

Dell™ OptiPlex™ Systems

Setup and Quick Reference Guide

Guia de configuração e de referência rápida

Guía de instalación y de referencia rápida



Models DHS, DHP, and DHM



www.dell.com | support.dell.com

Dell™ OptiPlex™ Systems

Setup and Quick Reference Guide



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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About This Guide

This document contains getting started/setup; solving problems; and safety, regulatory, and warranty information about your Dell™ OptiPlex™ computer.

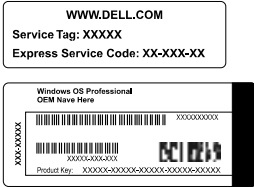
To obtain the latest versions of the documents on your hard drive, go to the Dell support website at support.dell.com.

Regulatory model numbers appear throughout this document; their chassis type equivalents are shown below:

Regulatory Model Numbers and Chassis Types
DHS = small desktop (SD) chassis
DHP = small form-factor (SF) chassis
DHM = small mini-tower (SMT) chassis

Finding Information for Your Computer

What Are You Looking For?	Find it Here
• A diagnostic program for my computer • Drivers for my computer • My computer documentation • My device documentation	Drivers and Utilities CD (also known as the <i>ResourceCD</i>) 
	You can use this CD to access documentation, reinstall drivers, or run diagnostics tools.

What Are You Looking For?	Find it Here
- Express Service Code and Service Tag Number - Microsoft® Windows® License Label (Product Key)	Express Service Code and Product Key  Located on your computer.
How to reinstall my operating system	Operating System CD and Installation Guide  If you reinstall your operating system, use the <i>Drivers and Utilities</i> CD to reinstall drivers for the devices that came with your computer.

What Are You Looking For?	Find it Here
• How to remove and replace parts • Technical specifications • How to configure system settings • How to troubleshoot and solve problems	User's Guide icon  Depending on your operating system, double-click the User's Guides icon on your desktop or click the Start button and then click Help and Support to access the electronic documentation stored on your hard drive.
• Latest drivers for my computer • Answers to technical service and support questions • Online discussions with other users and technical support • Documentation for my computer	Dell Support website support.dell.com The Dell Support website provides several online tools, including: • Knowledge Base — hints, tips, and online courses • Customer Forum — online discussion with other Dell customers • Upgrades — upgrade information for components, such as memory, the hard drive, and the operating system • Customer Care — contact information, order status, warranty, and repair information • Downloads — drivers, patches, and software updates • Reference — computer documentation, product specifications, and white papers
• Service call status • Top technical issues for my computer • Frequently asked questions • File downloads • Details on my computer's configuration • Service contract for my computer	Dell Premier Support website Premier Support.Dell.com The Dell Premier Support website is customized for corporate, government, and education customers. This site may not be available in all regions.
• How to use Windows XP • Documentation for my computer and devices	Windows XP Help and Support Center 1 Click the Start button, and then 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 shown on the screen.

CAUTION: Safety Instructions

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

General

- Do not attempt to service the computer yourself unless you are a trained service technician. Always follow installation instructions closely.
- To help prevent electric shock, plug the computer and device power cables into properly grounded electrical outlets. These cables are equipped with 3-prong plugs to help ensure proper grounding. Do not use adapter plugs or remove the grounding prong from a cable. If you must use an extension cable, use a 3-wire cable with properly grounded plugs.



- To help avoid the potential hazard of electric shock, do not use your computer during an electrical storm.
- To help avoid the potential hazard of electric shock, do not connect or disconnect any cables or perform maintenance or reconfiguration of this product during an electrical storm.
- If your computer includes a modem, the cable used with the modem should be manufactured with a minimum wire size of 26 American wire gauge (AWG) and an FCC-compliant RJ-11 modular plug.
- 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.
- To help avoid possible damage to the system board, wait 5 seconds after turning off the computer before disconnecting a device from the computer.
- To avoid shorting out your computer when disconnecting a network cable, first unplug the cable from the network adapter on the back of your computer, and then from the network jack. When reconnecting a network cable to your computer, first plug the cable into the network jack, and then into the network adapter.
- To help protect your computer from sudden, transient increases and decreases in electrical power, use a surge suppressor, line conditioner, or uninterruptible power supply (UPS).

CAUTION: Safety Instructions (*continued*)

- Ensure that nothing rests on your computer's cables and that the cables are not located where they can be stepped on or tripped over.
- Do not push any objects into the openings of your computer. Doing so can cause fire or electric shock by shorting out interior components.
- Keep your computer away from radiators and heat sources. Also, do not block cooling vents. Avoid placing loose papers underneath your computer; do not place your computer in a closed-in wall unit or on a bed, sofa, or rug.
- Do not spill food or liquids on your computer. If the computer gets wet, consult your *User's Guide*.

When Using Your Computer

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

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

- Your computer is equipped with one of the following:
 - A fixed-voltage power supply — Computers with a fixed-voltage power supply do not have a voltage selection switch on the back panel and operate at only one voltage (see the regulatory label on the outside of the computer for its operating voltage).
 - An auto-sensing voltage circuit — Computers with an auto-sensing voltage circuit do not have a voltage selection switch on the back panel and automatically detect the correct operating voltage.
 - A manual voltage selection switch — Computers with a voltage selection switch on the back panel must be manually set to operate at the correct operating voltage.



 **NOTICE:** To help avoid damaging a computer with a manual voltage selection switch, set the switch for the voltage that most closely matches the AC power available in your location. For Japan, the voltage selection switch must be set to the 115-V position even though the AC power available in Japan is 100 V. Also, ensure that your monitor and attached devices are electrically rated to operate with the AC power available in your location.

When Using Your Computer (*continued*)

- Before working inside the computer, unplug the computer to help prevent electric shock or system board damage. Certain system board components continue to receive power any time the computer is connected to AC power.

When Working Inside Your Computer

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



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



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

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

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

- 4 Disconnect your computer and devices, including the monitor, from their electrical outlets. Also, disconnect any telephone or telecommunication lines from the computer.

Doing so reduces the potential for personal injury or shock.

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

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

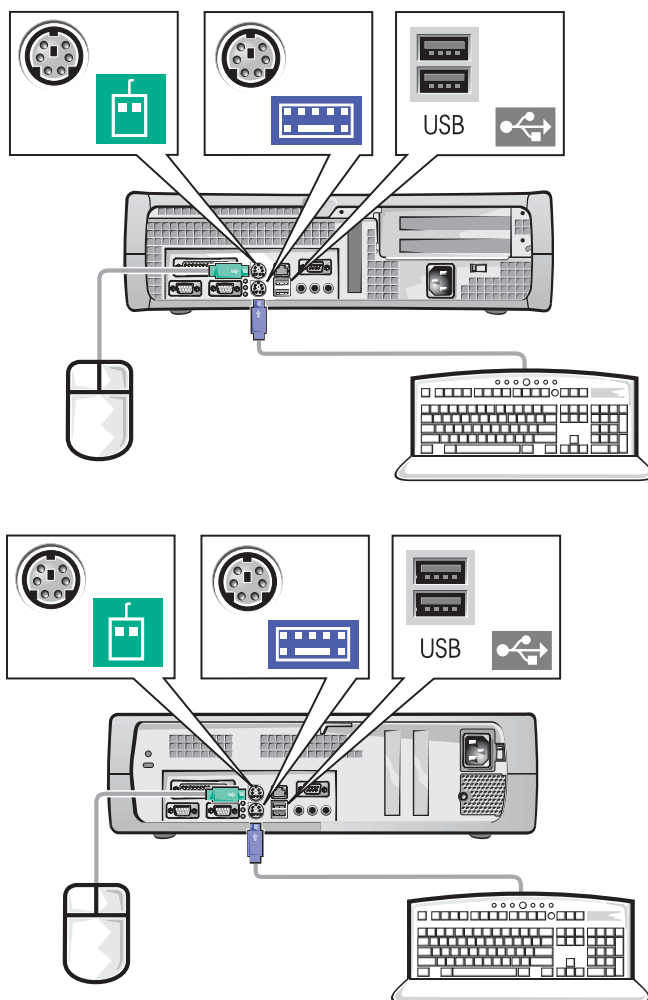


CAUTION: There is a danger of a new battery exploding if it is incorrectly installed. Replace the battery only with the same or equivalent type recommended by the manufacturer. Do not dispose of the battery along with household waste. Contact your local waste disposal agency for the address of the nearest battery deposit site.

Getting Started/Setup

Use the following steps to connect external devices to your computer via the input/output (I/O) panel. The back of your Dell system, including the I/O panel, may look different from the examples shown here.

1

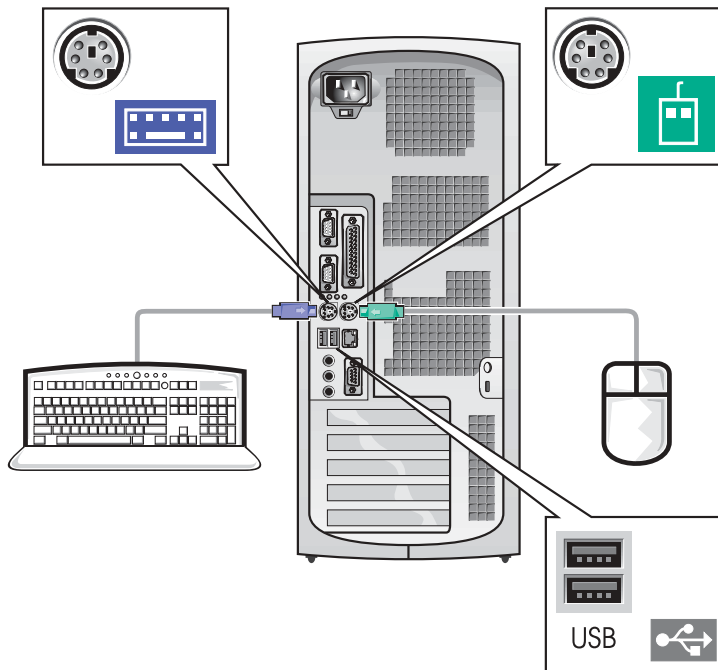


NOTE: Connect only one keyboard and one mouse.

