

# Dell™ XPS One™ Owner's Manual

**ModelMTG**

# 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.

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**ModelMTG**

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# 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.

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## What Are You Looking For?

- A diagnostic program for my computer
- Drivers for my computer
- Desktop System Software (DSS)

## Find It Here

### Drivers and Utilities Media

Documentation and drivers are already installed on your computer. You can use the media to reinstall drivers (see "Reinstalling Drivers and Utilities" on page 76), to run the Dell Diagnostics (see "Dell Diagnostics" on page 65).

Readme files may be included on your media to provide last-minute updates about technical changes to your computer or advanced technical-reference material for technicians or experienced users.

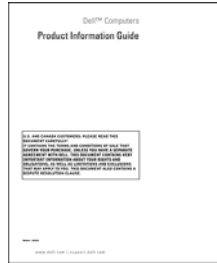


**NOTE:** Drivers and documentation updates can be found at [support.dell.com](http://support.dell.com).

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**What Are You Looking For?**

- Warranty information
- Terms and Conditions (U.S. only)
- Safety instructions
- Regulatory information
- Ergonomics information
- End User License Agreement

**Find It Here****Dell™ Product Information Guide**

- 
- How to set up my computer

**Setup Diagram**

**NOTE:** The appearance of your setup diagram may vary.



---

**What Are You Looking For?**

- Service Tag and Express Service Code
- Microsoft Windows License Label

**Find It Here****Service Tag and Microsoft® Windows® License**

These labels are located on your computer.

- Use the Service Tag to identify your computer when you use [support.dell.com](http://support.dell.com) or contact support.
- Enter the Express Service Code to direct your call when contacting support.



**NOTE:** As an increased security measure, the newly designed Microsoft Windows license label incorporates a missing portion or "hole" to discourage removal of the label.


What Are You Looking For?	Find It Here
<ul style="list-style-type: none"> <li>• Solutions — Troubleshooting hints and tips, articles from technicians, and online courses, frequently asked questions</li> <li>• Community — Online discussion with other Dell customers</li> <li>• Upgrades — Upgrade information for components, such as memory, the hard drive, and the operating system</li> <li>• Customer Care — Contact information, service call and order status, warranty, and repair information</li> <li>• Service and support — Service call status and support history, service contract, online discussions with technical support</li> <li>• Dell Technical Update Service — Proactive e-mail notification of software and hardware updates for your computer</li> <li>• Reference — Computer documentation, details on my computer configuration, product specifications, and white papers</li> <li>• Downloads — Certified drivers, patches, and software updates</li> <li>• Desktop System Software (DSS)— If you reinstall the operating system for your computer, you should also reinstall the DSS utility. DSS provides critical updates for your operating system and support for processors, optical drives, USB devices, and so on. 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.</li> </ul>	<p data-bbox="537 231 973 263"><b>Dell Support Website — <a href="http://support.dell.com">support.dell.com</a></b></p> <p data-bbox="537 263 973 367"><b>NOTE:</b> Select your region or business segment to view the appropriate support site.</p> <p data-bbox="537 1029 973 1061">To download Desktop System Software:</p> <ol style="list-style-type: none"> <li data-bbox="537 1061 973 1157"><b>1</b> Go to <a href="http://support.dell.com">support.dell.com</a>, select your region or business segment, and enter your Service Tag.</li> <li data-bbox="537 1157 973 1220"><b>2</b> Select <b>Drivers &amp; Downloads</b> and click <b>Go</b>.</li> <li data-bbox="537 1220 973 1316"><b>3</b> Click your operating system and search for the keyword <i>Desktop System Software</i>.</li> </ol> <p data-bbox="537 1316 973 1414"><b>NOTE:</b> The <a href="http://support.dell.com">support.dell.com</a> user interface may vary depending on your selections.</p>

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**What Are You Looking For?**

- How to use your Windows™ operating system
- How to work with programs and files
- How to personalize my desktop

**Find It Here****Windows Help and Support**

- 1 To access Windows Help and Support:
  - In Windows Vista™, click the Windows Vista Start button  and click **Help and Support**.
- 2 Type a word or phrase that describes your problem, and then click the arrow icon.
- 3 Click the topic that describes your problem.
- 4 Follow the instructions on the screen.

- 
- How to reinstall my operating system

**Operating System Media**

The operating system is already installed on your computer. To reinstall your operating system, use the *Operating System CD*. See "Restoring Your Operating System" on page 78.



After you reinstall your operating system, use the *Drivers and Utilities CD* to reinstall drivers for the devices that came with your computer.

Your operating system product key label is located on your computer.

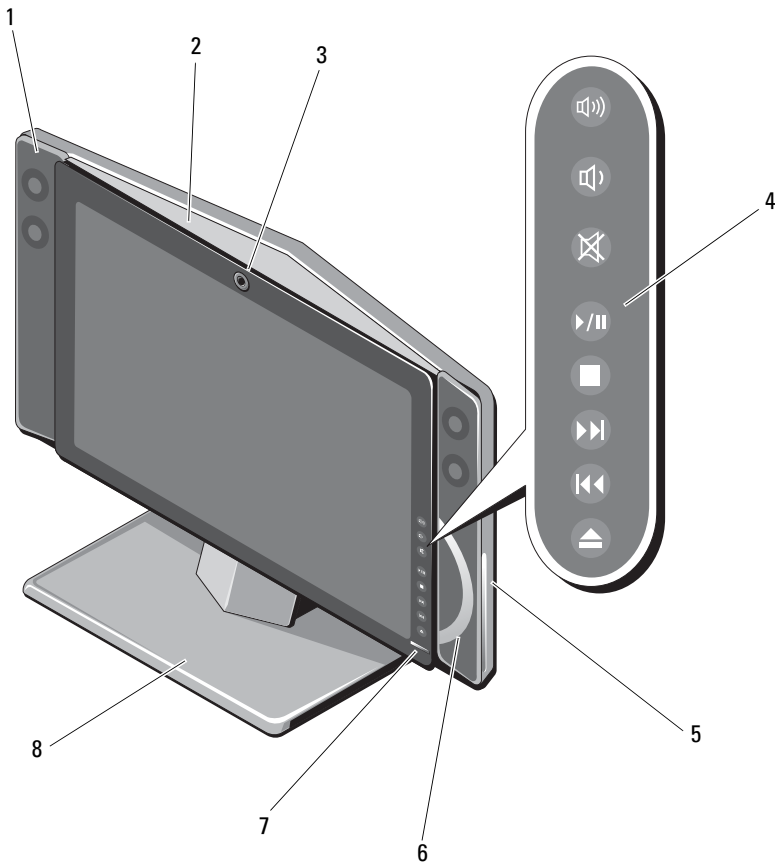
**NOTE:** The color of your CD varies based on the operating system you ordered.






