory size in CMOS invalid — See Memory Problems .
No boot device available — <ol style="list-style-type: none"> 1. If the floppy drive is your boot device, ensure that bootable media is in the drive. 1. If the hard drive is your boot device, ensure that the cables are connected and that the drive is installed properly and partitioned as a boot device. 1. Enter system setup (see System Setup) and ensure that the boot sequence information is correct.
No boot sector on hard-disk drive — Enter system setup (see System Setup) and ensure that the computer configuration information for the hard drive is correct. If the message continues to appear after you ensure that the information in system setup is correct, see your operating system documentation for reinstallation information.
No timer tick interrupt — Run the Dell Diagnostics. See Dell Diagnostics .

Non-system disk or disk error — Replace the floppy disk with one that has a bootable operating system or remove the floppy disk from drive A and restart the computer.

Not a boot diskette — Insert bootable media and restart your computer.

Not enough memory or resources. Close some programs and try again — 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, run the program that you want to use first.

Operating system not found — Contact Dell (see [Contacting Dell](#)).

Please Connect USB Keyboard/Mouse to USB Ports on the Back of the Computer — Turn your computer off, connect the USB keyboard and/or mouse to the USB connectors on the back of the computer, and then restart your computer.

Plug and Play Configuration Error —

1. Turn your computer off, unplug it from the electrical outlet, and then remove all but one of the cards.
2. Plug in your computer and reboot it.
3. If the message reappears, the installed card might be malfunctioning. If the message does not reappear, turn off the computer and reinsert one of the other cards.
4. Repeat this process until you identify which card is malfunctioning.

Read fault —

Requested sector not found —

Reset failed —

See [Drive Problems](#).

Sector not found —

1. Run the Windows error-checking utility to check the file structure on the floppy disk or hard drive. See Windows Help for instructions.
1. If a large number of sectors are defective, back up the data (if possible), and then reformat the floppy disk or hard drive.

Seek error — See [Drive Problems](#).

Shutdown failure — Run the Dell Diagnostics. See [Dell Diagnostics](#).

Time-of-day clock stopped —

Time-of-day not set —

Enter system setup (see [System Setup](#)) and correct the date or time. If the problem persists, replace the battery (see [Battery](#)).

Timer chip counter 2 failed — Run the Dell Diagnostics. See [Dell Diagnostics](#).

Unexpected interrupt in protected mode — Run the Dell Diagnostics. See [Dell Diagnostics](#).

WARNING: Dell's Disk Monitoring System has detected that drive [0/1] on the IDE controller is operating outside of normal specifications. It is advisable to immediately back up your data and replace your hard drive by calling your support desk or Dell —

If no replacement drive is immediately available and the drive is not the only bootable drive, enter system setup and change the appropriate drive setting to **None** (see [System Setup](#)). Then remove the drive from the computer.


Write fault —

Write fault on selected drive —

See [Drive Problems](#).

<drive letter>:\ is not accessible. The device is not ready — The floppy drive cannot read the disk. Insert a floppy disk into the drive and try again.


Dell Diagnostics

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

When to Use the Dell Diagnostics


If you experience a problem with your computer, perform the checks in [Solving Problems](#) and run the Dell Diagnostics before you contact Dell for technical assistance (see [Contacting Dell](#)).

It is recommended that you print these procedures before you begin.

 **NOTICE:** The Dell Diagnostics works only on Dell™ computers.


Enter system setup, review your computer's configuration information, and ensure that the device you want to test displays in system setup and is active.

Start the Dell Diagnostics from either your hard drive or from the Drivers and Utilities CD (also known as the *ResourceCD*). See [Dell Diagnostics](#).

 **NOTE:** The *Drivers and Utilities* CD is optional and may not ship with all computers.

Starting the Dell Diagnostics From Your Hard Drive


1. Turn on (or restart) your computer.
2. When the DELL™ logo appears, press <F12> immediately.

 **NOTE:** If you see a message stating that no diagnostics utility partition has been found, run the Dell Diagnostics from your *Drivers and Utilities* CD (see [Starting the Dell Diagnostics From the Drivers and Utilities CD](#)).

If you wait too long and the operating system logo appears, continue to wait until you see the Microsoft® Windows® desktop. shut down your computer (see [Turning Off Your Computer](#)), and try again.

3. When the boot device list appears, highlight **Boot to Utility Partition** and press <Enter>.
4. When the Dell Diagnostics **Main Menu** appears, select the test that you want to run (see [Dell Diagnostics Main Menu](#)).


Starting the Dell Diagnostics From the Drivers and Utilities CD

 **NOTE:** The *Drivers and Utilities* CD is optional and may not ship with all computers.

1. Insert the *Drivers and Utilities* CD.
2. Shut down your computer (see [Turning Off Your Computer](#)).

When the DELL logo appears, press <F12> immediately.

If you wait too long and the Windows logo appears, continue to wait until you see the Windows desktop. Then shut down your computer (see [Turning Off Your Computer](#)), and try again.

 **NOTE:** The next steps change the boot sequence for one time only. On the next start-up, the computer boots according to the devices specified in system setup.

3. When the boot device list appears, highlight **Onboard or USB CD-ROM Drive** and press <Enter>.
4. Select the **Onboard or USB CD-ROM Drive** option from the CD boot menu.

5. Select the **Boot from CD-ROM** option from the menu that appears.
6. Type 1 to start the ResourceCD menu.
7. Select the option to start the Dell Diagnostics and press <Enter>.
8. Select **Run the 32 Bit Dell Diagnostics** from the numbered list. If multiple versions are listed, select the version appropriate for your computer.
9. When the Dell Diagnostics **Main Menu** appears, select the test that you want to run (see [Dell Diagnostics Main Menu](#)).


Dell Diagnostics Main Menu

1. After the Dell Diagnostics loads and the **Main Menu** screen appears, click the button for the option you want.

Option	Function
Express Test	Performs a quick test of devices. This test typically takes 10 to 20 minutes and requires no interaction on your part. Run Express Test first to increase the possibility of tracing the problem quickly.
Extended Test	Performs a thorough check of devices. This test typically takes 1 hour or more and requires you to answer questions periodically.
Custom Test	Tests a specific device. You can customize the tests you want to run.
Symptom Tree	Lists the most common symptoms encountered and allows you to select a test based on the symptom of the problem you are having.