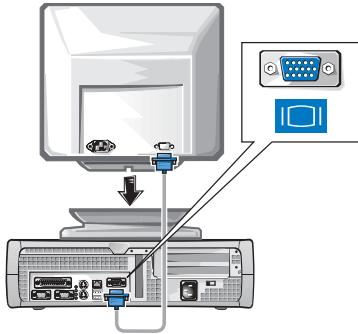
NOTE: If you have a Universal Serial Bus (USB)-compliant mouse or keyboard, use the USB connectors on the back of your system.

 **NOTE:** Connect only one keyboard and one mouse.

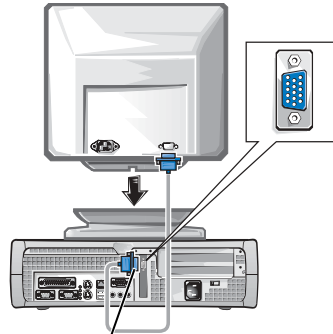
 **NOTE:** If you have a Universal Serial Bus (USB)-compliant mouse or keyboard, use the USB connectors on the back of your system.



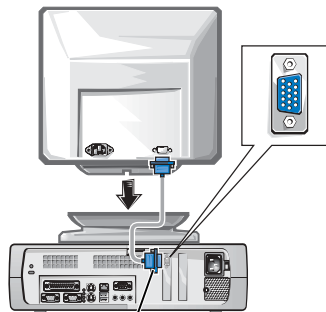
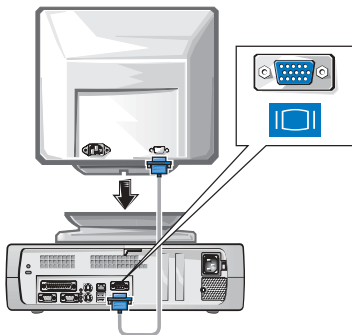
2 System with one video connector



System with two video connectors



video connector
on expansion card



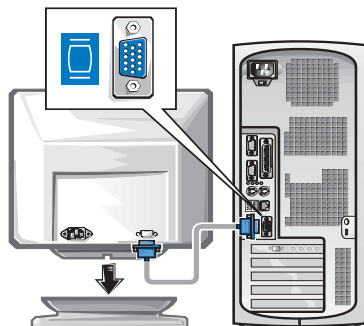
video connector
on expansion card

NOTE: If your system has two video connectors, the integrated video connector is disabled and has a protective cap on it. Use the expansion card connector, as shown in the illustrations on the right in step 2.

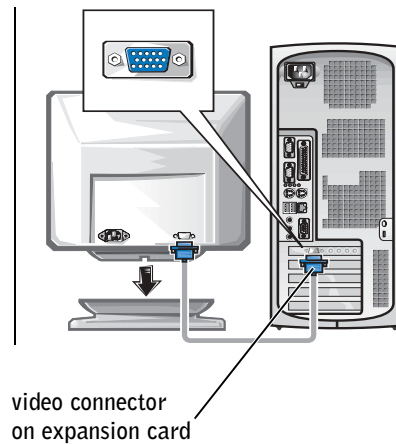


NOTE: If your system has two video connectors, the integrated video connector is disabled and has a protective cap on it. Use the expansion card connector, as shown in the illustrations on the right in step 2.

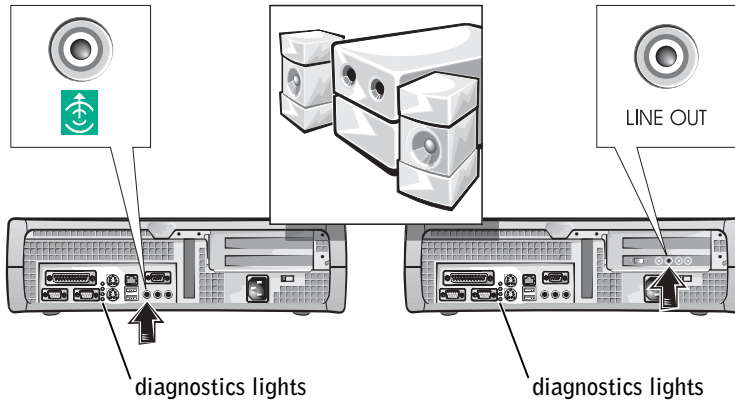
System with one video connector



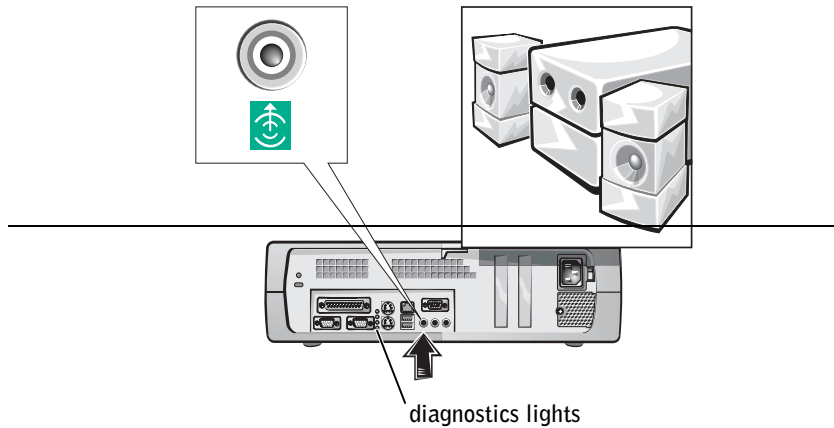
System with two video connectors



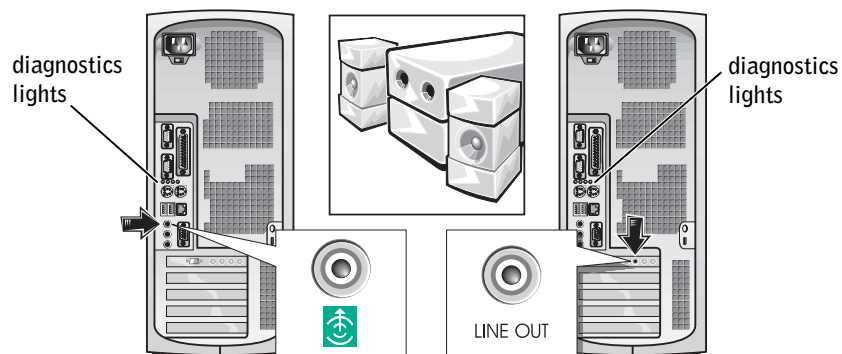
3



NOTE: If your system has two audio connectors, use the one on the expansion card, as shown in the illustrations on the right in step 3.

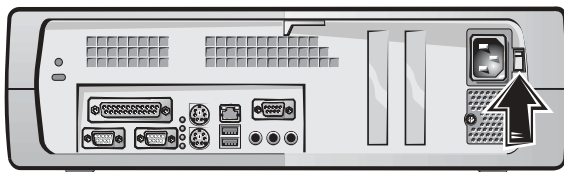
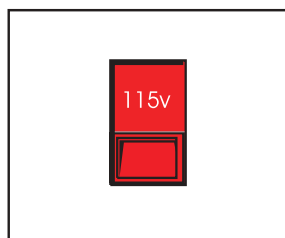
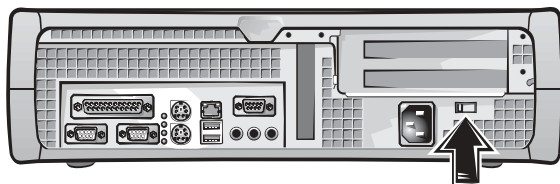
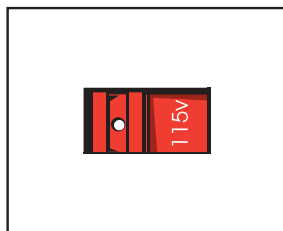


NOTE: If your system has two audio connectors, use the one on the expansion card, as shown in the illustrations on the right in step 3.

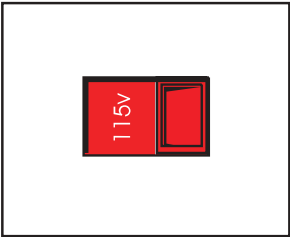
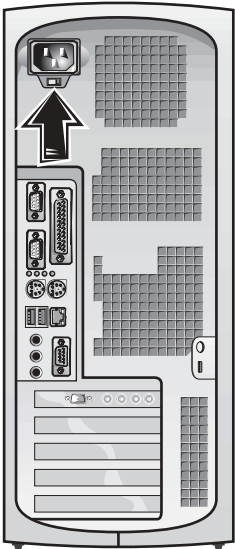


Verify that the voltage selection switch is set correctly for your location. For more information, see "When Using Your Computer System" found later in this document.