# About Your Computer

## Front View of the Computer

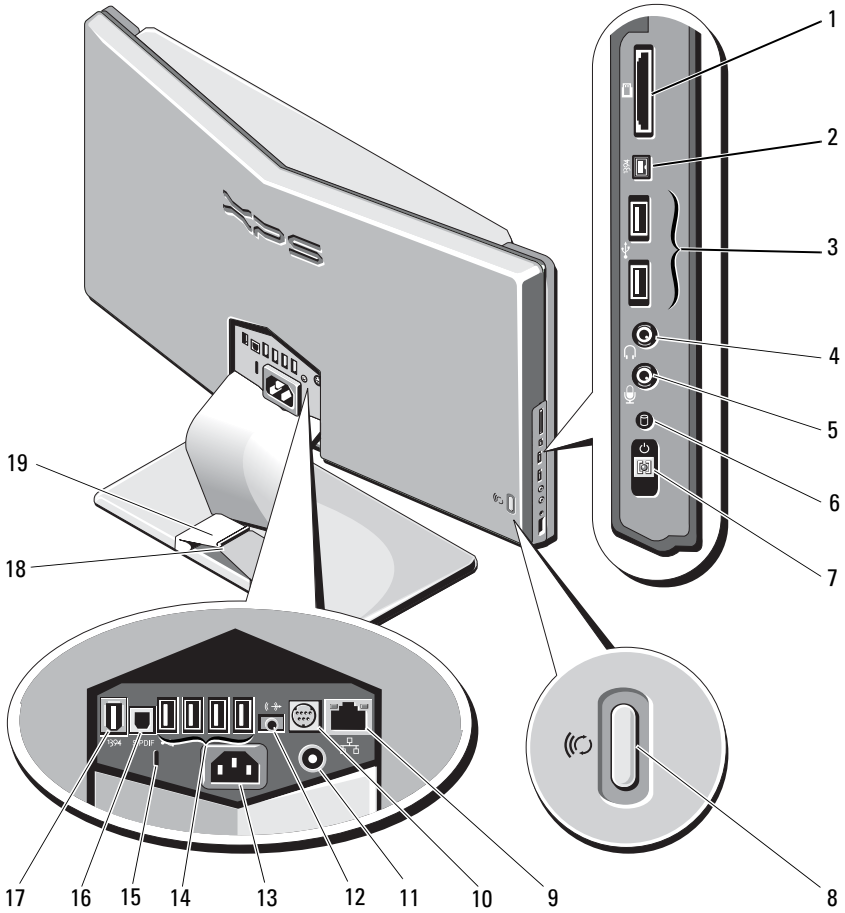
**!** **CAUTION:** Ensure that none of the computer air vents are blocked. Blocking them would cause serious thermal problems.




1	speakers (2)	To adjust the volume of the integrated speakers, press the appropriate media control buttons (see "Media Control Buttons" on page 32 for more information).
2	air vents	Internal fans create airflow through the vents to prevent the computer from overheating. The computer turns the fans on when the computer gets hot. Fan noise is normal and does not indicate a problem with the fans or the computer.   <b>CAUTION: Ensure that none of the computer air vents are blocked. Blocking them would cause serious thermal problems.</b>
3	camera/ microphone array	Built-in camera and microphone array for video capture, conferencing, and chat. When the camera/microphone array is in use, the blue back-light lights up.
4	media control buttons	Control CD, DVD, Blu-ray Disc™ (BD), and Media Player play. See "Media Control Buttons" on page 32 for more information.
5	disc slot	Insert CD, DVD, or Blu-ray Disc™ (BD) as supported by your disc drive. The disc-slot indicator lights up when no disc is in the drive; see "Disc and Disc-Slot Indicators" on page 33 for more information.   <b>NOTICE: The optical drive does not support 8cm media. Do not insert 8cm media into the optical drive slot.</b>
6	disc indicator	The disc indicator lights up when a disc is in the drive. See "Disc and Disc-Slot Indicators" on page 33 for more information.
7	display power button	Press to turn the display on and off without changing the overall operating state of the computer.
8	computer stand	Use the stand to tilt the display to your preferred angle. It can be rotated from 5° towards you to 25° back. The stand provides stability to the computer; it is not a removable part.   <b>CAUTION: The computer stand should remain installed at all times to ensure maximum system stability.</b>



# Back View of the Computer

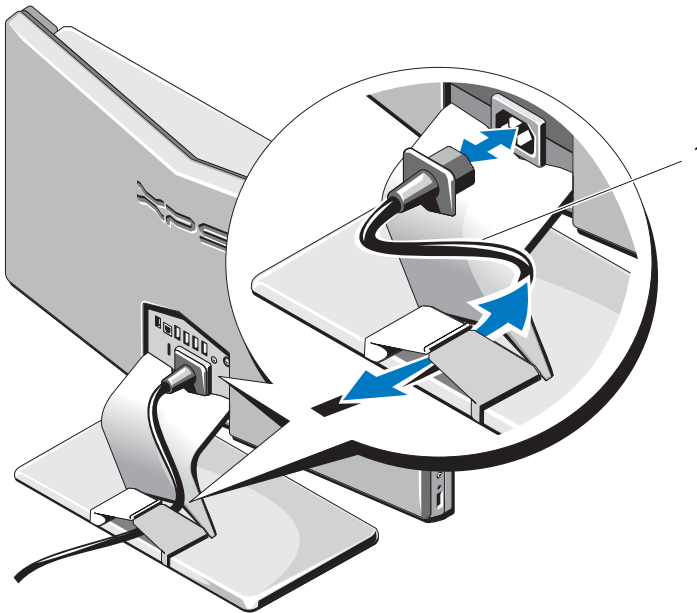


1	<b>Media Card Reader</b>	<p>Provides a fast and convenient way to view and share digital photos, music, and videos stored on a memory card. The Media Card Reader reads the following digital memory cards:</p> <ul style="list-style-type: none"> <li>• Secure Digital (SD) memory card</li> <li>• SDIO card</li> <li>• MultiMediaCard (MMC)</li> <li>• Memory Stick</li> <li>• Memory Stick PRO</li> <li>• xD-Picture Card</li> <li>• Hi Speed-SD</li> <li>• Hi Density-SD</li> </ul>
2	<b>mini IEEE 1394 connector</b>	Attach high-speed serial multimedia devices, such as digital video cameras.
3	<b>USB 2.0 connectors (2)</b>	Use the side USB connectors for devices that you connect occasionally, such as joysticks or cameras, or for bootable USB devices (see "System Setup Options" on page 70 for more information on booting to a USB device). It is recommended that you use the back USB connectors for devices that typically remain connected, such as printers and keyboards.
4	<b>headphone/line-out connector</b>	Use the headphone/line-out connector to attach headphones and most kinds of speakers.
5	<b>microphone/line-in connector</b>	Use the microphone/line-in connector to attach a personal computer microphone for voice or musical input into a sound or telephony program.
6	<b>drive activity light</b>	The drive activity 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 an optical drive is operating.
7	<b>power button, power light</b>	<p>Press the power button to turn on the computer. The light in the center of this button indicates power state. See "Controls and Lights" on page 87 for more information.</p> <p> <b>NOTICE:</b> To avoid losing data, do not use the power button to turn off the computer. Instead, perform an operating system shutdown.</p>

8	computer sync button	To re-sync your optional wireless keyboard and mouse to your computer, press the sync button on the rear of your computer, then press the sync button on the device that you wish to use. See "Re-Syncing Your Optional Wireless Mouse or Keyboard with Your Computer" on page 44.
9	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 port or your network or broadband device. Connect the other end of the network cable to the network adapter connector on the back panel of your computer. A click indicates that the network cable has been securely attached.</p> <p><b>NOTE: Do not plug a telephone cable into the network connector.</b></p> <p><b>network activity light:</b> 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> <p><b>link integrity light:</b>  Green — A good connection exists between the network and the computer.  Off — The computer is not detecting a physical connection to the network.</p>
10	optional TV input-device connector	<p>10-pin connector to attach the optional TV-input device. The device is only necessary if you will not be connecting your TV via the optional TV-in connector.</p> <p>TV input-device connectors: S-video, composite video, and audio connectors, and IR blaster.</p>
11	TV-in connector	TV-in connector — <i>only supported</i> on systems with optional TV tuner card.
12	2.0 audio out connector	Connect speakers for 2.0 audio.
13	power connector	Insert the power cable.
14	USB 2.0 connectors (4)	<p>Use the back USB connectors for devices that typically remain connected, such as printers and keyboards.</p> <p>It is recommended that you use the side USB connectors for devices that you connect occasionally, such as joysticks or cameras.</p>