2. If a problem is encountered during a test, a message appears with an error code and a description of the problem. Write down the error code and problem description and follow the instructions on the screen.

If you cannot resolve the error condition, contact Dell (see [Contacting Dell](#)).

 **NOTE:** The Service Tag for your computer is located at the top of each test screen. If you contact Dell, technical support will ask for your Service Tag.

3. If you run a test from the **Custom Test** or **Symptom Tree** option, click the applicable tab described in the following table for more information.

Tab	Function
Results	Displays the results of the test and any error conditions encountered.
Errors	Displays error conditions encountered, error codes, and the problem description.
Help	Describes the test and may indicate requirements for running the test.
Configuration	Displays your hardware configuration for the selected device. The Dell Diagnostics obtains configuration information for all devices from system setup, memory, and various internal tests, and it displays the information in the device list in the left pane of the screen. The device list may not display the names of all the components installed on your computer or all devices attached to your computer.
Parameters	Allows you to customize the test by changing the test settings.

4. When the tests are completed, if you are running the Dell Diagnostics from the *Drivers and Utilities* CD, remove the CD.
5. Close the test screen to return to the **Main Menu** screen. To exit the Dell Diagnostics and restart the computer, close the **Main Menu** screen.


Drivers


What Is a Driver?

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

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

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

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

 **NOTE:** The *Drivers and Utilities* CD is optional and may not ship with all computers.

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

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

Identifying Drivers

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

Windows XP

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

If an exclamation point is next to the device name, you may need to reinstall the driver (see [Reinstalling Drivers and Utilities](#)) or install a new driver.

Reinstalling Drivers and Utilities



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



NOTE: The *Drivers and Utilities* CD is optional and may not ship with all computers.

Using Windows XP Device Driver Rollback

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

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

If Device Driver Rollback does not resolve the problem, then use System Restore (see [Restoring Your Operating System](#)) to return your computer to the operating state that existed before you installed the new driver.

Using the Drivers and Utilities CD

If using Device Driver Rollback (see [Using Windows XP Device Driver Rollback](#)) or System Restore (see [Restoring Your Operating System](#)) does not resolve the problem, then reinstall the driver from the *Drivers and Utilities* CD (also known as the *ResourceCD*).



NOTE: The *Drivers and Utilities* CD is optional and may not ship with all computers.

Manually Reinstalling Drivers

1. After extracting the driver files to your hard drive as described in the previous section, click the **Start** button and right-click **My Computer**.
 2. Click **Properties**.
 3. Click the **Hardware** tab and click **Device Manager**.
 4. Double-click the type of device for which you are installing the driver.
 5. Double-click the name of the device for which you are installing the driver.
 6. Click the **Driver** tab and click **Update Driver**.
 7. Click **Install from a list or specific location (Advanced)** and click **Next**.
 8. Click **Browse** and browse to the location to which you previously copied the driver files.
 9. When the name of the appropriate driver appears, click **Next**.
 10. Click **Finish** and restart your computer.
-


Restoring Your Operating System


You can restore your operating system in the following ways:

1. Microsoft® Windows® XP System Restore returns your computer to an earlier operating state without affecting data files. Use System Restore as the first solution for restoring your operating system and preserving data files.
1. If you received an *Operating System* CD with your computer, you can use it to restore your operating system. However, using the *Operating System* CD also deletes all data on the hard drive. Use the CD *only* if System Restore did not resolve your operating system problem.

Using Microsoft Windows XP System Restore

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


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

 **NOTE:** The procedures in this document were written for the Windows default view, so they may not apply if you set your Dell™ computer to the Windows Classic view.

Creating a Restore Point

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

Restoring the Computer to an Earlier Operating State

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

1. Click the **Start** button, point to **All Programs→ Accessories→ System Tools**, and then click **System Restore**.
2. Ensure that **Restore my computer to an earlier time** is selected and click **Next**.
3. Click a calendar date to which you want to restore your computer.

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

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

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

5. Click **Next**.

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

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

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

Undoing the Last System Restore



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

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

Enabling System Restore

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

1. Click the **Start** button and click **Control Panel**.
2. Click **Performance and Maintenance**.
3. Click **System**.
4. Click the **System Restore** tab.
5. Ensure that **Turn off System Restore** is unchecked.

Using Dell PC Restore by Symantec



NOTICE: Using Dell PC Restore permanently deletes all data on the hard drive and removes any applications or drivers installed after you received your computer. If possible, back up the data before using PC Restore. Use PC Restore only if System Restore did not resolve your operating system problem.



NOTE: Dell PC Restore by Symantec is not available in all countries or on all computers.

Use Dell PC Restore by Symantec only as the last method to restore your operating system.

PC Restore restores your hard drive to the operating state it was in when you purchased the computer. Any programs or files added since you received your computer—including data files—are permanently deleted from the hard drive. Data files include documents, spreadsheets, e-mail messages, digital photos, music files, and so on. If possible, back up all data before using PC Restore.

To use PC Restore:

1. Turn on the computer.

During the boot process, a blue bar with **www.dell.com** appears at the top of the screen.

2. Immediately upon seeing the blue bar, press <Ctrl><F11>.

If you do not press <Ctrl><F11> in time, let the computer finish starting, and then restart the computer again.




NOTICE: If you do not want to proceed with PC Restore, click **Reboot** in the following step.

3. On the next screen that appears, click **Restore**.
4. On the next screen, click **Confirm**.

The restore process takes approximately 6–10 minutes to complete.

- When prompted, click **Finish** to reboot the computer.

 **NOTE:** Do not manually shut down the computer. Click **Finish** and let the computer completely reboot.

- When prompted, click **Yes**.


The computer restarts. Because the computer is restored to its original operating state, the screens that appear, such as the End User License Agreement, are the same ones that appeared the first time the computer was turned on.

- Click **Next**.