4

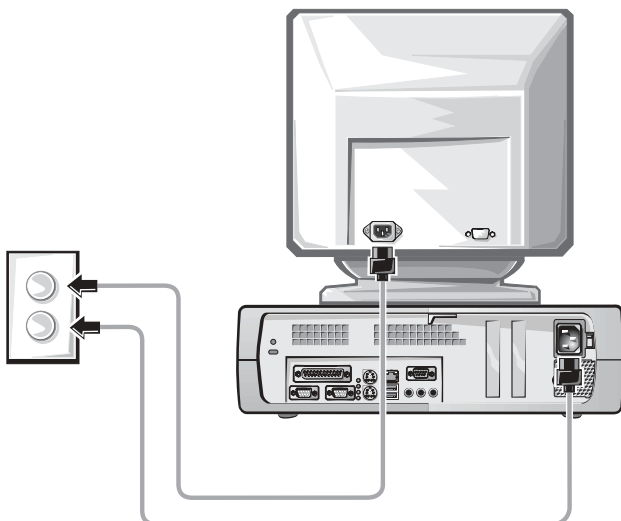
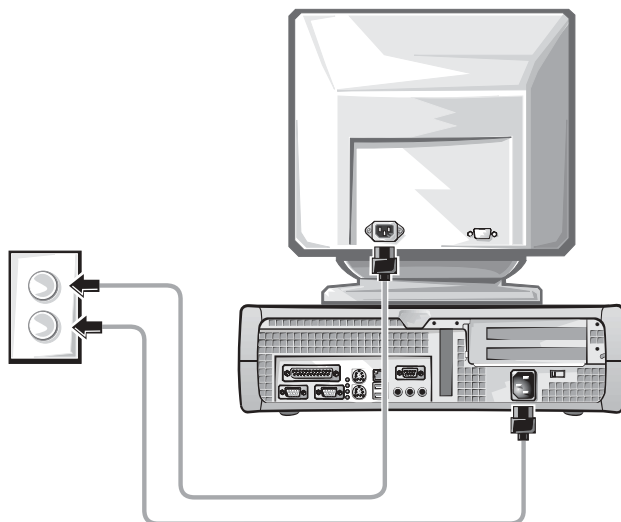


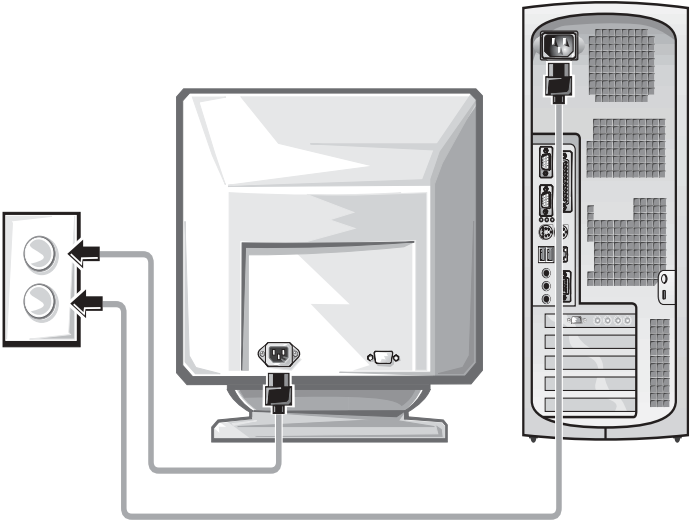
NOTE: Auto-select power supplies do not require a voltage selection switch. Your power supply may not have this switch.



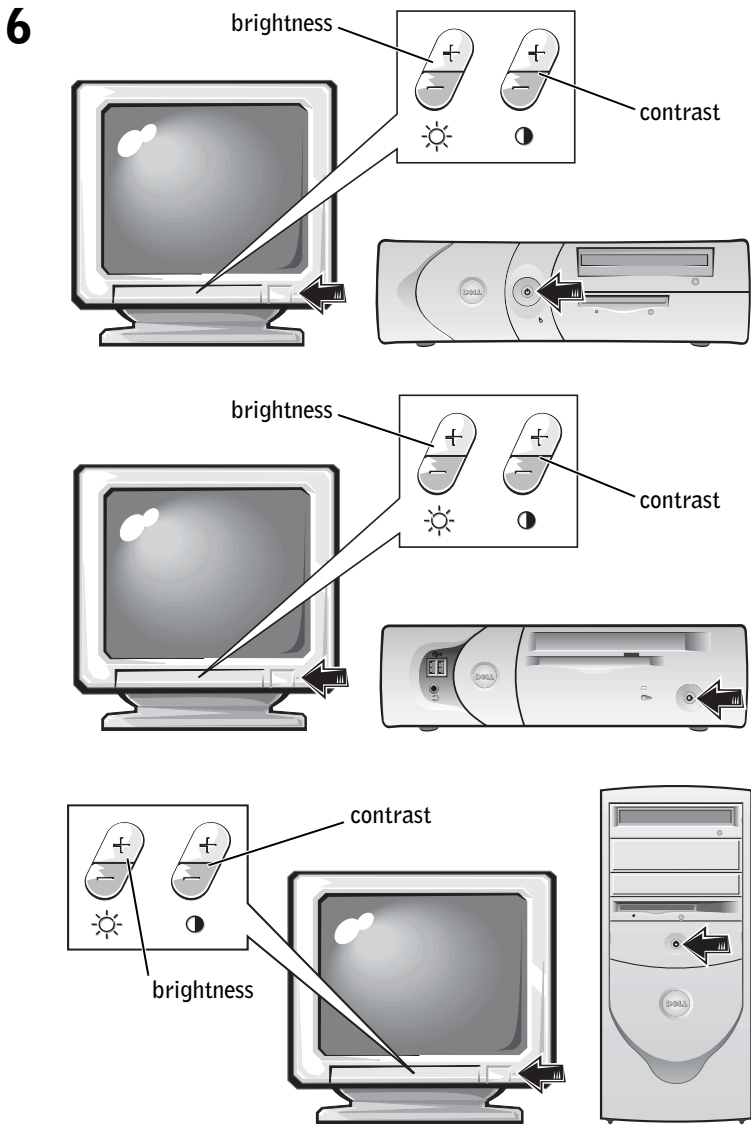
 **CAUTION:** To help prevent electric shock, use only the power cable provided and ensure that it is plugged into a properly grounded power source.

5



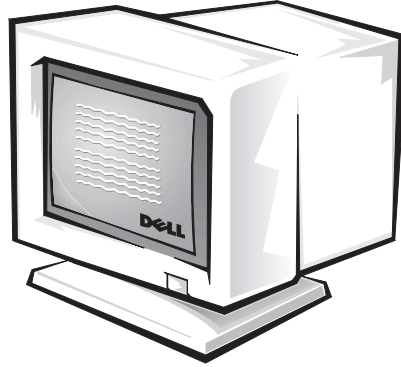


The following illustrations show power button locations and monitor controls.



Read the software license agreement and follow the operating system setup instructions on the screen.

7



Congratulations! You have completed your system setup.

Depending on your operating system, double-click the **User's Guides** icon on your desktop (shown below), or click the **Start** button and then select **Help and Support** to access the electronic documentation stored on your hard drive.



Solving Problems

Dell provides a number of tools to help you if your system does not perform as expected. For the latest troubleshooting information available for your system, see the Dell support website at support.dell.com. You can also find descriptions of Dell troubleshooting tools in the section titled "Getting Help" in your online *User's Guide*.

If computer problems occur that require help from Dell, write a detailed description of the error, beep codes, or diagnostics light patterns; record your Express Service Code and Service Tag Number below; and then contact Dell from the same location as your computer.

See "Finding Information for Your Computer" on page 5 for an example of the express service code and service tag numbers.

Express Service Code: _____

Service Tag Number: _____

Your computer includes the following tools that can help you solve a problem:

DELL DIAGNOSTICS — The Dell Diagnostics test various components in your computer and help to identify the cause of computer problems. For more information, see "Running the Dell Diagnostics" on page 24.

SYSTEM LIGHTS — Located on the front of the computer, these lights can help troubleshoot a computer problem. For more information, see your *User's Guide*.

DIAGNOSTIC LIGHTS — Located on the back of the computer, these lights can help troubleshoot a computer problem. For more information, see your *User's Guide*.

SYSTEM MESSAGES — The computer reports these messages to warn you of current or possible failure. For more information, see your *User's Guide*.

BEEP CODES — A series of audible beep codes emitted by your computer can help identify a problem. For more information, see your *User's Guide*.



NOTE: To access device drivers and user documentation, you must use the *Drivers and Utilities CD* while you are running Windows.

Using the *Drivers and Utilities CD*

To use the *Drivers and Utilities CD* (also known as the *ResourceCD*) while you are running the Microsoft Windows operating system, perform the following steps:

- 1 Turn on the computer and allow it to boot to the Windows desktop.
- 2 Insert the *Drivers and Utilities CD* into the CD drive.

If you are using the *Drivers and Utilities CD* for the first time on this computer, the **ResourceCD Installation** window opens to inform you that the *Drivers and Utilities CD* is about to begin installation.

- 3 Click **OK** to continue.

To complete the installation, respond to the prompts offered by the installation program.

- 4 Click **Next** at the **Welcome Dell System Owner** screen.
- 5 Choose the appropriate **System Model**, **Operating System**, **Device Type**, and **Topic**.

Drivers for Your Computer

To display a list of device drivers for your computer, perform the following steps:

- 1 Click **My Drivers** in the **Topic** pull-down menu.

The *Drivers and Utilities CD* scans your computer's hardware and operating system, and then a list of device drivers for your system configuration is displayed on the screen.

- 2 Click the appropriate driver and follow the instructions to download the driver to your computer.

To view all available drivers for your computer, click **Drivers** from the **Topic** pull-down menu.

Running the Dell Diagnostics

The Dell Diagnostics is a program that tests various components in your computer. Run this program whenever you have a computer problem to help you identify the source of the problem. You can run the Dell Diagnostics from your hard drive or the *Drivers and Utilities CD*.