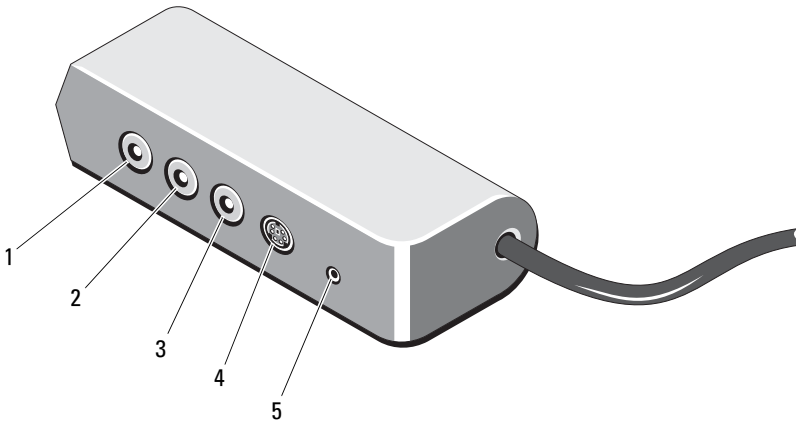
15	security cable slot	Lets you attach a commercially available antitheft device to the computer. <b>➔ NOTICE:</b> Before you buy an antitheft device, ensure that it works with the security cable slot on your computer.
16	S/PDIF connector	Use the S/PDIF connector to transmit digital audio without going through an analog audio conversion process.
17	IEEE 1394 connector	Attach high-speed serial multimedia devices, such as digital video cameras.
18	Service Tag	Use the Service Tag to identify your computer when you access the Dell Support website or contact support.
19	cable routing flaps	Route power cord and other rear cables through these flaps to improve the appearance of your cables.

## Power Cable Routing



1 power cable

## Optional TV Input Device (For Use With Optional TV Tuner)




- |                                |                               |
|--------------------------------|-------------------------------|
| 1 composite video              | 2 left audio output connector |
| 3 right audio output connector | 4 S-video connector           |
| 5 IR blaster                   |                               |




# Setting Up Your Computer

## Installing Your Computer in an Enclosure


Installing your computer in an enclosure can restrict the airflow and impact your computer's performance, possibly causing it to overheat. Follow the guidelines below when installing your computer in an enclosure:

 **NOTICE:** The operating temperature specifications indicated in this manual reflects the maximum ambient operating temperature. The room ambient temperature needs to be a consideration when installing your computer in an enclosure. For example, if the ambient room temperature is at 25°C (77°F), depending on your computer's specifications, you only have 5° to 10°C (9° to 18°F) temperature margin before you reach your computer's maximum operating temperature. For details about your computer's specifications, see "Specifications" on page 83.

- Leave a 10.2 cm (4 in) minimum clearance on all vented sides of the computer to permit the airflow required for proper ventilation.
- If your enclosure has doors, they need to be of a type that allows at least 30 percent airflow through the enclosure (front and back).
- If your computer is installed in a corner on a desk or under a desk, leave at least 5.1 cm (2 in) clearance from the back of the computer to the wall to permit the airflow required for proper ventilation.

 **NOTICE:** Do not install your computer in an enclosure that does not allow airflow. Restricting the airflow impacts your computer's performance, possibly causing it to overheat.

# Connecting to the Internet

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

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

- DSL connections that provide high-speed Internet access through your existing telephone line or cellular telephone service. With a DSL connection, you can access the Internet and use your telephone on the same line simultaneously.
- Cable modem connections that provide high-speed Internet access through your local cable TV line.
- Satellite modem connections that provide high-speed Internet access through a satellite television system.
- Wireless LAN connections that provide Internet access using Bluetooth® wireless technology.


If you are using a DSL or cable/satellite modem connection, contact your ISP or cellular telephone service for setup instructions.

## Setting Up Your Internet Connection


To set up an Internet connection with a provided ISP desktop shortcut:


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

If you do not have an ISP icon on your desktop or if you want to set up an Internet connection with a different ISP, perform the steps in the following section.

 **NOTE:** If you are having problems connecting to the Internet, see "E-Mail and Internet Problems" on page 53. If you cannot connect to the Internet but have successfully connected in the past, the ISP might have a service outage. Contact your ISP to check the service status, or try connecting again later.




 **NOTE:** Have your ISP information ready. If you do not have an ISP, the **Connect to the Internet** wizard can help you get one.

- 1 Save and close any open files, and exit any open programs.
- 2 Click the Windows Vista Start button , and click **Control Panel**.
- 3 Under **Network and Internet**, click **Connect to the Internet**.

The **Connect to the Internet** window appears.

- 4 Click **Broadband (PPPoE)** for a DSL, satellite modem, cable TV modem, or Bluetooth wireless technology connection.

 **NOTE:** If you do not know which type of connection to select, click **Help me choose** or **contact your ISP**.

- 5 Follow the instructions on the screen and use the setup information provided by your ISP to complete the setup.

## Transferring Information to a New Computer

You can use your operating system "wizards" to help you transfer files and other data from one computer to another—for example, from an *old* computer to a *new* computer.


The Microsoft Windows Vista™ operating system provides the Windows Easy Transfer application to move data from a source computer to a new computer. You can transfer data, such as:

- E-mail messages
- Toolbar settings
- User accounts
- Internet bookmarks

You can transfer the data to the new computer over a network or serial connection, or you can store it on removable media, such as a writable CD, for transfer to the new computer.



**NOTE:** For more information about options available with Windows Easy Transfer, see Microsoft Knowledge Base Article #928634, titled *How to use Windows Easy Transfer to migrate files and settings from one Windows-based computer to another Windows Vista-based computer*. This information may not be available in certain countries.

- 1 Click the Windows Vista Start button , and then click **Transfer files and settings**→ **Start Windows Easy Transfer**.
- 2 In the **User Account Control** dialog box, click **Continue**.
- 3 Click **Start a new transfer** or **Continue a transfer in progress**.

Follow the instructions provided on the screen by the Windows Easy Transfer wizard.

## Setting Up a Printer



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

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

- Obtain and install updated drivers.
- Connect the printer to the computer.
- Load paper and install the toner or ink cartridge.

For technical assistance, refer to the printer owner's manual or contact the printer manufacturer.

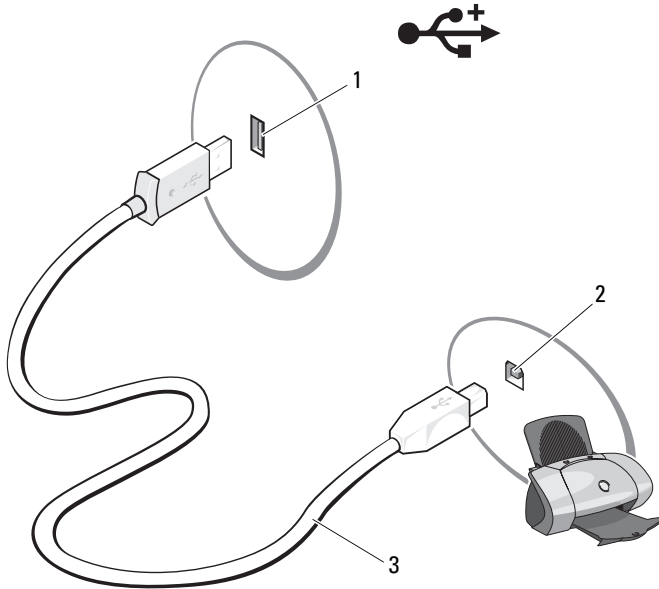
### Printer Cable

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


## Connecting a USB Printer

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

- 1 Complete the operating system setup if you have not already done so.
- 2 Attach the USB printer cable to the USB connectors on the computer and the printer. The connectors fit only one way.