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


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


Removing Dell PC Restore

 **NOTE:** Removing Dell PC Restore from the hard drive permanently deletes the PC Restore utility from your computer. After you have removed Dell PC Restore, you will not be able to use it to restore your computer's operating system.

Dell PC Restore enables you to restore your hard drive to the operating state it was in when you purchased your computer. It is recommended that you *do not* remove PC Restore from your computer, even to gain additional hard-drive space. If you remove PC Restore from the hard drive, you cannot ever recall it, and you will never be able to use PC Restore to return your computer's operating system to its original state.

- Log on to the computer as a local administrator.
- In Windows Explorer, go to **c:\dell\utilities\DSR**.
- Double-click the filename **DSRIRRemv2.exe**.

 **NOTE:** If you do not log on as a local administrator, a message appears stating that you that you must log on as administrator. Click **Quit**, and then log on as a local administrator.

 **NOTE:** If the partition for PC Restore does not exist on your computer's hard drive, a message appears stating that the partition was not found. Click **Quit**; there is no partition to delete.

- Click **OK** to remove the PC Restore partition on the hard drive.

- Click **Yes** when a confirmation message appears.


The PC Restore partition is deleted and the newly available disk space is added to the free space allocation on the hard drive.

- Right-click **Local Disk (C)** in Windows Explorer, click **Properties**, and verify that the additional disk space is available as indicated by the increased value for **Free Space**.
- Click **Finish** to close the **PC Restore Removal** window.
- Restart the computer.

Using the Operating System CD


Before You Begin

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

 **NOTE:** Before performing the installation, back up all data files on your primary hard drive. For conventional hard drive configurations, the primary hard drive is the first drive detected by the computer.

To reinstall Windows XP, you need the following items:

- Dell™ Operating System CD
- Dell Drivers and Utilities CD

 **NOTE:** The *Drivers and Utilities* CD contains drivers that were installed during assembly of the computer. Use the *Drivers and Utilities* CD to load any required drivers, including the drivers required if your computer has a RAID controller.

Reinstalling Windows XP

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



NOTICE: The *Operating System* CD provides options for reinstalling Windows XP. The options can overwrite files and possibly affect programs installed on your hard drive. Therefore, do not reinstall Windows XP unless a Dell technical support representative instructs you to do so.

1. Save and close any open files and exit any open programs.
2. Insert the *Operating System* CD. Click **Exit** if the **Install Windows XP** message appears.
3. Restart the computer.
4. Press <F12> immediately after the DELL™ logo appears.

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

5. Follow the instructions on the screen to complete the installation.

Software and Hardware Incompatibilities

If a device is either not detected during the operating system setup or is detected but incorrectly configured, you can use the Hardware Troubleshooter to resolve the incompatibility.

To start the Hardware Troubleshooter:

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

[Back to Contents Page](#)

[Back to Contents Page](#)

Solving Problems

Dell Precision™ Workstation 690 User's Guide

- [Troubleshooting Tips](#)
- [Battery Problems](#)
- [Card Problems](#)
- [Card Fan Problems](#)
- [Drive Problems](#)
- [E-Mail, Modem, and Internet Problems](#)
- [IEEE 1394 Device Problems](#)
- [Keyboard Problems](#)
- [Lockups and Software Problems](#)
- [Media Card Reader Problems](#)
- [Memory Problems](#)
- [Mouse Problems](#)
- [Network Problems](#)
- [Power Problems](#)
- [Printer Problems](#)
- [Serial or Parallel Device Problems](#)
- [Sound and Speaker Problems](#)
- [Video and Monitor Problems](#)



Troubleshooting Tips

Follow these tips when you troubleshoot your computer:

- 1 If you added or removed a part before the problem started, review the installation procedures and ensure that the part is correctly installed.
- 1 If a peripheral device does not work, ensure that the device is properly connected.
- 1 If an error message appears on the screen, write down the exact message. This message may help technical support personnel diagnose and fix the problem(s).
- 1 If an error message occurs in a program, see the program's documentation.

Battery Problems




Fill out the [Diagnostics Checklist](#) as you complete these checks.

-  **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.
-  **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

Replace the battery — If you have to repeatedly reset time and date information after turning on the computer, or if an incorrect time or date displays during start-up, replace the battery (see [Battery](#)). If the battery still does not work properly, contact Dell (see [Contacting Dell](#)).

Card Problems

Fill out the [Diagnostics Checklist](#) as you complete these checks.

-  **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.
-  **CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before opening the cover.
-  **NOTICE:** To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer.

Check the card seating and cable —

1. Turn off the computer and devices, disconnect them from their electrical outlets, wait 10 to 20 seconds, and then remove the computer cover (see [Removing the Computer Cover](#)).
2. Ensure that each card is firmly seated in its connector. Reseat any loose cards.
3. Ensure that all cables are firmly connected to their corresponding connectors on the cards. If any cables appear loose, reconnect them.

For instructions on which cables should be attached to specific connectors on a card, see the card's documentation.

4. Close the computer cover reconnect the computer and devices to electrical outlets, and then turn them on (see [Replacing the Computer Cover](#)).

Test the graphics card —

1. Turn off the computer and devices, disconnect them from their electrical outlets, wait 10 to 20 seconds, and then remove the computer cover (see [Removing the Computer Cover](#)).
2. Remove all cards except the graphics card. See [Cards](#).

If your primary hard drive is connected to a drive controller card and not to one of the system board IDE connectors, leave the drive controller card installed in the computer.

3. Close the computer cover (see [Replacing the Computer Cover](#)), reconnect the computer and devices to electrical outlets, and then turn them on.
4. Run the Dell Diagnostics. See [Dell Diagnostics](#).

Test the cards —


1. Turn off the computer and devices, disconnect them from their electrical outlets, wait 10 to 20 seconds, and then remove the computer cover (see [Removing the Computer Cover](#)).
2. Reinstall one of the cards that you removed previously. See [Cards](#).
3. Close the computer cover, reconnect the computer and devices to electrical outlets, and then turn them on (see [Replacing the Computer Cover](#)).
4. Run the Dell Diagnostics. See [Dell Diagnostics](#).