NOTICE: If your hard drive fails, run the Dell IDE Hard Drive Diagnostics (see "Running the Dell IDE Hard Drive Diagnostics" on page 26).

- 1 Turn on your computer (if your computer is already on, restart it).
- 2 When **F2 = Setup** appears in the upper-right corner of the screen, press <Ctrl><Alt><F10>.

The diagnostics initialization begins immediately; then the **Diagnostics Menu** appears.

- 3 Select the appropriate diagnostic option for your computer.

To use the diagnostics, follow instructions on the screen.

Changing the Boot Sequence

To run the Dell Diagnostics from the *Drivers and Utilities CD*, perform the following steps to enable your computer to boot from the CD:

- 1 Insert the *Drivers and Utilities CD* into the CD drive.
- 2 Turn on (or restart) your computer.
- 3 When **F2 = Setup** appears in the upper-right corner of the screen, press <Ctrl><Alt><F8>.

The **Boot Device Menu** appears.

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

- 4 Select the **CD-ROM Device** option.



NOTE: This feature changes the boot sequence for one time only. On the next start-up, the computer boots according to the devices specified in system setup.

Running the Dell IDE Hard Drive Diagnostics

The Dell IDE Hard Drive Diagnostics is a utility that tests the hard drive to troubleshoot or confirm a hard drive failure.

- 1 Turn on your computer (if your computer is already on, restart it).
- 2 When **F2 = Setup** appears in the upper-right corner of the screen, press <Ctrl><Alt><D>.
- 3 Follow the instructions on the screen.

Regulatory Information



NOTE: Additional regulatory information regarding your system can be found in your *User's Guide*.

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

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

Limited Warranties and Return Policy

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

Limited Warranty for the U.S.

What is covered by this limited warranty?

This limited warranty covers defects in materials and workmanship in your—our end-user customer's—Dell-branded hardware products, including Dell-branded monitors, keyboards, and pointing devices (mice).

What is not covered by this limited warranty?

This limited warranty does not cover:

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

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

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

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

How long does this limited warranty last?

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

What do I do if I need warranty service?

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

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

What will Dell do?

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

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

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

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

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

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

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

What if I purchased a service contract?

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

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

How will you fix my product?

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

What do I do if I am not satisfied?

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

May I transfer the limited warranty?

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

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

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

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

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

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

To return products, call Dell customer service to receive a Credit Return Authorization Number within the return policy period applicable to the product you want to return. You must obtain a Credit Return Authorization Number in order to return the product. See "Contacting Dell" or "Getting Help" in your customer documentation to find the appropriate contact information for obtaining customer assistance.

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

Limited Warranty for Canada

One-Year Limited Warranty (Canada Only)

Dell Computer Corporation ("Dell") manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry-standard practices. Dell warrants that the hardware products it manufactures will be free from defects in materials and workmanship. The limited warranty term is one year beginning on the date of invoice, as further described in the following text.

Damage due to shipping the products to you is covered under this limited warranty. Otherwise, this limited warranty does not cover damage due to external causes, including accident, abuse, misuse, problems with electrical power, servicing not authorized by Dell, usage not in accordance with product instructions, failure to perform required preventive maintenance, and problems caused by use of parts and components not supplied by Dell.

This limited warranty does not cover any items that are in one or more of the following categories: software; external devices (except as specifically noted); accessories or parts added to a Dell system after the system is shipped from Dell; accessories or parts added to a Dell system through Dell's system integration department; accessories or parts that are not installed in the Dell factory; or Dell Software and Peripherals products. Monitors, keyboards, and mice that are Dell-branded or that are included on Dell's standard price list are covered under this limited warranty; all other monitors, keyboards, and mice (including those sold through the Dell Software and Peripherals program) are not covered.

Dell will repair or replace products covered under this limited warranty that are returned to Dell's facility. To request warranty service, you must contact Dell's Customer Technical Support within the warranty period. See "Contacting Dell" or "Getting Help" in your customer documentation to find the appropriate contact information for obtaining customer assistance. If warranty service is required, Dell will issue a Return Material Authorization Number. You must ship the products back to Dell in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment. Dell will ship the repaired or replacement products to you (freight prepaid) if you use an address in Canada, where applicable. Shipments to other locations will be made freight collect.

NOTE: Before you ship the product(s) to Dell, back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any removable media, such as floppy disks, CDs, or PC Cards. Dell does not accept liability for lost data or software.

Dell owns all parts removed from repaired products. Dell uses new and reconditioned parts made by various manufacturers in performing warranty repairs and building replacement products. If Dell repairs or replaces a product, its warranty term is not extended.

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DELL DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES SET FORTH IN THIS LIMITED WARRANTY STATEMENT OR LIABILITY FOR INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY LIABILITY FOR PRODUCTS NOT BEING AVAILABLE FOR USE OR FOR LOST DATA OR SOFTWARE.

SOME STATES (OR JURISDICTIONS) DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, SO THE PRECEDING EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.

These provisions apply to Dell's one-year limited warranty only. For provisions of any service contract covering your system, see your invoice or the separate service contract that you will receive.

If Dell elects to exchange a product or portion of a product, the exchange will be made in accordance with Dell's Exchange Policy in effect on the date of the exchange. In any instance in which Dell issues a Return Material Authorization Number, Dell must receive the product(s) for repair prior to the expiration of the warranty period in order for the repair(s) to be covered by the limited warranty.

Two-Year Limited Warranty (Canada Only)

Dell Computer Corporation ("Dell") manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry-standard practices. Dell warrants that the hardware products it manufactures will be free from defects in materials and workmanship. The warranty term is two years beginning on the date of invoice, as described in the following text.

Damage due to shipping the products to you is covered under this limited warranty. Otherwise, this limited warranty does not cover damage due to external causes, including accident, abuse, misuse, problems with electrical power, servicing not authorized by Dell, usage not in accordance with product instructions, failure to perform required preventive maintenance, and problems caused by use of parts and components not supplied by Dell.

This limited warranty does not cover any items that are in one or more of the following categories: software; external devices (except as specifically noted); accessories or parts added to a Dell system after the system is shipped from Dell; accessories or parts added to a Dell system through Dell's system integration department; accessories or parts that are not installed in the Dell factory; or Dell Software and Peripherals products. Monitors, keyboards, and mice that are Dell-branded or that are included on Dell's standard price list are covered under this limited warranty; all other monitors, keyboards, and mice (including those sold through the Dell Software and Peripherals program) are not covered. Batteries for portable computers are covered only during the initial one-year period of this limited warranty.

Limited Warranty Coverage During Year One

During the one-year period beginning on the invoice date, Dell will repair or replace products covered under this limited warranty that are returned to Dell's facility. To request warranty service, you must contact Dell's Customer Technical Support within the warranty period. See "Contacting Dell" or "Getting Help" in your customer documentation to find the appropriate contact information for obtaining customer assistance. If warranty service is required, Dell will issue a Return Material Authorization Number. You must ship the products back to Dell in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment. Dell will ship the repaired or replacement products to you freight prepaid if you use an address in Canada, where applicable. Shipments to other locations will be made freight collect.

NOTE: Before you ship the product(s) to Dell, back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any removable media, such as floppy disks, CDs, or PC Cards. Dell does not accept liability for lost data or software.

Dell owns all parts removed from repaired products. Dell uses new and reconditioned parts made by various manufacturers in performing warranty repairs and building replacement products. If Dell repairs or replaces a product, its warranty term is not extended.

Limited Warranty Coverage During Year Two

During the second year of this limited warranty, Dell will provide, on an exchange basis and subject to Dell's Exchange Policy in effect on the date of the exchange, replacement parts for the Dell hardware product(s) covered under this limited warranty when a part requires replacement. You must report each instance of hardware failure to Dell's Customer Technical Support in advance to obtain Dell's concurrence that a part should be replaced and to have Dell ship the replacement part. Dell will ship parts (freight prepaid) if you use an address in Canada, where applicable. Shipments to other locations will be made freight collect. Dell will include a prepaid shipping container with each replacement part for your use in returning the replaced part to Dell. Replacement parts are new or reconditioned. Dell may provide replacement parts made by various manufacturers when supplying parts to you. The warranty term for a replacement part is the remainder of the limited warranty term.

You will pay Dell for replacement parts if the replaced part is not returned to Dell. The process for returning replaced parts, and your obligation to pay for replacement parts if you do not return the replaced parts to Dell, will be in accordance with Dell's Exchange Policy in effect on the date of the exchange.

You accept full responsibility for your software and data. Dell is not required to advise or remind you of appropriate backup and other procedures.

General Provisions

DELL MAKES NO EXPRESS WARRANTIES OR CONDITIONS BEYOND THOSE STATED IN THIS LIMITED WARRANTY STATEMENT. DELL DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. SOME STATES (OR JURISDICTIONS) DO NOT ALLOW LIMITATIONS ON IMPLIED WARRANTIES OR CONDITIONS, SO THIS LIMITATION MAY NOT APPLY TO YOU.

DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS LIMITED WARRANTY STATEMENT. THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION).

DELL DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES SET FORTH IN THIS LIMITED WARRANTY STATEMENT OR LIABILITY FOR INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY LIABILITY FOR PRODUCTS NOT BEING AVAILABLE FOR USE OR FOR LOST DATA OR SOFTWARE.

SOME STATES (OR JURISDICTIONS) DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, SO THE PRECEDING EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.

These provisions apply to Dell's two-year limited warranty only. For provisions of any service contract covering your system, see your invoice or the separate service contract that you will receive.