- 1 USB connector on computer      2 USB connector on printer  
3 USB printer cable

- 3 Turn on the printer.
- 4 If your computer is running the Windows Vista™ operating system, click the Windows Vista Start button , and click **Network→ Add a printer** to start the Add Printer Wizard.
- 5 Install the printer driver if necessary. See "Reinstalling Drivers and Utilities" on page 76 and the documentation that came with your printer.


# Power Protection Devices

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


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

## Surge Protectors

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


 **NOTICE:** Most surge protectors do not protect against power fluctuations or power interruptions caused by nearby lightning strikes. Disconnect the network cable from the network wall jack during electrical storms.


## Line Conditioners

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

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

## Uninterruptible Power Supplies

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

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

A UPS protects against power fluctuations and interruptions. UPS devices contain a battery that provides temporary power to connected devices when AC power is interrupted. The battery charges while AC power is available. See

the UPS manufacturer documentation for information on battery operating time and to ensure that the device is approved by Underwriters Laboratories (UL).

## Using the Media Card Reader

Use the Media Card Reader to transfer data directly to your computer.



**NOTE:** A memory card is not a bootable device.

The Media Card Reader reads the following memory cards:

- Secure Digital (SD)
- SDIO
- MultiMediaCard (MMC)
- Memory Stick
- Memory Stick PRO
- xD-Picture Card
- HiSpeed-SD
- Hi Capacity-SD



# Using Multimedia

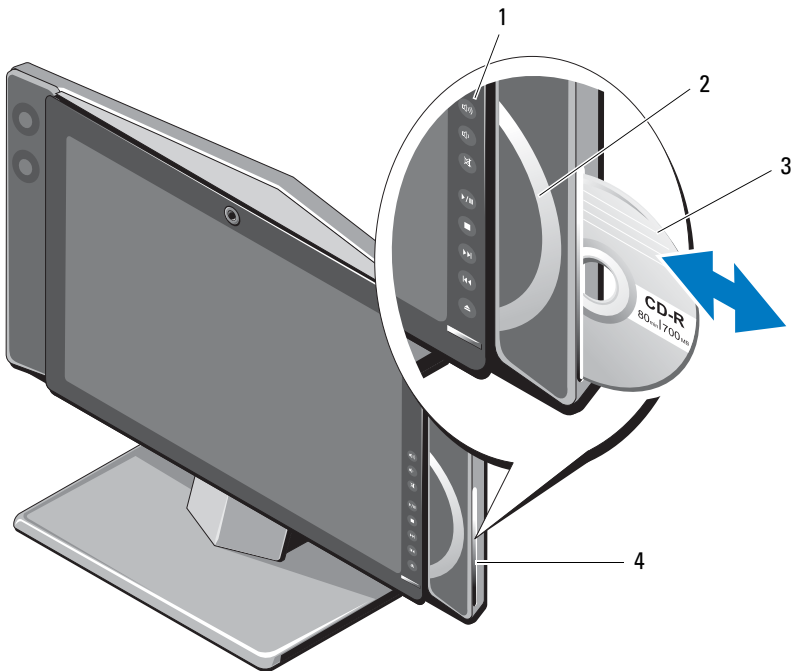
## Using the Disc Drive

**⚠ CAUTION:** Do not insert *any* objects into the disc drive; it could be damaged.

**➡ NOTICE:** Do not move the computer while playing CDs, DVDs, or other media.

- 1 Place the disc, label side facing forward, in the center of the disc slot.
- 2 Gently push the disc into the disk slot.

**✍ NOTE:** This step may require you to push the disc farther than you expect.



- 1 media control buttons
- 3 disc

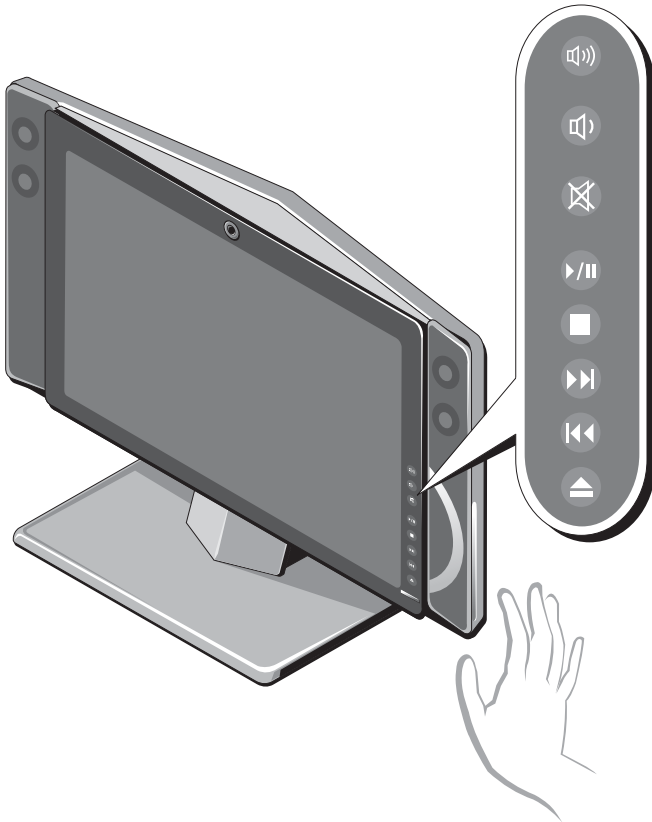
- 2 disc indicator
- 4 disc-slot indicator

## Media Control Buttons









**NOTE:** The media control buttons are capacitive buttons, and as such, may feel different from other buttons when pressed.

The top four media control buttons to the right of your display may flash during startup.

The media control buttons only light up when the user's hand is detected in close proximity to the right of the display. Your keyboard may also incorporate some of these media control buttons.






	Turn the volume up.		Turn the volume down.
	Mute the sound.		Play or pause.
	Stop.		Play the next track.
	Play the previous track.		Eject. <b>NOTE:</b> After you press Eject, there may be a slight pause before the disc ejects.

### Disc and Disc-Slot Indicators


Either the disc or disc-slot indicator lights up when a user's hand is detected in its vicinity. The disc indicator lights up when the drive is occupied and the disc-slot indicator lights up when it is empty.






## CD and DVD Software

To format CDs for storing data, to create music CDs, or to copy CDs, see the CD software that came with your computer.




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

CD player software includes the following basic buttons:

 **NOTE:** You should also be able to use the media control buttons to the right of your display and if you have the optional optimized wireless keyboard, the media control buttons on your keyboard.

	Play.
	Move backward within the current track.
	Pause.
	Move forward within the current track.
	Stop.












---

	Go to the previous track.
	Eject.
	Go to the next track.

---

DVD and Blu-Ray Disc™ (BD) player software includes the following basic buttons:

---


	Stop.
	Restart the current chapter.
	Play.
	Fast forward.
	Pause.
	Fast reverse.
	Advance a single frame while in pause mode.
	Go to the next title or chapter.
	Continuously play the current title or chapter.
	Go to the previous title or chapter.
	Eject.