If any of the tests fail, the card you just reinstalled is faulty and needs to be replaced.

5. Repeat this process until you have reinstalled all cards.

Card Fan Problems

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.


 **CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before opening the cover.


 **NOTICE:** To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer.

Check the cable connections — Ensure that the card fan cable is connected firmly to the card fan connector on the system board (see [System Board Components](#)).

Drive Problems

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

 **CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before opening the cover.

 **NOTICE:** To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer.

Fill out the [Diagnostics Checklist](#) as you complete these checks.

Ensure that Microsoft® Windows® recognizes the drive — Click the **Start** button and click **My Computer**. If the floppy, CD, or 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 —

1. Insert another floppy disk, CD, or DVD to eliminate the possibility that the original one is defective.
1. Insert bootable media and restart the computer.


Clean the drive or disk — See [Cleaning Your Computer](#).

Check the cable connections

Check for Software and Hardware Conflicts — See [Software and Hardware Incompatibilities](#).

Run the Dell Diagnostics — See [Dell Diagnostics](#).

CD and DVD drive problems

 **NOTE:** High-speed CD or DVD drive vibration is normal and may cause noise, which does not indicate a defect in the drive or the CD or DVD.

 **NOTE:** Because of different regions worldwide and different disc formats, not all DVD titles work in all DVD drives.

Adjust the Windows volume control —

1. Click the speaker icon in the lower-right corner of your screen.
1. Ensure that the volume is turned up by clicking the slider and dragging it up.
1. Ensure that the sound is not muted by clicking any boxes that are checked.

Check the speakers and subwoofer — See [Sound and Speaker Problems](#).

Problems writing to a CD/DVD-RW drive

Close other programs — The CD/DVD-RW drive must receive a steady stream of data when writing. If the stream is interrupted, an error occurs. Try closing all programs before you write to the CD/DVD-RW.


Turn off Standby mode in Windows before writing to a CD/DVD-RW disc — See your computer documentation for information on Power Management modes. See [Power Management](#).


Hard drive problems


Run Check Disk —


1. Click the **Start** button and click **My Computer**.
2. Right-click **Local Disk C:**.
3. Click **Properties**.
4. Click the **Tools** tab.
5. Under **Error-checking**, click **Check Now**.
6. Click **Scan for and attempt recovery of bad sectors**.
7. Click **Start**.

E-Mail, Modem, and Internet Problems

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

 **CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before opening the cover.

 **NOTICE:** To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer.

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

Check the Microsoft Outlook® Express Security Settings — If you cannot open your e-mail attachments:

1. In Outlook Express, click **Tools**, click **Options**, and then click **Security**.
2. Click **Do not allow attachments** to remove the checkmark.

Check the telephone line connection —

Check the telephone jack —

Connect the modem directly to the telephone wall jack —

Use a different telephone line —

- 1. Verify that the telephone line is connected to the jack on the modem. (The jack has either a green label or a connector-shaped icon next to it.)
- 1. Ensure that you hear a click when you insert the telephone line connector into the modem.
- 1. Disconnect the telephone line from the modem and connect it to a telephone. Listen for a dial tone.
- 1. If you have other telephone devices sharing the line, such as an answering machine, fax machine, surge protector, or line splitter, then bypass them and use the telephone to connect the modem directly to the telephone wall jack. If you are using a line that is 3 m (10 ft) or more in length, try a shorter one.

Run the Modem Helper diagnostics — Click the **Start** button, point to **All Programs**, and then click **Modem Helper**. Follow the instructions on the screen to identify and resolve modem problems. (Modem Helper is not available on all computers.)

Verify that the modem is communicating with Windows —


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

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


Ensure that you are connected to the Internet — Ensure that you have subscribed to an Internet provider. With the Outlook Express e-mail program open, click **File**. If **Work Offline** has a checkmark next to it, click the checkmark to remove it and connect to the Internet. For help, contact your Internet service provider.

IEEE 1394 Device Problems

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

 **CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before opening the cover.

 **NOTICE:** To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer.

 **NOTE:** The front IEEE 1394 connector is optional and only available if you purchased an IEEE 1394 card. To order a card, contact Dell (see [Contacting Dell](#)).

Ensure that the IEEE 1394 device is properly connected —

Ensure that the cable for the IEEE 1394 device is properly inserted into the device and into the connector on the computer.

Ensure that the IEEE 1394 device is recognized by Windows —

1. Click the **Start** button and click **Control Panel**.
 2. Click **Printers and Other Hardware**.
- If your IEEE 1394 device is listed, Windows recognizes the device.

If you have problems with a Dell-provided IEEE 1394 device —

If you have problems with an IEEE 1394 device not provided by Dell —

Contact Dell (see [Contacting Dell](#)) or the IEEE 1394 device manufacturer.

Keyboard Problems

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

Check the keyboard cable —

1. Ensure that the keyboard cable is firmly connected to the computer.
1. Shut down (see [Turning Off Your Computer](#)) your computer, reconnect the keyboard cable as shown in the *Quick Reference Guide* for your computer, and then restart the computer.
1. Check the cable connector for bent or broken pins and for damaged or frayed cables. Straighten bent pins.
1. Remove keyboard extension cables and connect the keyboard directly to the computer.

Test the keyboard — Connect a properly working keyboard to the computer, and try using the keyboard. If the new keyboard works, the original keyboard is faulty.

Check for Software and Hardware Conflicts — See [Software and Hardware Incompatibilities](#).

Lockups and Software Problems


 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

The computer does not start up

Check the Diagnostic Lights — See [Diagnostic Lights](#).

Ensure that the power cable is firmly connected to the computer and to the electrical outlet

The computer stops responding

 **NOTICE:** You might lose data if you are unable to perform an operating system shutdown.


Turn the computer off — If 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 restart your computer.

A program stops responding

End the program —

1. Press <Ctrl><Shift><Esc> simultaneously.
2. Click **Applications**.
3. Click the program that is no longer responding.
4. Click **End Task**.

A program crashes repeatedly

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

Check the software documentation — If necessary, uninstall and then reinstall the program.