If Dell elects to exchange a system or component, the exchange will be made in accordance with Dell's Exchange Policy in effect on the date of the exchange. In any instance in which Dell issues a Return Material Authorization Number, Dell must receive the product(s) for repair prior to the expiration of the warranty period in order for the repair(s) to be covered by the limited warranty.

Three-Year Limited Warranty (Canada Only)

Dell Computer Corporation ("Dell") manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry-standard practices. Dell warrants that the hardware products it manufactures will be free from defects in materials and workmanship. The warranty term is three years beginning on the date of invoice, as described in the following text.

Damage due to shipping the products to you is covered under this limited warranty. Otherwise, this limited warranty does not cover damage due to external causes, including accident, abuse, misuse, problems with electrical power, servicing not authorized by Dell, usage not in accordance with product instructions, failure to perform required preventive maintenance, and problems caused by use of parts and components not supplied by Dell.

This limited warranty does not cover any items that are in one or more of the following categories: software; external devices (except as specifically noted); accessories or parts added to a Dell system after the system is shipped from Dell; accessories or parts added to a Dell system through Dell's system integration department; accessories or parts that are not installed in the Dell factory; or Dell Software and Peripherals products. Monitors, keyboards, and mice that are Dell-branded or that are included on Dell's standard price list are covered under this limited warranty; all other monitors, keyboards, and mice (including those sold through the Dell Software and Peripherals program) are not covered. Batteries for portable computers are covered only during the initial one-year period of this limited warranty.

Limited Warranty Coverage During Year One

During the one-year period beginning on the invoice date, Dell will repair or replace products covered under this limited warranty that are returned to Dell's facility. To request warranty service, you must contact Dell's Customer Technical Support within the warranty period. To request warranty service, you must contact Dell's Customer Technical Support within the warranty period. See "Contacting Dell" or "Getting Help" in your customer documentation to find the appropriate contact information for obtaining customer assistance. If warranty service is required, Dell will issue a Return Material Authorization Number. You must ship the products back to Dell in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment. Dell will ship the repaired or replacement products to you freight prepaid if you use an address in Canada, where applicable. Shipments to other locations will be made freight collect.

NOTE: Before you ship the product(s) to Dell, back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any removable media, such as floppy disks, CDs, or PC Cards. Dell does not accept liability for lost data or software.

Dell owns all parts removed from repaired products. Dell uses new and reconditioned parts made by various manufacturers in performing warranty repairs and building replacement products. If Dell repairs or replaces a product, its warranty term is not extended.

Limited Warranty Coverage During Years Two and Three

During the second and third years of this limited warranty, Dell will provide, on an exchange basis and subject to Dell's Exchange Policy in effect on the date of the exchange, replacement parts for the Dell hardware product(s) covered under this limited warranty when a part requires replacement. You must report each instance of hardware failure to Dell's Customer Technical Support in advance to obtain Dell's concurrence that a part should be replaced and to have Dell ship the replacement part. Dell will ship parts (freight prepaid) if you use an address in Canada, where applicable. Shipments to other locations will be made freight collect. Dell will include a prepaid shipping container with each replacement part for your use in returning the replaced part to Dell. Replacement parts are new or reconditioned. Dell may provide replacement parts made by various manufacturers when supplying parts to you. The warranty term for a replacement part is the remainder of the limited warranty term.

You will pay Dell for replacement parts if the replaced part is not returned to Dell. The process for returning replaced parts, and your obligation to pay for replacement parts if you do not return the replaced parts to Dell, will be in accordance with Dell's Exchange Policy in effect on the date of the exchange.

You accept full responsibility for your software and data. Dell is not required to advise or remind you of appropriate backup and other procedures.

General Provisions

DELL MAKES NO EXPRESS WARRANTIES OR CONDITIONS BEYOND THOSE STATED IN THIS LIMITED WARRANTY STATEMENT. DELL DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. SOME STATES (OR JURISDICTIONS) DO NOT ALLOW LIMITATIONS ON IMPLIED WARRANTIES OR CONDITIONS, SO THIS LIMITATION MAY NOT APPLY TO YOU.

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DELL DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES SET FORTH IN THIS LIMITED WARRANTY STATEMENT OR LIABILITY FOR INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY LIABILITY FOR PRODUCTS NOT BEING AVAILABLE FOR USE OR FOR LOST DATA OR SOFTWARE.

SOME STATES (OR JURISDICTIONS) DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, SO THE PRECEDING EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.

These provisions apply to Dell's three-year limited warranty only. For provisions of any service contract covering your system, see your invoice or the separate service contract that you will receive.

If Dell elects to exchange a system or component, the exchange will be made in accordance with Dell's Exchange Policy in effect on the date of the exchange. In any instance in which Dell issues a Return Material Authorization Number, Dell must receive the product(s) for repair prior to the expiration of the warranty period in order for the repair(s) to be covered by the limited warranty.

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

Guarantee

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

Exclusions

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

Making a Claim

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

Limitation and Statutory Rights

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

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

Dell World Trade LP

One Dell Way, Round Rock, TX 78682, USA

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

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

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Providencia, Santiago - Chile

Dell Computer de Colombia Corporation

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Bogota, Colombia

Dell Computer de Mexico SA de CV

Paseo de la Reforma 2620 - 11° Piso

Col. Lomas Altas

11950 México, D.F.

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

Intel's Three Year Limited Warranty

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

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

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

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

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

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

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

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

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

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

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

WARRANTY LIMITATIONS AND EXCLUSIONS

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THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM JURISDICTION TO JURISDICTION.

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

Intel's Commitment to Quality

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

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

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

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

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

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

What are 'Errata'?

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

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

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

At Intel, our goal is to make every computer user satisfied with his or her Pentium or Celeron processor. Should you have any questions, comments or concerns about your Intel microprocessor, please call us at 1-800-628-6655.

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Sistemas Dell™ OptiPlex™

Guia de configuração e de referência rápida



Notas, Avisos e Cuidados



NOTA: indica informações importantes que ajudam a utilizar melhor o computador.



AVISO: indica riscos para o hardware ou de perda de dados e ensina como evitar o problema.



CUIDADO: indica riscos de danos materiais, lesões pessoais ou morte.

As informações neste documento estão sujeitas a alterações sem aviso prévio.

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Agosto de 2002 P/N 38WYD Rev. A06

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Sobre este Guia

Este documento contém informações sobre primeiros passos/configuração; solução de problemas; regulamentação, segurança e garantia do computador Dell™ OptiPlex™.

Para obter as últimas versões dos documentos em sua unidade de disco rígido, vá para o site de suporte da Dell no endereço support.dell.com (em Inglês).

Números de regulamentação do modelo aparecem por todo este documento; seus tipos de chassi equivalentes estão relacionados a seguir:

Números de regulamentação do modelo e tipos de chassi

DHS = chassi de mesa pequeno (SD)

DHP = chassi de fator de forma pequeno (SF)

DHM = chassi tipo mini-torre (SMT) pequeno

Como encontrar informações sobre o computador

O que você está procurando?	Encontre aqui
- Um programa de diagnóstico para o computador - Drivers para o computador - Documentação do computador - Documentação do dispositivo	CD Drivers and Utilities (Drivers e Utilitários) (também conhecido como <i>ResourceCD</i>)  Você pode usar este CD para acessar documentação,. reinstalar drivers ou executar ferramentas de diagnóstico. or
- Código de serviço expresso e Número da Etiqueta de Serviço - Etiqueta de licença do Microsoft® Windows® (Product Key)	Código de serviço expresso e Product Key (código do produto) WWW.DELL.COM Service Tag: XXXXX Express Service Code: XX-XXX-XX Windows OS Professional OEM Nave Here XXXXXXXXXX XXXXXXXXXX Product Key: XXXXX-XXXXX-XXXXX-XXXXX-XXXXX Localizada no computador.

O que você está procurando?

- Como reinstalar o sistema operacional

Encontre aqui**CD do sistema operacional e Guia de instalação**



Se você reinstalar o sistema operacional, use o CD *Drivers e Utilitários* para reinstalar os drivers para os dispositivos que acompanham o computador.



-
- Como remover e recolocar peças
 - Especificações técnicas
 - Como configurar as definições do sistema
 - Como solucionar problemas

Ícone do Guia do usuário

Dependendo do seu sistema operacional, clique duas vezes no ícone **User's Guides (Guia do usuário)** na área de trabalho ou clique no botão **Start (Iniciar)** e, em seguida, clique em **Help and Support (Ajuda e Suporte)** para acessar a documentação eletrônica armazenada na sua unidade de disco.

O que você está procurando?

- Últimos drivers para o computador
- Obtenha respostas sobre o serviço técnico e perguntas feitas ao suporte
- Discussões on-line com outros usuários e suporte técnico
- Documentação para o computador

- Status das chamadas de serviço
- Questões técnicas importantes para o computador
- Perguntas mais freqüentes
- Downloads de arquivos
- Detalhes sobre a configuração do computador
- Contrato de serviço para o computador
- Como configurar o computador

Encontre aqui

Página do suporte da Dell na Internet

support.dell.com

O site de suporte da Dell fornece várias ferramentas on-line, incluindo:

- Base de conhecimentos — sugestões, dicas e cursos on-line
- Fórum de clientes — discussão on-line com outros clientes da Dell
- Atualizações — informações sobre atualização para componentes, tais como a memória, o disco rígido e o sistema operacional
- Atendimento ao cliente — informações sobre contato, status de pedidos e informações sobre garantia e reparo
- Downloads — drivers, correções e atualizações de software
- Referência — documentação do computador, especificações do produto e informações técnicas

Página do Dell Premier Support na Internet

Premier Support.Dell.com

O site Dell Premier Support na Internet é personalizado para clientes do governo, corporativos e do setor educacional. Este site pode não estar disponível em alguns países.