---

For more information on playing CDs, DVDs, or Blu-ray Discs (BDs), click **Help** in the media player interface (if available).

## Copying CD, DVD, and Blu-ray Disc™ (BD) Media

This section applies only to computers that have a DVD+/-RW drive or a BD-RE drive.

 **NOTE:** Ensure that you observe all copyright laws when copying media.

 **NOTE:** The types of optical drives offered by Dell may vary by country.

The following instructions explain how to make a copy of a CD, DVD, or BD using Roxio Creator. You can also use Roxio Creator for other purposes, such as creating music CDs from audio files stored on your computer or backing up important data. For help, open Roxio Creator, and then press <F1>.

The DVD drives and BD drives installed in Dell computers do not support HD-DVD media. For a list of supported media formats, see "Using Blank CD, DVD, and BD Media" on page 35.

### How to Copy a CD, DVD, or BD



**NOTE:** BD media can only be copied to other BD media. DVD media can only be copied to other DVD-recordable/rewritable media. CD media can only be copied to other CD-recordable/rewritable media.



**NOTE:** Copying a BD-R to BD-RE will not produce an exact copy. Border information will be lost.



**NOTE:** Most commercial DVDs and BDs have copyright protection and cannot be copied using Roxio Creator.

- 1 Open Roxio Creator.
- 2 Under the **Copy** tab, click **Disc Copy**.
- 3 Insert the source disc into the drive, ensure that the settings are correct, and then click the **Copy Disc** button to continue.

The computer reads your source disc and copies the data to a temporary folder on your computer hard drive.

- 4 When prompted, insert a blank disc into the drive and click **OK**.

Once you have finished copying the source disc, the disc that you have created automatically ejects.

### Using Blank CD, DVD, and BD Media

CD-writable drives can only write to CD recording media. DVD-writable drives can write to both CD and DVD recording media. BD-writable drives can write to CD, DVD and BD 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 if you plan to erase, rewrite, or update information on that disc later.

Blank DVD+/-R or BD-R media can be used to permanently store large amounts of information. After you create a DVD+/-R or BD-R, you cannot write to that disc again if the disc is "finalized" or "closed" during the final stage of the disc creation process. Use blank DVD+/-RW or BD-RE media 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	Yes	No	No

### BD-Writable Drives



**NOTE:** Your BD-writable drive may not read / write HD-DVD media.

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	Yes	No	No

<b>Media Type</b>	<b>Read</b>	<b>Write</b>	<b>Rewritable</b>
BD-R	Yes	Yes	No
BD-RE	Yes	Yes	Yes

## Helpful Tips

- Use Microsoft® Windows® Explorer to drag and drop files to a CD-R or CD-RW only after you start Roxio Creator and open a Creator project.
- 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.
- 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.
- Music MP3 files can be played only on MP3 players or on computers that have MP3 software installed.
- 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.
- You cannot create audio DVDs with Roxio Creator.
- 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.
- Commercially available BD players used in home theater systems may not support all available BD formats. For a list of formats supported by your BD player, see the documentation provided with your BD player or contact the manufacturer.
- See the Roxio website at [www.sonic.com](http://www.sonic.com) for additional information.

## Adjusting the Volume



**NOTE:** When the speakers are muted, you do not hear the CD or DVD playing.


- 1 Open the **Volume Control** window.
- 2 Click and drag the bar in the **Volume Control** column and slide it up or down to increase or decrease the volume.

For more information on volume control options, click **Help** in the **Volume Control** window.

## Adjusting the Picture

If an error message notifies you that the current resolution and color depth are using too much memory and preventing DVD playback, adjust the display properties.

If your computer is running Microsoft Windows Vista™ Operating System:

- 1 Click the Windows Vista Start button , click **Control Panel**, and then click **Appearance and Personalization**.
- 2 Under **Personalization**, click **Adjust Screen Resolution**.  
The **Display Properties** window appears.
- 3 Under **Resolution**: click and drag the bar reduce the resolution setting.
- 4 In the drop-down menu under **Colors**:, click **Medium (16 bit)**.
- 5 Click **OK**.

## Enabling S/PDIF Digital Audio

If your computer has a DVD drive, you can enable digital audio for DVD playback.

- 1 Launch the **Cyberlink PowerDVD** application.
- 2 Insert a DVD into the DVD drive.  
If the DVD begins playing, click the **Stop** button.
- 3 Click the **Settings** option.
- 4 Click the **DVD** option.
- 5 Click the **DVD Audio Setting** icon.

- 6 Click the arrows beside the **Speaker Configuration** setting to scroll through the options, and then select the **SPDIF** option.
- 7 Click the **Back** button once, and then click the **Back** button again to return to the main menu screen.

### **Enabling S/PDIF in the Windows Audio Driver**

- 1 Double-click the speaker icon in the Windows notification area.
- 2 Click the **Options** menu and then click **Advanced Controls**.
- 3 Click **Advanced**.
- 4 Click **S/PDIF Interface**.
- 5 Click **Close**.
- 6 Click **OK**.

## **Setting Up the Cyberlink (CL) Headphones**



**NOTE:** The CL headphone feature is available only if your computer has a DVD drive.

If your computer has a DVD drive, you can enable digital audio for DVD playback.


- 1 Launch the **Cyberlink PowerDVD** program.
- 2 Insert a DVD into the DVD drive.  
If the DVD begins playing, click the **Stop** button.
- 3 Click the **Settings** option.
- 4 Click the **DVD** option.
- 5 Click the **DVD Audio Setting** icon.
- 6 Click the arrows beside the **Speaker Configuration** setting to scroll through the options, and select the **Headphones** option.
- 7 Click the arrows beside the **Audio listening mode** setting to scroll through the options, and select the **CL Headphone** option.
- 8 Click the arrows beside the **Dynamic range compression** option to select the most suitable option.
- 9 Click the **Back** button once, and then click the **Back** button again to return to the main menu screen.

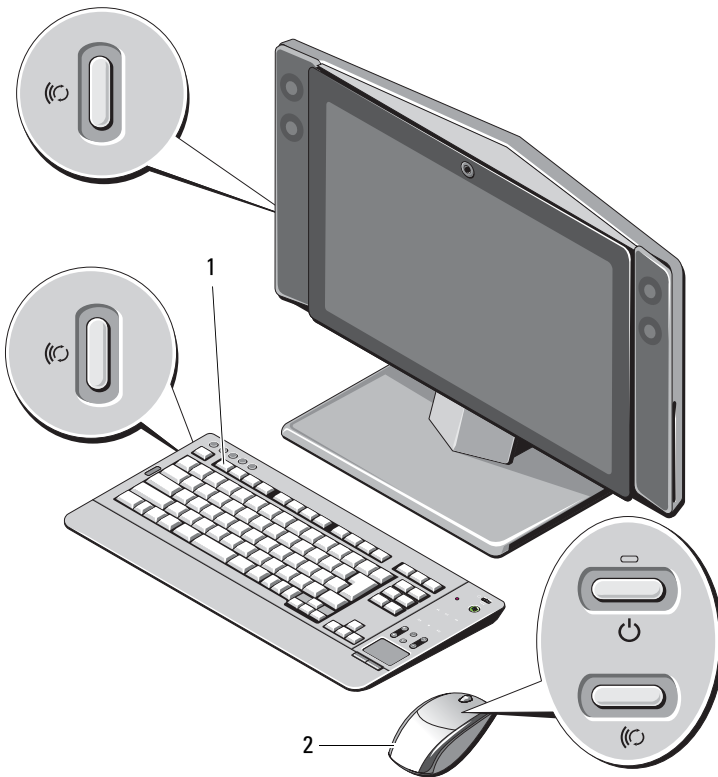




# Using the Optional Wireless Keyboard and Mouse


Your Dell™ XPS™ computer supports a special wireless (non-Bluetooth) keyboard and mouse which are optimized for use with your computer.