A program is designed for an earlier Microsoft® Windows® operating system

If You Are Using Windows XP, Run the Program Compatibility Wizard —

The Program Compatibility Wizard configures a program so it runs in an environment similar to non-Windows XP operating system environments.

1. Click the **Start** button, point to **All Programs**→ **Accessories**, and then click **Program Compatibility Wizard**.
2. In the welcome screen, click **Next**.
3. Follow the instructions on the screen.

A solid blue screen appears

Turn the computer off — If 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 restart your computer.

Other software problems

Check the software documentation or contact the software manufacturer for troubleshooting information —

- 1. Ensure that the program is compatible with the operating system installed on your computer.
- 1. Ensure that your computer meets the minimum hardware requirements needed to run the software. See the software documentation for information.
- 1. Ensure that the program is installed and configured properly.
- 1. Verify that the device drivers do not conflict with the program.
- 1. If necessary, uninstall and then reinstall the program.

Back up your files immediately

Use a virus-scanning program to check the hard drive, floppy disks, or CDs

Save and close any open files or programs and shut down your computer through the Start menu

Run the Dell Diagnostics — If all tests run successfully, the error condition is related to a software problem. See [Dell Diagnostics](#).

Media Card Reader Problems

No drive letter is assigned —

When Microsoft Windows XP detects the Media Card Reader, the device is automatically assigned a drive letter as the next logical drive after all other physical drives in the system. If the next logical drive after the physical drives is mapped to a network drive, Windows XP does not automatically assign a drive letter to the Media Card Reader.

To manually assign a drive for the Media Card Reader:

1. Right-click My Computer and select **Manage**.
2. Select the **Disk Management** option.
3. Right-click the corresponding drive letter in the right pane that needs to be changed.
4. Select **Drive Letter and Paths**.
5. From the drop-down list, select the new drive letter assignment for the Media Card Reader.
6. Click **OK** to confirm your selection.

NOTE: Each slot in the Media Card Reader is mapped to a drive letter. A Media Card Reader slot only appears as a mapped drive when a media card is installed in it. If you attempt to access a drive that is mapped to an empty Media Card Reader slot, you are prompted to insert

media.


FlexBay device is Disabled —


There is a FlexBay disable option in the BIOS setup that appears only when the FlexBay device is installed. If the FlexBay device is physically installed, but it is not running, check to see if it is enabled in the BIOS setup.

Memory Problems

Fill out the [Diagnostics Checklist](#) as you complete these checks.

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

 **CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before opening the cover.

 **NOTICE:** To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer.

If you receive an insufficient memory message —

1. Save and close any open files and exit any open programs you are not using to see if that resolves the problem.
1. See the software documentation for minimum memory requirements. If necessary, install additional memory. See [Memory](#).
1. Reseat the memory modules to ensure that your computer is successfully communicating with the memory. See [Memory](#).
1. Run the Dell Diagnostics. See [Dell Diagnostics](#).

If you experience other memory problems —

1. Reseat the memory modules to ensure that your computer is successfully communicating with the memory. See [Memory](#).
1. Ensure that you are following the memory installation guidelines. See [Memory](#).
1. Run the Dell Diagnostics. See [Dell Diagnostics](#).

Mouse Problems

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

Check the mouse cable —

1. Check the cable connector for bent or broken pins and for damaged or frayed cables. Straighten bent pins.
2. Remove mouse extension cables, if used, and connect the mouse directly to the computer.
3. Shut down your computer (see [Turning Off Your Computer](#)), reconnect the mouse cable as shown in the *Quick Reference Guide* for your computer, and then restart the computer.

Restart the computer —

1. Simultaneously press <Ctrl><Esc> to display the **Start** menu.
2. Type u, press the keyboard arrow keys to highlight **Shut down** or **Turn Off**, and then press <Enter>.
3. After the computer turns off, reconnect the mouse cable as shown in the *Quick Reference Guide* for your computer.
4. Start the computer.

Test the mouse — Connect a properly working mouse to the computer, and try using the mouse. If the new mouse works, the original mouse is faulty.

Check the mouse settings —

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

Reinstall the mouse driver — See [Restoring Your Operating System](#).

Check for Software and Hardware Conflicts — See [Software and Hardware Incompatibilities](#).

Network Problems

Fill out the [Diagnostics Checklist](#) as you complete these checks.

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

Check the network cable connector — Ensure that the network cable is firmly inserted into both the network connector on the back of the computer and the network jack.

Check the network lights on the back of the computer — No light indicates that no network communication exists. Replace the network cable. For a description of network lights, see [Controls and Lights](#).


Restart the computer and log on to the network again


Check your network settings — Contact your network administrator or the person who set up your network to verify that your network settings are correct and that the network is functioning.


Check for Software and Hardware Conflicts — See [Software and Hardware Incompatibilities](#).

Power Problems

Fill out the [Diagnostics Checklist](#) as you complete these checks.

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

 **CAUTION:** To guard against electrical shock, always unplug your computer from the electrical outlet before opening the cover.

 **NOTICE:** To prevent static damage to components inside your computer, discharge static electricity from your body before you touch any of your computer's electronic components. You can do so by touching an unpainted metal surface on the computer.

If the power light is green and the computer is not responding — See [Diagnostic Lights](#).

If the power light is blinking green — The computer is in standby mode. Press a key on the keyboard or move the mouse to resume normal operation.

If the power light is off — The computer is either turned off or is not receiving power.

- 1 Reseat the power cable into both the power connector on the back of the computer and the electrical outlet.
- 1 If the computer is plugged into a power strip, ensure that the power strip is plugged into an electrical outlet and that the power strip is turned on. Also bypass power protection devices, power strips, and power extension cables to verify that the computer turns on properly.
- 1 Ensure that the electrical outlet is working by testing it with another device, such as a lamp.
- 1 Ensure that the main power cable and front panel cable are securely connected to the system board.

If the power light is amber and green or steady amber — A device might be malfunctioning or incorrectly installed.

- 1 Remove and then reinstall the memory modules. See [Memory](#).
- 1 Remove and then reinstall any cards. See [Cards](#).
- 1 Remove and then reinstall the graphics card, if applicable. See [Cards](#).
- 1 See [Diagnostic Lights](#).