Comece aqui o diagrama de configuração



O que você está procurando?

- Dicas de utilização do Windows
- Como limpar o computador
- Como usar o mouse e o teclado

Encontre aqui

Diga-me como utilizar o arquivo Ajuda

- 1 Clicar no botão **Iniciar** e então clicar em **Ajuda e suporte**.
- 2 Clicar em **Guias do usuário e do sistema** e então clicar em **Guias do usuário**.
- 3 Clicar em **Diga-me como**.

-
- Como usar o Windows XP
 - Documentação para o computador e dispositivos

Centro de ajuda e suporte do Windows XP

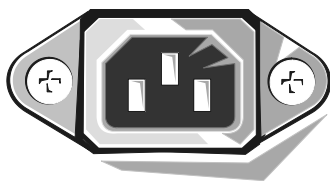
- 1 Clicar no botão **Iniciar** e então clicar em **Ajuda e suporte**.
 - 2 Digitar uma palavra ou frase que descreva seu problema e, então, clicar no ícone da seta.
 - 3 Clicar no tópico que descreve seu problema.
 - 4 Siga as instruções mostradas na tela.
-

CUIDADO: Instruções de segurança

Use as seguintes diretrizes de segurança para que o ajudem a garantir a sua segurança pessoal e a proteger o computador e o ambiente de trabalho contra possíveis danos.

Geral

- Não tente consertar o computador sozinho a menos que você seja um técnico especializado. Sempre siga atentamente as instruções de instalação.
- Para evitar choque elétrico, conecte os cabos de energia do computador e dos dispositivos com tomadas elétricas adequadamente aterradas. Estes cabos são equipados com plugues de três pinos para assegurar o aterramento apropriado. Não use plugues adaptadores nem remova o pino de aterramento de um cabo. Se for necessário usar um cabo de extensão, use um cabo de 3 fios com conectores adequadamente aterrados.



- Para evitar o risco potencial de ocorrer choque elétrico, não utilize o computador durante tempestades.
- Pelo mesmo motivo, também não conecte ou desconecte quaisquer cabos e não faça a manutenção ou a reconfiguração deste produto durante uma tempestade.



CUIDADO: Instruções de segurança (*continuação*)

- Se o seu computador tiver um modem, o cabo a ser utilizado para este deve ser fabricado com uma fiação de calibre mínimo de 26 AWG (American wire gauge [calibre americano de fiação]) e com um plugue modular RJ-11 em conformidade com as exigências da FCC.
- Antes de limpar o seu computador, desconecte-o da tomada. Faça a limpeza com um pano macio umedecido em água. Não utilize limpadores líquidos ou em aerosol, pois podem conter substâncias inflamáveis.
- Para evitar possíveis danos à placa de sistema, aguarde 5 segundos após desligar o computador para desconectar um dispositivo do computador.
- Para evitar a ocorrência de curto-circuito no seu computador ao desconectar um cabo de rede, primeiro desconecte o cabo do adaptador de rede na traseira do equipamento e depois da tomada de rede. Ao reconectar o cabo de rede ao seu computador, primeiro encaixe o cabo na tomada de rede e só depois conecte a outra ponta no adaptador de rede.
- Para ajudar a proteger o computador de repentinas e transitórias oscilações de voltagem, use um estabilizador, um condicionador de linha ou uma UPS (uninterruptible power supply [fonte de alimentação ininterrupta]).
- Assegure-se de que nada esteja apoiado nos cabos do computador e que os cabos não estejam em locais onde possam ser pisados ou se possa tropeçar neles.
- Não empurre nenhum objeto para dentro das aberturas do computador. Isso pode causar incêndio ou choque elétrico por curto-circuito nos componentes internos.
- Mantenha o computador afastado de fontes de radiação e de calor. Além disso, não bloqueie as aberturas de ventilação. Evite colocar folhas de papel debaixo do computador; não o coloque em um ambiente fechado (como dentro de armários ou móveis sem ventilação) ou ainda sobre a cama, sofá ou tapete.
- Não deixe cair alimentos ou líquidos no computador. Se o computador for molhado, consulte o *Guia do usuário*.

Ao utilizar o computador

Ao utilizar o computador, observe as seguintes regras para o manuseio com segurança.



CUIDADO: não opere o computador com qual(is)quer tampa(s) removida(s) (inclusive tampas de computadores, painéis, suportes de preenchimento, inserções do painel frontal, etc.).

- Seu computador está equipado com um dos seguintes tipos de alimentação:
 - Uma fonte de alimentação de voltagem única — Computadores com este tipo de fonte de alimentação não possuem um interruptor seletor de voltagem no painel traseiro e operam apenas em uma única voltagem (veja a etiqueta de regulamentação na parte externa do computador para verificar qual é a voltagem de operação do equipamento).
 - Um circuito de voltagem com sensor automático — Computadores com este tipo de circuito não possuem um seletor de voltagem no painel traseiro e detectam automaticamente a voltagem correta de operação do equipamento.
 - Um seletor de voltagem manual — Computadores com este tipo de seletor precisam ser configurados manualmente no painel traseiro para funcionarem na voltagem correta.



AVISO: Para evitar danos ao computador que possui um seletor de voltagem, defina a voltagem para a que mais se aproximar à do fornecimento de CA (Corrente Alternada) disponível na sua cidade. Para o Japão o seletor de voltagem deve estar ajustado para 115 V embora a energia disponível no Japão seja de 100 V. Além disso, assegure-se de que seu monitor e os dispositivos acoplados tenham os valores nominais elétricos para operarem com a energia de CA disponível na sua localidade.

- Antes de trabalhar na parte interna do computador, desconecte o computador para evitar choque elétrico ou danos à placa do sistema. Certos componentes da placa de sistema continuam a receber energia sempre que o computador estiver conectado a uma fonte de CA.

Ao trabalhar dentro do computador

Antes de abrir a tampa do computador, execute as etapas a seguir na sequência indicada.



CUIDADO: não tente fazer o serviço sozinho, a não ser como explicado na documentação on-line da Dell ou em instruções fornecidas de outra forma pela Dell. Sempre siga rigorosamente as instruções de instalação e serviço.

Ao utilizar o computador (*continuação*)



AVISO: para evitar possíveis danos à placa de sistema, aguarde 5 segundos depois de desligar o computador para remover um componente dessa placa ou desconectar um dispositivo periférico do computador.

- 1 Faça um desligamento ordenado do computador através do menu do sistema operacional.
- 2 Desligue o computador e todos os dispositivos conectados a ele.
- 3 Faça o aterramento tocando uma superfície de metal não pintada no chassi, como o metal ao redor das aberturas do slot da placa na parte de trás do computador, antes de tocar qualquer componente interno do computador.

Enquanto trabalha, toque periodicamente uma superfície de metal não pintada no chassi do computador para dissipar qualquer eletricidade estática que possa prejudicar os componentes internos.

- 4 Desconecte o computador e os dispositivos, incluindo o monitor, de suas respectivas tomadas. Além disso, desconecte todas as linhas telefônicas ou de telecomunicações do computador.

Isso reduz a possibilidade de ocorrer lesões pessoais ou choque.

Além disso, observe estas diretrizes de segurança, quando apropriado:

- Ao desconectar um cabo, puxe-o pelo seu conector ou pelo loop de alívio de tensão e não pelo cabo em si. Alguns cabos têm um conector com presilhas de travamento; se estiver desconectando algum desses tipos de cabos, pressione essas presilhas antes de desconectá-los. Uma vez desconectados, mantenha os conectores alinhados evitando dobrar quaisquer pinos conectores. Além disso, antes de conectar um cabo, certifique-se de que ambos os conectores estejam corretamente direcionados e alinhados.
- Manuseie componentes e placas com cuidado. Não toque os componentes ou os contatos em uma placa. Segure uma placa pelas suas bordas ou pelo suporte de montagem de metal. Segure um componente como um "chip" de microprocessador pelas suas bordas e não por seus pinos.



CUIDADO: há perigo de uma nova bateria explodir se for instalada incorretamente. Substitua a bateria somente por outra do mesmo tipo ou de tipo equivalente recomendado pelo fabricante. Não descarte a bateria com o lixo doméstico. Entre em contato com a empresa responsável pela coleta de lixo para obter o endereço do depósito de baterias mais próximo.