 **NOTE:** The optional keyboard and mouse have special features which may not be available on other devices that could be used with your computer.



1 optimized wireless keyboard    2 optimized wireless mouse


## Media Control Keys

 **NOTE:** The media control keys are capacitive buttons, and as such, may feel different from other buttons when pressed.


The optional wireless keyboard has media control keys to aid you in quick control of volume and playback functions on your computer. These buttons light up when you press them.

In addition to the basic media control keys shown in "Using Multimedia" on page 31, the optional keyboard also incorporates the following keys.


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 Press to rewind within the current track/chapter.


---

 Press once to go back to the start of the current playing track/chapter. Press multiple times to skip back to previous track/chapters.


---

 Press to fast-forward within the current track/chapter.


---

 Press once to skip forward one track/chapter. Press multiple times to skip forward multiple tracks/chapters.

---

 Press to start or stop recording.

---

 Press to change channels (increasing).

---

 Press to change channels (decreasing).

---

## Using the Touch Pad

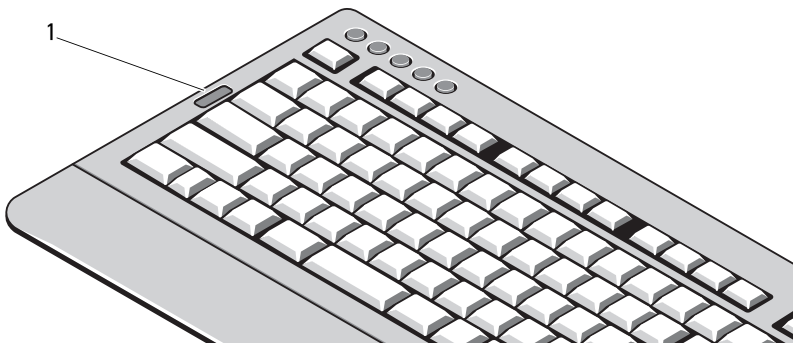
The touch pad detects the pressure and movement of your finger to allow you to move the cursor on the display. Use the touch pad and touch-pad buttons as you would use a mouse.



1 touch pad

2 touch-pad buttons

- To move the cursor, lightly slide your finger over the touch pad.
- To select an object, lightly tap once on the surface of the touch pad or use your thumb to press the left touch-pad button *or* the alternate left touch-pad button to the left of the keyboard.



1 alternate left touch-pad button

- To select and move (or drag) an object, position the cursor on the object and tap twice on the touch pad. On the second tap, leave your finger on the touch pad and move the selected object by sliding your finger over the surface.
- To double-click an object, position the cursor on the object and tap twice on the touch pad or use your thumb to press the left touch-pad button twice (the alternate left touch-pad button to the left of the keyboard can also be used).

### **Customizing the Touch Pad**

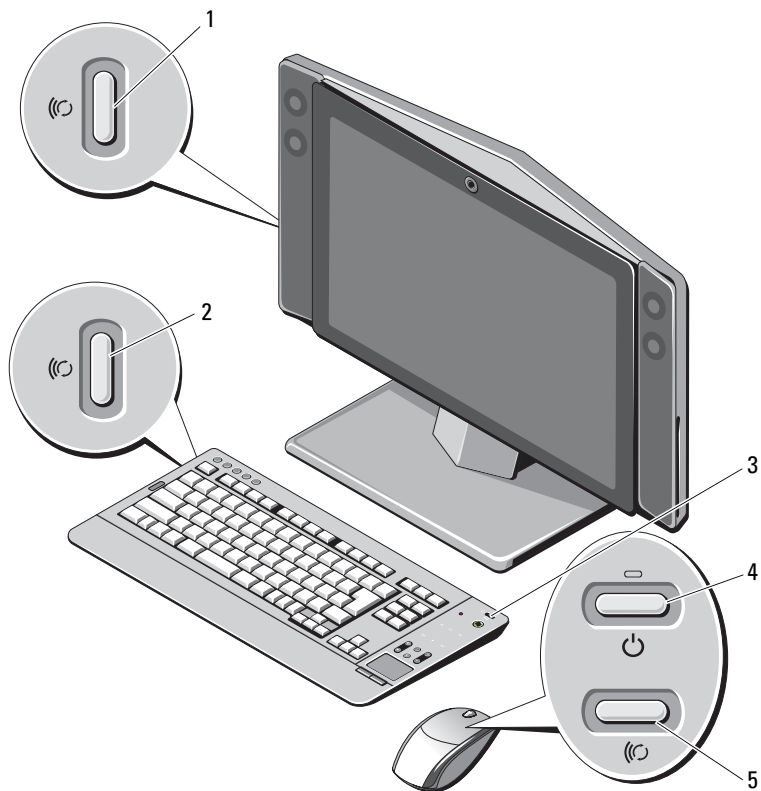
You can use the **Mouse Properties** window to disable the touch pad or adjust its settings.

If your computer is running Microsoft Windows Vista™ Operating System: Click the Windows Vista Start button , click **Control Panel**, and then click **Mouse Properties**.

## **Re-Syncing Your Optional Wireless Mouse or Keyboard with Your Computer**

If for any reason, you need to re-sync your optional (non-Bluetooth) wireless keyboard or mouse with your computer, follow these instructions:

- 1 Turn the computer on.
- 2 Turn on the keyboard or mouse.



- |   |                       |   |                      |
|---|-----------------------|---|----------------------|
| 1 | computer sync button  | 2 | keyboard sync button |
| 3 | keyboard power switch | 4 | mouse power button   |
| 5 | mouse sync button     |   |                      |

- 3** Press the sync button to the rear of your computer's left speaker.
- 4** Press the sync button on the mouse or keyboard.  
The mouse or keyboard should now be paired with your computer. If you experience any problems, see "Troubleshooting" on page 51.

## Key Combinations

---

<Fn> and up-arrow key	Increases brightness on the integrated display.
<Fn> and down-arrow key	Decreases brightness on the integrated display.
<Fn> and right-arrow key	Toggles the display on and off without changing the overall operating state.

---

To adjust keyboard operation, such as the character repeat rate, open the Control Panel, click **Printers and Other Hardware**, and click **Keyboard**. For information about the Control Panel, see the Windows Help and Support Center. To access the Help and Support Center, see "Windows Help and Support" on page 13.

# Using the Display

Use the display power button on the lower-right of your display to turn off the display without affecting the operating state of your computer. See "Front View of the Computer" on page 15.

## Adjusting Brightness

You can press the following keys to adjust display brightness:

- Press <Fn> and the up-arrow key to increase brightness on the integrated display only (not on an external monitor).
- Press <Fn> and the down-arrow key to decrease brightness on the integrated display only (not on an external monitor).

## Making Images and Text Look Bigger or Sharper



**NOTE:** If you change the display resolution from the current settings, the image may appear blurry or text may be hard to read if you change the resolution to one not supported by your computer and display. Before you change any of the display settings, make a note of the current settings so you can change back to the previous settings if you need to.

You can enhance the legibility of text and change the appearance of images on the screen by adjusting display resolution. As you increase resolution, items appear smaller on the screen. In contrast, lower resolution causes text and images to appear larger and can benefit people with vision impairments. To display a program at a specific resolution, both the video card and the display must support the program, and the necessary video drivers must be installed.