If the power light is blinking amber —

The computer is receiving electrical power, but an internal power problem might exist.

- 1 Ensure that the processor power cable is securely connected to the system board.
- 1 See [Diagnostic Lights](#).


Eliminate interference — Some possible causes of interference are:

- 1 Power, keyboard, and mouse extension cables
- 1 Too many devices on a power strip
- 1 Multiple power strips connected to the same electrical outlet

Printer Problems

Fill out the [Diagnostics Checklist](#) as you complete these checks.

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

 **NOTE:** If you need technical assistance for your printer, contact the printer's manufacturer.

Check the printer documentation — See the printer documentation for setup and troubleshooting information.

Ensure that the printer is turned on

Check the printer cable connections —

- 1 See the printer documentation for cable connection information.
- 1 Ensure that the printer cables are securely connected to the printer and the computer.

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

Verify that the printer is recognized by Windows —

1. Click the **Start** button, click **Control Panel**, and then click **Printers and Other Hardware**.
2. Click **View installed printers or fax printers**.

If the printer is listed, right-click the printer icon.


3. Click **Properties** and click the **Ports** tab. For a parallel printer, ensure that the **Print to the following port(s):** setting is **LPT1 (Printer Port)**. For a USB printer, ensure that the **Print to the following port(s):** setting is **USB**.

Reinstall the printer driver — See the printer documentation for instructions

Serial or Parallel Device Problems

Fill out the [Diagnostics Checklist](#) as you complete these checks.

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

 **NOTE:** If you are having a problem with a printer, see [Printer Problems](#).

Check the option setting — See the device's documentation for the recommended settings. Then enter system setup (see [System Setup](#)) and go to the **Integrated Devices** option settings. Ensure that the **Serial Port** setting or the **Parallel Port** setting matches the recommended settings.


Check the Diagnostic Lights — See [Dell Diagnostics](#).

Sound and Speaker Problems

Fill out the [Diagnostics Checklist](#) as you complete these checks.

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

No sound from speakers

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

Check the speaker cable connections — Ensure that the speakers are connected as shown on the setup diagram supplied with the speakers. If you purchased a sound card, ensure that the speakers are connected to the card.
--

Ensure that the subwoofer and the speakers are turned on — See the setup diagram supplied with the speakers. If your speakers have volume controls, adjust the volume, bass, or treble to eliminate distortion.
--

Adjust the Windows volume control — Click or double-click the speaker icon in the lower-right corner of your screen. Ensure that the volume is turned up and that the sound is not muted.
--

Disconnect headphones from the headphone connector — Sound from the speakers is automatically disabled when headphones are connected to the computer's front-panel headphone connector.
--

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

Enable digital mode — Your speakers do not work if the CD drive is operating in analog mode.

- | |
|---|
| <ol style="list-style-type: none">1. Click the Start button, click Control Panel, and then click Sounds, Speech, and Audio Devices.2. Click Sounds and Audio Devices.3. Click the Hardware tab.4. Double-click the name of your CD drive.5. Click the Properties tab.6. Check the Enable digital CD audio for this CD-ROM device box. |
|---|

Eliminate possible interference — Turn off nearby fans, fluorescent lights, or halogen lamps to check for interference.
--

Run the speaker diagnostics

Reinstall the audio driver —

See Reinstalling Drivers and Utilities .
--

Check the device option setting — Enter system setup (see System Setup) and ensure that Sound under the Integrated Devices option is set to On (if using the integrated audio solution) or Off (if using an expansion card solution). Exit system setup and restart your computer.
--

Check the Diagnostic Lights — See Dell Diagnostics .

Check for Software and Hardware Conflicts — See Software and Hardware Incompatibilities .
--

No sound from headphones

Check the headphone cable connection — Ensure that the headphone cable is securely inserted into the headphone connector. See About Your Computer .
--

Adjust the Windows volume control — Click or double-click the speaker icon in the lower-right corner of your screen. Ensure that the volume is turned up and that the sound is not muted.

Video and Monitor Problems

Fill out the [Diagnostics Checklist](#) as you complete these checks.

 **CAUTION:** Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

If the screen is blank

 **NOTE:** See the monitor documentation for troubleshooting procedures.

Check the monitor cable connection —

- 1 If you purchased a graphics card, ensure that the monitor is connected to the card.
- 1 Ensure that your monitor is properly connected (see the *Quick Reference Guide* that came with your computer).
- 1 If you are using a graphics extension cable and removing the cable solves the problem, the cable is defective.
- 1 Swap the computer and monitor power cables to determine if the power cable is defective.
- 1 Check the connector for bent or broken pins. (It is normal for monitor cable connectors to have missing pins.)

Check the monitor power light — If the power light is off, firmly press the button to ensure that the monitor is turned on. If 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.

Test the monitor — Connect a properly working monitor to the computer, and try using the monitor. If the new monitor works, the original monitor is faulty.

Check the Diagnostic Lights — See [Dell Diagnostics](#).

Check the card setting — Enter system setup (see [System Setup](#)) and ensure that **Primary Video** under the **Video** option is set correctly. For a PCI Express card, set **Primary Video** to **PEG**. For a PCI card, set **Primary Video** to **Auto**. Exit system setup and restart your computer.

Run the Dell Diagnostics —

See [Dell Diagnostics](#).

If the screen is difficult to read

Check the monitor settings — See the monitor documentation for instructions on adjusting the contrast and brightness, demagnetizing (degaussing) the monitor, and running the monitor self-test.

Move the subwoofer away from the monitor — If your speaker system includes a subwoofer, ensure that the subwoofer is at least 60 cm (2 ft) away from the monitor.

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.

Adjust the Windows display settings —

1. Click the **Start** button, click **Control Panel**, and then click **Appearance and Themes**.
2. Click **Display** and click the **Settings** tab.
3. Try different settings for **Screen resolution** and **Color quality**.