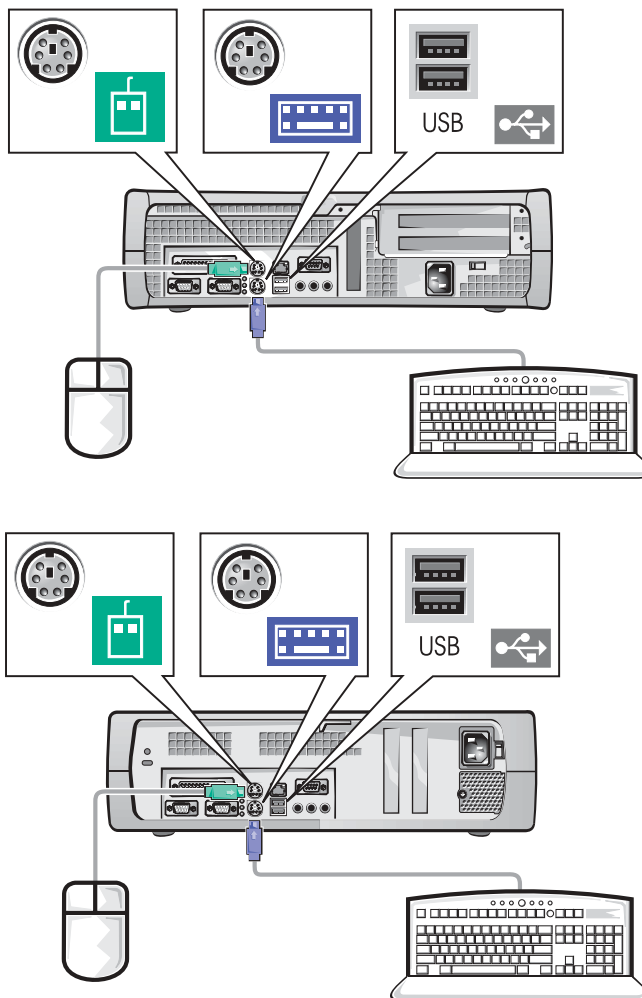
Primeiros passos/Configuração

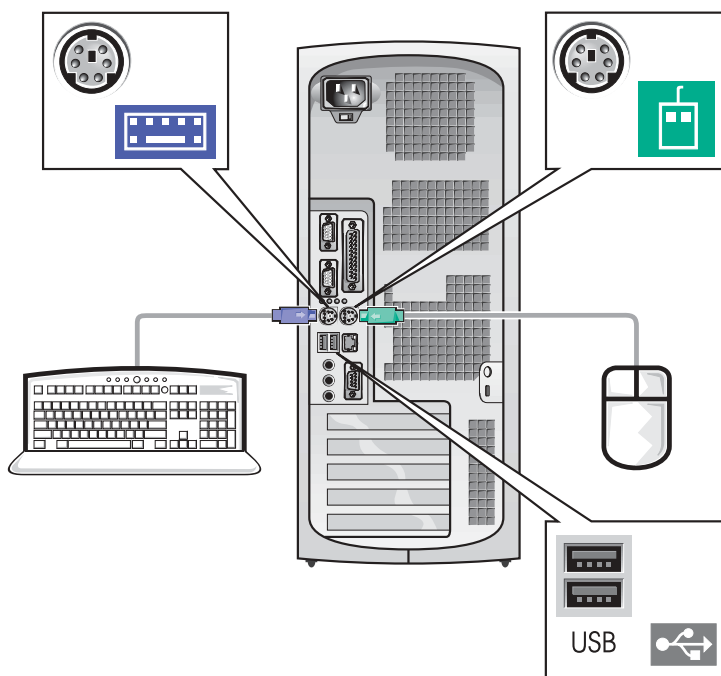
Siga as seguintes etapas para conectar dispositivos externos ao computador através do painel de E/S (Entrada/Saída). A parte traseira do seu computador Dell, incluindo o painel E/S, pode ser diferente dos exemplos mostrados aqui.

 **NOTA:** conecte somente um teclado e um mouse.

 **NOTA:** se você tiver um mouse ou teclado compatível com USB (Universal Serial Bus [barramento serial universal]), use os conectores USB na parte traseira do seu computador.

1





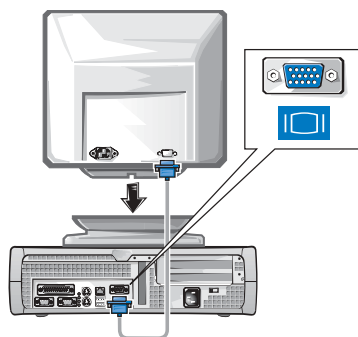
NOTA: conecte somente um teclado e um mouse.

NOTA: se você tiver um mouse ou teclado compatível com USB (Universal Serial Bus [barramento serial universal]), use os conectores USB na parte traseira do seu computador.

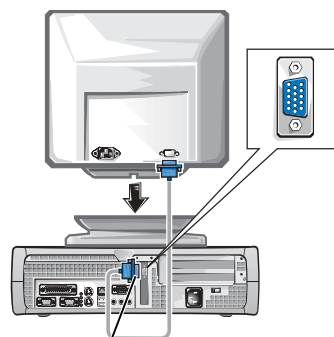


NOTA: se o seu computador tiver dois conectores de vídeo, o conector de vídeo integrado está desativado e possui uma tampa protetora sobre ele. Use o conector da placa de expansão, conforme mostrado nas ilustrações da direita na etapa 2.

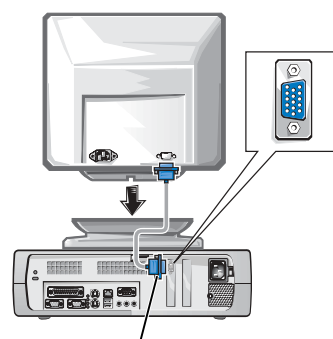
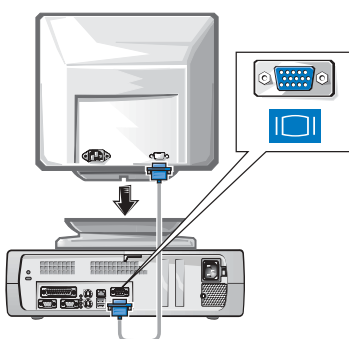
2 Sistema com um conector de vídeo



Sistema com dois conectores de vídeo

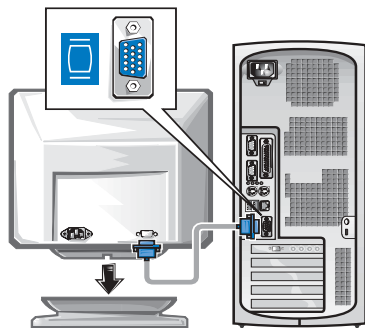


Conector de vídeo
na placa de expansão

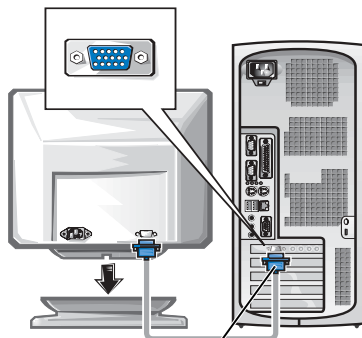


Conector de vídeo
na placa de expansão

Sistema com um conector de vídeo



Sistema com dois conectores de vídeo

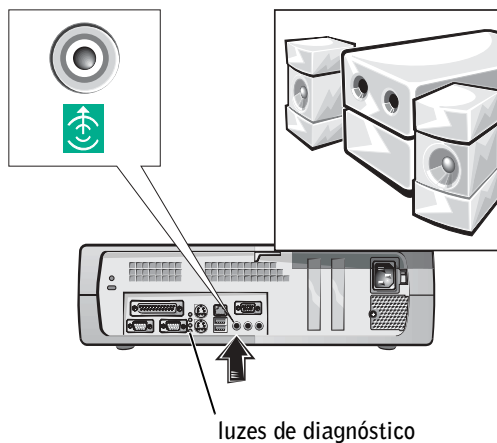
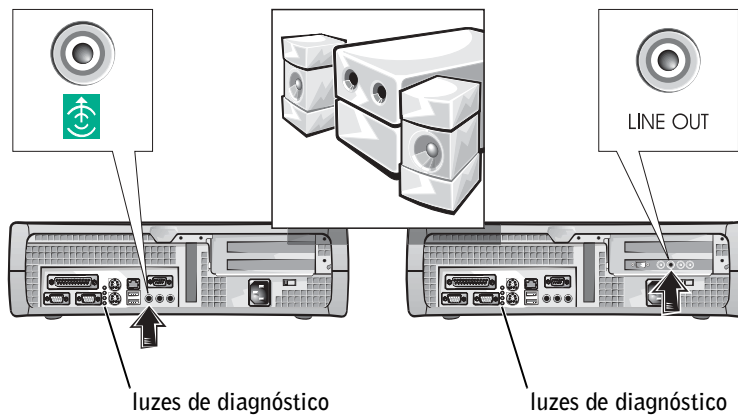


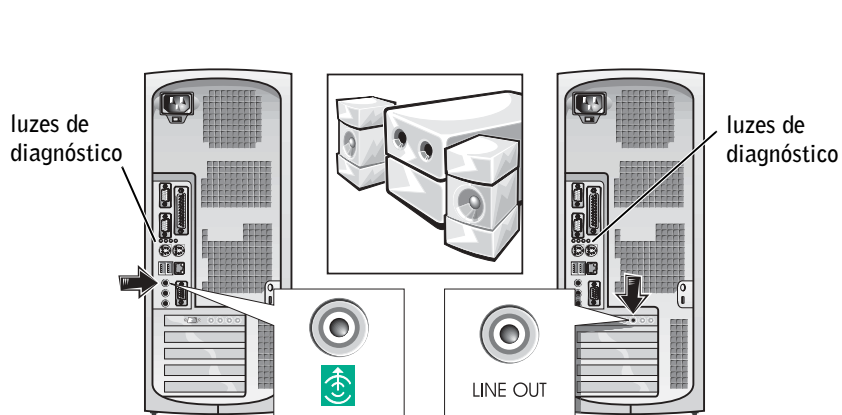
conector de vídeo
na placa de expansão

 **NOTA:** se o seu computador tiver dois conectores de vídeo, o conector de vídeo integrado está desativado e possui uma tampa protetora sobre ele. Use o conector da placa de expansão, conforme mostrado nas ilustrações da direita na etapa 2.

NOTA: se o seu computador tiver dois conectores de áudio, use o conector da placa de expansão, conforme mostrado nas ilustrações à direita na etapa 3.