**NOTE:** Use only the Dell-installed video drivers, which are designed to offer the best performance with your Dell-installed operating system.

If you choose a resolution or color palette that is higher than the display supports, the settings adjust automatically to the closest supported values.


To set the display resolution and refresh rate for your display, perform the steps.

If your computer is running Windows Vista™:


- 1 Click the Windows Vista Start button , and click **Control Panel**.
- 2 Under **Appearance and Personalization**, click **Adjust screen resolution**.
- 3 In the **Display Settings** window, under **Resolution**, slide the slide bar to the left/right to decrease/increase the screen resolution.
- 4 Click **How do I get the best display?** for further instructions.





# Cleaning Your Computer

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

## Computer and Display


 **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.

 **NOTICE:** To avoid damaging the computer or display, do not spray cleaning solution directly onto the display. Only use products specifically designed for cleaning displays, and follow the instructions that are included with the product.

 **NOTE:** A soft, lint-free cloth has been provided for your computer in the binder that came with the computer accessory kit.


- Moisten a soft, lint-free cloth with either water or a display cleaner, and wipe the display until it is clean.
- Moisten a soft, lint-free cloth with water and wipe the computer and keyboard. Do not allow water from the cloth to seep between the touch pad and the surrounding palm rest.

## CDs and DVDs

 **CAUTION:** Do not clean the disc drive. Any attempt to clean the disc drive itself could result in damage to 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.

## Keyboard and Touch Pad

- 1 If your keyboard has a power button, turn it off.
- 2 Remove any installed batteries from the keyboard.
- 3 Use a can of compressed air to remove dust from between the keys on the keyboard.



**CAUTION: Clean your touchpad with a soft cloth dampened with water. Do not use liquid or aerosol cleaners, which may contain flammable substances.**

- 4 Moisten a soft, lint-free cloth with water, and wipe it gently across the surface of the touch pad. Do not allow water from the cloth to seep between the touch pad and the surrounding palm rest or keyboard surface.

# Troubleshooting

## Solving Problems

Follow these tips when you troubleshoot your computer:

- If you added or removed a part before the problem started, review the installation procedures and ensure that the part is correctly installed.
- If a peripheral device does not work, ensure that the device is properly connected.
- If an error message appears on the screen, write down the exact message. This message may help support personnel diagnose and fix the problem(s).
- If an error message occurs in a program, see the program's documentation.



**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.

## Battery Problems



**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*.

**CONTACT DELL** — 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, contact Dell (see "Contacting Dell" on page 95).

## Display Problems



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

## The screen is blank or difficult to read


**ENSURE THAT THE DISPLAY IS TURNED ON** — See "Front View of the Computer" on page 15.

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

**ROTATE THE DISPLAY TO ELIMINATE SUNLIGHT GLARE AND POSSIBLE INTERFERENCE**

**ADJUST THE WINDOWS DISPLAY SETTINGS** —

*Windows Vista:*

1 Click Start  → Control Panel → Hardware and Sound → Personalization → Display Settings.

2 Adjust Resolution and Colors settings, as needed.


## Drive Problems



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

**ENSURE THAT MICROSOFT® WINDOWS® RECOGNIZES THE DRIVE** —

*Windows Vista™:*

- Click the Windows Vista Start button  and click Computer.

If the drive is not listed, perform a full scan with your antivirus software to check for and remove viruses. Viruses can sometimes prevent Windows from recognizing the drive.

**TEST THE DRIVE** —

- Insert another disk to eliminate the possibility that the original drive is defective.
- Insert bootable media and restart the computer.

**CLEAN THE DRIVE OR DISK** — See "" on page 49.

**CHECK ANY ACCESSIBLE CABLE CONNECTIONS**

**RUN THE HARDWARE TROUBLESHOOTER** — See "Troubleshooting Software and Hardware Problems in the Microsoft® Windows® Vista™ Operating Systems" on page 78.

**RUN THE DELL DIAGNOSTICS** — See "Dell Diagnostics" on page 65.

## Optical drive problems



**NOTE:** High-speed optical drive vibration is normal and may cause noise, which does not indicate a defect in the drive or the media.



**NOTE:** Because of different regions worldwide and different disc formats, not all DVD titles work in all DVD drives.

### ADJUST THE WINDOWS VOLUME CONTROL —

- Click the speaker icon in the lower-right corner of your screen.
- Ensure that the volume is turned up by clicking the slidebar and dragging it up.
- Ensure that the sound is not muted by clicking any boxes that are checked.

**CHECK THE SPEAKERS** — See "Sound and Speaker Problems" on page 62.

## Problems writing to an optical drive

**CLOSE OTHER PROGRAMS** — The optical drive must receive a steady stream of data during the writing process. If the stream is interrupted, an error occurs. Try closing all programs before you write to the optical drive.

**TURN OFF STANDBY MODE IN WINDOWS BEFORE WRITING TO A DISC** — Search for the keyword *standby* in Windows Help and Support for information on power management modes.

## Hard drive problems

### RUN CHECK DISK —

*Windows Vista:*

- 1 Click **Start**  and click **Computer**.
- 2 Right-click **Local Disk C:**.
- 3 Click **Properties**→**Tools**→**Check Now**.

The **User Account Control** window may appear. If you are an administrator on the computer, click **Continue**; otherwise, contact your administrator to continue the desired action.

- 4 Follow the instructions on the screen.

## E-Mail and Internet Problems



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



**NOTE:** Do not plug a telephone cable into the network adapter connector (see "Back View of the Computer" on page 17).

**CHECK THE MICROSOFT® MAIL SECURITY SETTINGS** — If you cannot open your e-mail attachments:

- 1 In Microsoft Mail, click **Tools**→**Options**→**Security**.
- 2 Click **Do not allow attachments to be saved or opened that could potentially be a virus** or **Block images and other external content in HTML e-mail** to remove the checkmark, as needed.

**ENSURE THAT YOU ARE CONNECTED TO THE INTERNET** — Ensure that you have subscribed to an Internet provider. With the Microsoft Mail 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.

## Error Messages



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

If the error 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:

*Windows Vista:*

- 1 Click **Start**  → **Control Panel**→**Programs**→**Programs and Features**.
- 2 Select the program you want to remove.
- 3 Click **Uninstall**.
- 4 See the program documentation for installation instructions.

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

**INSERT BOOTABLE MEDIA** — Insert a bootable floppy disk, CD, or DVD.

**NON-SYSTEM DISK ERROR** — Remove the floppy disk from the floppy drive 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 may 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" on page 95).

## IEEE 1394 Device Problems

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



**NOTE:** Your computer supports only IEEE 1394a standard.

**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 ENABLED IN SYSTEM SETUP** — See "System Setup Options" on page 70.

**ENSURE THAT THE IEEE 1394 DEVICE IS RECOGNIZED BY WINDOWS** —

*Windows Vista:*

- 1 Click Start  → Control Panel → Hardware and Sound.
- 2 Click Device Manager.

If your IEEE 1394 device is listed, Windows recognizes the device.

**IF YOU HAVE PROBLEMS WITH A DELL IEEE 1394 DEVICE** — Contact Dell (see "Contacting Dell" on page 95).

**IF YOU HAVE PROBLEMS WITH AN IEEE 1394 DEVICE NOT PROVIDED BY DELL** — Contact 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*.