[Back to Contents Page](#)

Features of Microsoft® Windows® XP

Dell Precision™ Workstation 690 User's Guide


- [Transferring Information to a New Computer](#)
 - [Switching to Microsoft® Windows® Classic View](#)
 - [Choosing a Wallpaper](#)
 - [Choosing a Screen Saver](#)
 - [Choosing a Desktop Theme](#)
 - [Creating and Arranging Shortcuts](#)
 - [Desktop Cleanup Wizard](#)
 - [Internet Connection Firewall](#)
 - [Setting Up a Home and Office Network](#)
-

Transferring Information to a New Computer

The Microsoft® Windows® XP operating system provides a **Files and Settings Transfer Wizard** to move data from a source computer to a new computer. You can transfer data, such as:

- 1 E-mail messages
- 1 Toolbar settings
- 1 Window sizes
- 1 Internet bookmarks


You can transfer the data to the new computer over a network or serial connection, or you can store it on a removable medium, such as a writable CD or floppy, for transfer to the new computer.

 **NOTE:** You can transfer information from the old computer to the new computer by directly connecting a serial cable to the input/output (I/O) ports of the two computers. To transfer data over a serial connection, you must access the **Network Connections** utility from the **Control Panel** and perform additional configuration steps, such as setting up an **advanced** connection and designating the **host** computer and the **guest** computer.

For instructions on setting up a direct cable connection between two computers, see Microsoft Knowledge Base Article #305621, titled *How to Set Up a Direct Cable Connection Between Two Computers in Windows XP*. This information may not be available in some countries.

For transferring information to a new computer, you must run the **Files and Settings Transfer Wizard**. You can use the *Operating System* CD for this process or you can create a Wizard disk with the Transfer Wizard utility.

Running the Files and Settings Transfer Wizard With the Operating System CD

 **NOTE:** This procedure requires the *Operating System* CD. This CD is optional and may not be included with all computers.

To prepare the new computer for the file transfer:

1. Start the **Files and Settings Transfer Wizard**.
2. When the **Files and Settings Transfer Wizard** welcome screen appears, click **Next**.
3. On the **Which computer is this?** screen, click **New Computer** and click **Next**.
4. On the **Do you have a Windows XP CD?** screen, click **I will use the wizard from the Windows XP CD** and click **Next**.
5. When the **Now go to your old computer** screen appears, go to your old or source computer. Do *not* click **Next** at this time.

To copy data from the old computer:

1. On the old computer, insert the Windows XP *Operating System* CD.
2. On the **Welcome to Microsoft Windows XP** screen, click **Perform additional tasks**.
3. Under **What do you want to do?**, click **Transfer files and settings**.
4. On the **Files and Settings Transfer Wizard** welcome screen, click **Next**.
5. On the **Which computer is this?** screen, click **Old Computer** and click **Next**.
6. On the **Select a transfer method** screen, click the transfer method you prefer.
7. On the **What do you want to transfer?** screen, select the items you want to transfer and click **Next**.

After the information has been copied, the **Completing the Collection Phase** screen appears.

8. Click **Finish**.

To transfer data to the new computer:

1. On the **Now go to your old computer** screen on the new computer, click **Next**.
2. On the **Where are the files and settings?** screen, select the method you chose for transferring your settings and files and click **Next**.

The wizard reads the collected files and settings and applies them to your new computer.

When all of the settings and files have been applied, the **Finished** screen appears.

3. Click **Finished** and restart the new computer.

Running the Files and Settings Transfer Wizard Without the Operating System CD

To run the **Files and Settings Transfer Wizard** without the *Operating System* CD, you must create a Wizard disk that will allow you to create a backup image file to removable media.

To create a Wizard disk, use your new computer with Windows XP and perform the following steps:

1. Click the **Start** button.
2. Click **Files and Settings Transfer Wizard**.
3. When the **Files and Settings Transfer Wizard** welcome screen appears, click **Next**.
4. On the **Which computer is this?** screen, click **New Computer** and click **Next**.
5. On the **Do you have a Windows XP CD?** screen, click **I want to create a Wizard Disk in the following drive:** and click **Next**.
6. Insert the removable media, such as a floppy disk or CD, and click **OK**.
7. When the disk creation completes and the **Now go to your old computer** message appears, *do not* click **Next**.
8. Go to the old computer.

To copy data from the old computer:

1. On the old computer, insert the **Wizard Disk**.
2. Click the **Start** button and click **Run**.
3. In the **Open** field on the **Run** window, browse to the path for **fastwiz** (on the appropriate removable media) and click **OK**.
4. On the **Files and Settings Transfer Wizard** welcome screen, click **Next**.
5. On the **Which computer is this?** screen, click **Old Computer** and click **Next**.
6. On the **Select a transfer method** screen, click the transfer method you prefer.
7. On the **What do you want to transfer?** screen, select the items you want to transfer and click **Next**.

After the information has been copied, the **Completing the Collection Phase** screen appears.

8. Click **Finish**.

To transfer data to the new computer:


1. On the **Now go to your old computer** screen on the new computer, click **Next**.
2. On the **Where are the files and settings?** screen, select the method you chose for transferring your settings and files and click **Next**. Follow the instructions on the screen.

The wizard reads the collected files and settings and applies them to your new computer.

When all of the settings and files have been applied, the **Finished** screen appears.


3. Click **Finished** and restart the new computer.

 **NOTE:** For more information about this procedure, search dell.support.com for document #PA1089586 (*How Do I Transfer Files From My Old Computer to My New Dell Computer using the Microsoft® Windows® XP Operating System CD?*).

 **NOTE:** Access to the Dell Knowledge Base document may not be available in some countries.

Switching to Microsoft® Windows® Classic View

You can change the appearance of the Windows desktop, **Start** menu, and Control Panel so that they look more like previous versions of the Windows operating system.

 **NOTE:** The procedures in this document were written for the Windows default view, so they may not work if you set your Dell™ computer to the Windows classic view.

Desktop

1. Click the **Start** button and click **Control Panel**.
2. Under **Pick a category**, click **Appearance and Themes**.
3. Under **Pick a task...**, click **Change the computer's theme**.
4. In the **Theme** drop-down menu, click **Windows Classic**.
5. Click **OK**.