### Wireless Keyboard

**CHECK THE WIRELESS CONNECTION BETWEEN THE KEYBOARD AND YOUR COMPUTER** —

- Ensure that the keyboard is paired with your computer. See "Re-Syncing Your Optional Wireless Mouse or Keyboard with Your Computer" on page 44.
- Verify that the keyboard is turned on, if applicable. Some wireless keyboards have a power button. If the keyboard has a power indicator, check the indicator.
- Ensure that the keyboard battery has not run low, if applicable. If the keyboard has a battery indicator, check the indicator.
- Restart the computer.

## USB Keyboard

### CHECK THE KEYBOARD CABLE —

- Ensure that the keyboard cable is firmly connected to the computer.
- Shut down the computer, reconnect the keyboard cable as shown on the setup diagram for your computer, and then restart the computer.
- Ensure that the cable is not damaged or frayed and check cable connectors for bent or broken pins. Straighten any bent pins.
- Remove any keyboard extension cables and connect the keyboard directly to the computer.

## Any Keyboard

**TEST THE KEYBOARD** — Connect or pair a properly working keyboard to the computer, then try using the keyboard. See "Re-Syncing Your Optional Wireless Mouse or Keyboard with Your Computer" on page 44.

**RUN THE HARDWARE TROUBLESHOOTER** — See "Troubleshooting Software and Hardware Problems in the Microsoft® Windows® Vista™ Operating Systems" on page 78.

**SEE YOUR KEYBOARD DOCUMENTATION** — If your keyboard has documentation, see if it has special troubleshooting suggestions or recommendations.

## 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

**ENSURE THAT THE POWER CABLE IS FIRMLY CONNECTED TO THE COMPUTER AND TO THE ELECTRICAL OUTLET**

### The computer stops responding



**NOTICE:** You may 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), and then restart your computer.



## A program stops responding

### END THE PROGRAM —

- 1 Press <Ctrl><Shift><Esc> simultaneously to access the Task Manager.
- 2 Click the **Applications** tab.
- 3 Click to select the program that is no longer responding.
- 4 Click **End Task**.

## A program crashes repeatedly



**NOTE:** Most software includes installation instructions in its documentation or on a floppy disk, CD, or DVD.


**CHECK THE SOFTWARE DOCUMENTATION —** If necessary, uninstall and then reinstall the program.

## A program is designed for an earlier Windows operating system

### RUN THE PROGRAM COMPATIBILITY WIZARD —

*Windows Vista:*

The Program Compatibility Wizard configures a program so that it runs in an environment similar to non-Windows Vista operating system environments.

- 1 Click **Start**  → **Control Panel** → **Programs** → **Use an older program with this version of Windows**.
- 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), and then restart your computer.

## Other software problems

### CHECK THE SOFTWARE DOCUMENTATION OR CONTACT THE SOFTWARE MANUFACTURER FOR TROUBLESHOOTING INFORMATION —

- Ensure that the program is compatible with the operating system installed on your computer.
- Ensure that your computer meets the minimum hardware requirements needed to run the software. See the software documentation for information.
- Ensure that the program is installed and configured properly.

- Verify that the device drivers do not conflict with the program.
- 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, CDs, OR DVDs**

#### **SAVE AND CLOSE ANY OPEN FILES OR PROGRAMS AND SHUT DOWN YOUR COMPUTER THROUGH THE START MENU**

### **Memory Problems**

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

#### **IF YOU RECEIVE AN INSUFFICIENT MEMORY MESSAGE —**

- Save and close any open files and exit any open programs you are not using to see if that resolves the problem.
- See the software documentation for minimum memory requirements. If necessary, install additional memory (see "Contacting Dell" on page 95).
- Run the Dell Diagnostics (see "Dell Diagnostics" on page 65).

#### **IF YOU EXPERIENCE OTHER MEMORY PROBLEMS —**

- Ensure that the memory you are using is supported by your computer. For more information about the type of memory supported by your computer, see "Specifications" on page 83.
- Run the Dell Diagnostics (see "Dell Diagnostics" on page 65).

### **Mouse Problems**

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

#### **Wireless Mouse**

#### **CHECK THE WIRELESS CONNECTION BETWEEN THE MOUSE AND YOUR COMPUTER —**

- Ensure that the mouse is paired with your computer. See "Re-Syncing Your Optional Wireless Mouse or Keyboard with Your Computer" on page 44.
- Verify that the mouse is turned on. Some mice include a power indicator.
- Ensure that the mouse battery has not run low. Some mice include a battery-charge indicator.

- Restart your computer.
- See your mouse documentation.

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

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

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

## **USB Mouse**

**CHECK THE MOUSE CABLE —**

- Ensure that neither the cable or the cable connectors are visibly damaged.
- Remove any mouse extension cables, and connect the mouse directly to the computer.
- Verify that the mouse cable is connected as shown on the setup diagram for your computer.

**RESTART THE COMPUTER —**

- 1 Simultaneously press <Ctrl><Esc> to display the **Start** menu.
- 2 Press <u>, press the up- and down-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 on the setup diagram.
- 4 Turn on the computer.

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


- 1 Shut down the computer.
- 2 Disconnect the mouse.
- 3 Turn on the computer.
- 4 At the Windows desktop, use the touch pad to move the cursor around, select an icon, and open it.
- 5 If the touch pad operates correctly, the mouse may be defective.

## **Any Mouse**

**TEST THE MOUSE —** Connect a properly working mouse to the computer, then try using the mouse.

## CHECK THE MOUSE SETTINGS —

Windows Vista:

- 1 Click **Start**  → **Control Panel** → **Hardware and Sound** → **Mouse**.
- 2 Adjust the settings as needed.

**REINSTALL THE MOUSE DRIVER** — See (see "Drivers" on page 75).

**RUN THE HARDWARE TROUBLESHOOTER** — See "Troubleshooting Software and Hardware Problems in the Microsoft® Windows® Vista™ Operating Systems" on page 78.

## Network Problems



**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 the network connector on the back of the computer and the network jack.

**CHECK THE NETWORK LIGHTS ON THE BACK OF THE COMPUTER** — If the link integrity light is off (see "Controls and Lights" on page 87), no network communication is occurring. Replace the network cable.

**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.

**RUN THE HARDWARE TROUBLESHOOTER** — See "Troubleshooting Software and Hardware Problems in the Microsoft® Windows® Vista™ Operating Systems" on page 78.

## Power Problems



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

**IF THE POWER LIGHT IS BLUE AND THE COMPUTER IS NOT RESPONDING** —

Contact Dell, see "Contacting Dell" on page 95.

**IF THE POWER LIGHT IS BLINKING BLUE** — The computer is in standby mode. Press a key on the keyboard, move the mouse, or press the power button to resume normal operation.

**IF THE POWER LIGHT IS OFF** — The computer is either turned off or is not receiving power.

- Reseat the power cable in the power connector on the back of the computer and the electrical outlet.
- Bypass power strips, power extension cables, and other power protection devices to verify that the computer turns on properly.
- Ensure that any power strips being used are plugged into an electrical outlet and are turned on.
- Ensure that the electrical outlet is working by testing it with another device, such as a lamp.
- Contact Dell, (see "Contacting Dell" on page 95).

**IF THE POWER LIGHT IS AMBER** — Contact Dell, see "Contacting Dell" on page 95.

**ELIMINATE INTERFERENCE** — Some possible causes of interference are:

- Power, keyboard, and mouse extension cables.
- Too many devices connected to the same power strip.
- Multiple power strips connected to the same electrical outlet.

## Printer Problems



**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** —

- See the printer documentation for cable connection information.
- 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** —

*Windows Vista:*

- 1 Click **Start**  → **Control Panel** → **Hardware and Sound** → **Printer**.
- 2 If the printer is listed, right-click the printer icon.