Start Menu

1. Right-click the **Start** button and click **Properties**.
2. Click the **Start Menu** tab.
3. Click **Classic Start menu** and click **OK**.


Control Panel

1. Click the **Start** button and click **Control Panel**.
 2. In the left panel, click **Switch to Classic View**.
-

Choosing a Wallpaper

You can set background colors and patterns on the Windows desktop by choosing a wallpaper.

1. Click the **Start** button, click **Control Panel**, and then click **Appearance and Themes**.
2. Under **Pick a task...**, click **Change the desktop background**.
3. In the **Display Properties** window, click one of the following options:
 - 1 The name of the wallpaper image
 - 1 **(None)** for no wallpaper image
 - 1 **Browse** to select a wallpaper image from a directory

 **NOTE:** You can choose either an HTML file or any image file, such as a bitmap or JPEG file, as a wallpaper.

4. To select the placement of your wallpaper on your desktop, click one of the following options in the **Position** drop-down menu:
 - 1 **Tile** to place multiple copies of an image across the screen

1. Click **Center** to place a single copy of an image in the center of the screen.
 1. Click **Stretch** to place a single copy of an image to fit the size of the screen.
 5. Click **OK** to accept the settings and close the **Display Properties** window.
-

Choosing a Screen Saver

1. Click the **Start** button, click **Control Panel**, and then click **Appearance and Themes**.
 2. Under **Pick a task...**, click **Choose a screen saver**.
 3. Choose a screen saver from the **Screen Saver** drop-down menu or click **(None)** if you prefer not to activate a screen saver.

If you select a screen saver, you can click **Settings** to change the various features of the screen saver.
 4. Click **Preview** to run the currently selected screen saver and press <Esc> to cancel the preview.
 5. Click **OK** to accept the settings and close the **Display Properties** window.
-

Choosing a Desktop Theme

To change the appearance of your desktop and add sound effects by using desktop themes:


1. Click the **Start** button, click **Control Panel**, and then click **Appearance and Themes**.
 2. Under **Pick a task...**, click **Change the computer's theme**.
 3. In the **Display Properties** window, select a theme from the **Theme** drop-down menu.
 4. Click **OK**.
-

Creating and Arranging Shortcuts

A shortcut is an icon on the desktop that provides quick access to programs, files, folders, and drives you might frequently use.

Creating Shortcuts

1. Open Windows Explorer or My Computer and find the file, program, or drive for which you want to create a shortcut.

 **NOTE:** If you cannot see your desktop, minimize any open windows to make your desktop visible.

2. Right-click and drag the highlighted item to the Windows desktop.
3. Click **Create Shortcut(s) Here** in the pop-up menu.

You can double-click the shortcut icon that appears on your desktop to open the item.

Arranging Shortcuts

To move a shortcut, click and drag the shortcut to the desired location.


To arrange all the shortcut icons at one time:

1. Right-click an empty spot on the Windows desktop to display a pop-up menu.
 2. Point to **Arrange Icons By** and click the option for the icon arrangement you prefer.
-

Desktop Cleanup Wizard

Your computer is set up to use the Desktop Cleanup Wizard to move programs that are not frequently used to a designated folder 7 days after you first start your computer and every 60 days after that. The appearance of the **Start** menu changes as programs are moved.

To turn off the Desktop Cleanup Wizard, perform the following steps.

 **NOTE:** You can run the Desktop Cleanup Wizard any time by clicking **Clean Desktop Now** under **Run Desktop Cleanup Wizard every 60 days**.

1. Right-click an empty spot on the desktop and click **Properties**.
2. Click the **Desktop** tab and click **Customize Desktop**.
3. Click **Run Desktop Cleanup Wizard every 60 days** to remove the check mark.
4. Click **OK**.

To run the Desktop Cleanup Wizard at any time:

1. Right-click an empty spot on the desktop and click **Properties**.
2. Click the **Desktop** tab and click **Customize Desktop**.
3. Click **Clean Desktop Now**.
4. When the Desktop Cleanup Wizard appears, click **Next**.
5. In the list of shortcuts, deselect any shortcuts you want to leave on the desktop and click **Next**.
6. Click **Finish** to remove the shortcuts and close the wizard.

Internet Connection Firewall

The Internet Connection Firewall provides basic protection from unauthorized access to the computer while the computer is connected to the Internet. When the firewall is enabled for a network connection, the firewall icon appears with a red background in the **Network Connections** section of the Control Panel.

Note that enabling the Internet Connection Firewall does not reduce the need for virus-checking software.


For more information, see the [Finding Information](#).

Setting Up a Home and Office Network

Connecting to a Network Adapter

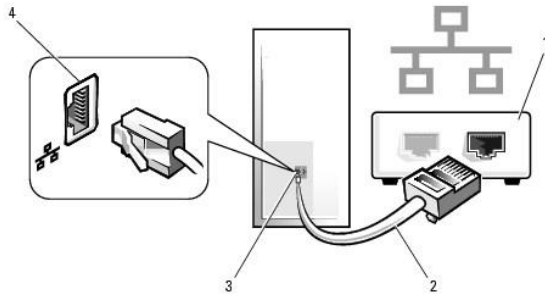
Before you connect your computer to a network, the computer must have a network adapter installed and a network cable connected to it.

To connect a network cable:

 **NOTE:** Plug the network cable into the network adapter connector on the computer. Do not plug the network cable into the modem connector on the computer. Do not plug a network cable into a telephone wall jack.

1. Connect the network cable to the network adapter connector on the back of your computer.

Insert the cable until it clicks into place, and then gently pull it to ensure that it is secure.
2. Connect the other end of the network cable to a network device.




1	network devices
2	network cables
3	network adapter connector on computer
4	network adapter connector

Network Setup Wizard

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

1. Click the **Start** button, point to **All Programs→ Accessories→ Communications**, and then click **Network Setup Wizard**.
2. On the welcome screen, click **Next**.
3. Click **Checklist for creating a network**.

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

4. Complete the checklist and required preparations.
5. Return to the Network Setup Wizard and follow the instructions on the screen.

[Back to Contents Page](#)