3

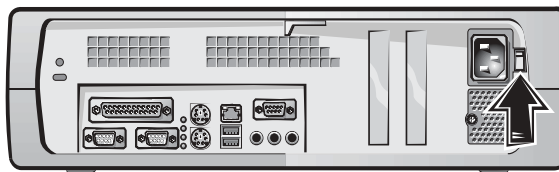
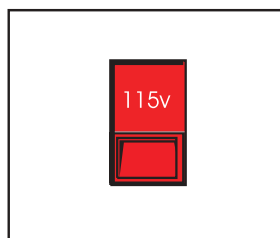
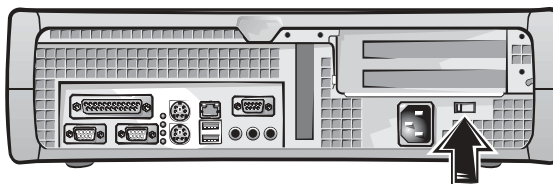
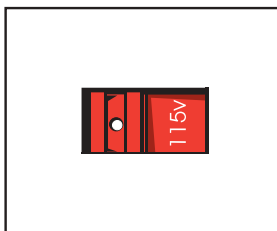




NOTA: se o seu computador tiver dois conectores de áudio, use o conector da placa de expansão, conforme mostrado nas ilustrações à direita na etapa 3.

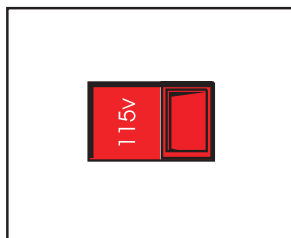
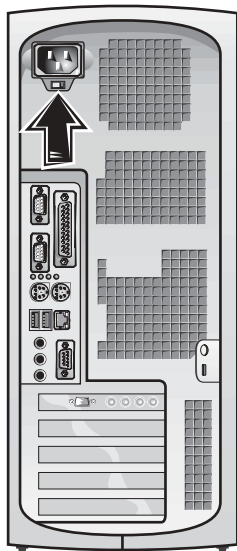
Verifique se o interruptor do seletor de voltagem está corretamente definido para a sua região. Para mais informações, consulte "Ao utilizar o computador" mais adiante neste documento.

4





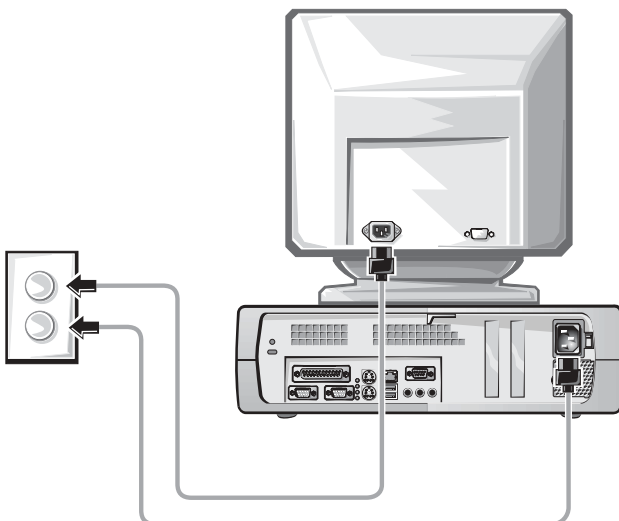
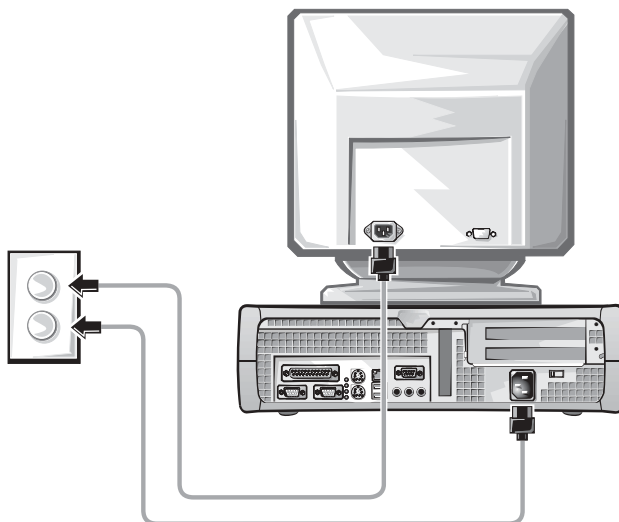
NOTA: as fontes de alimentação de seleção automática não exigem um interruptor de seleção de voltagem. Sua fonte de alimentação pode não ter este interruptor.

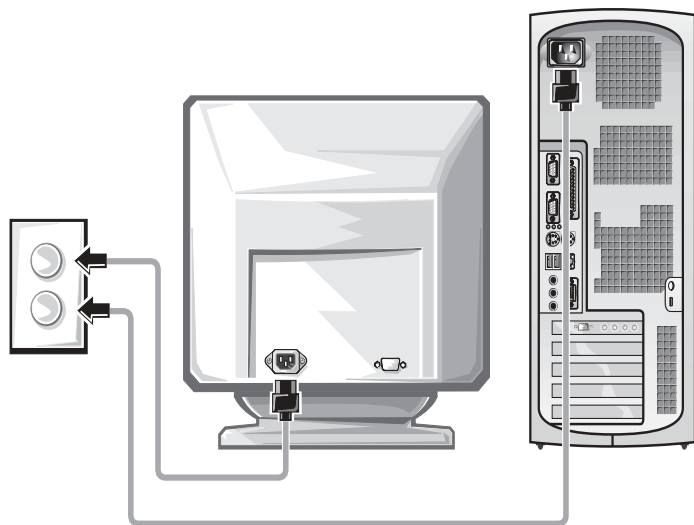




CUIDADO: para evitar choque elétrico, use apenas o cabo de força fornecido e certifique-se de que esteja conectado a uma fonte de força adequadamente aterrada.

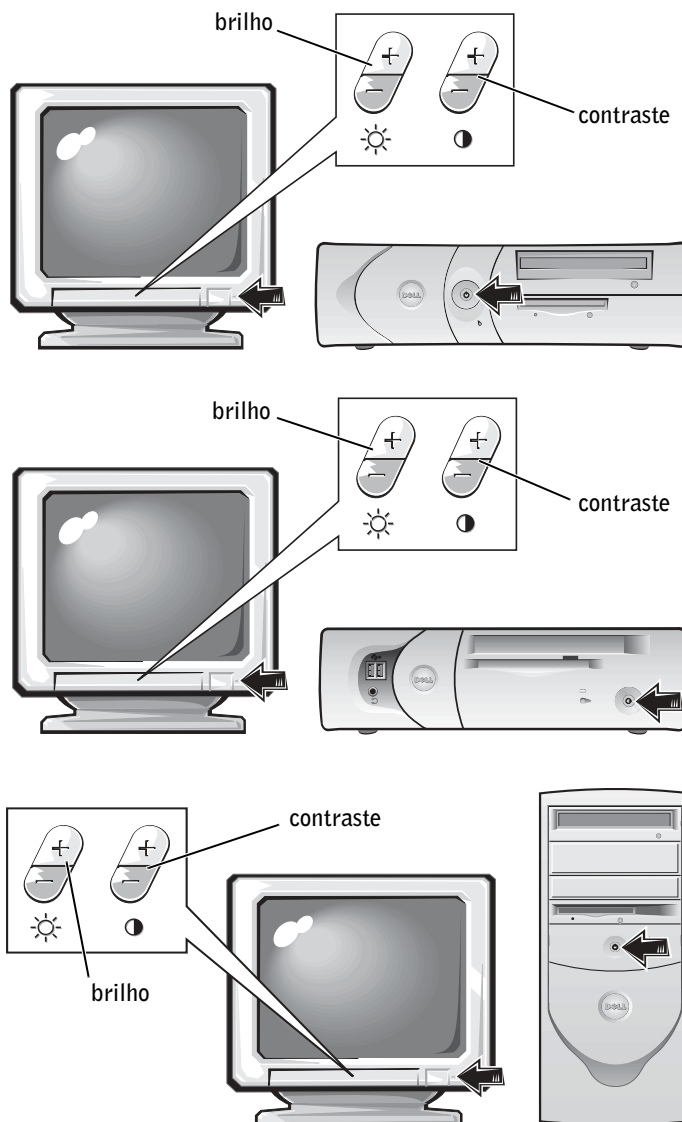
5





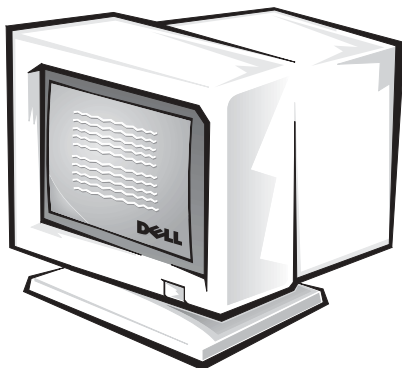
As ilustrações a seguir mostram as localizações dos botões Liga/Desliga e dos controles do monitor.

6



Leia o contrato de licença do software e siga as instruções de configuração do sistema operacional na tela.

7



Parabéns! Você completou a configuração do seu sistema.

Dependendo do seu sistema operacional, clique duas vezes no ícone **Guias do usuário** na área de trabalho (mostrado abaixo) ou clique no botão **Iniciar** e, em seguida, selecione **Ajuda e Suporte** para acessar a documentação eletrônica armazenada na sua unidade de disco rígido.



Solução de problemas

A Dell fornece uma série de ferramentas para ajudá-lo caso o seu sistema não apresente o desempenho esperado. Para as informações mais recentes disponíveis para o seu computador sobre solução de problemas, consulte a página de suporte da Dell na Internet no endereço **support.dell.com** (em Inglês). Também é possível encontrar descrições das ferramentas da Dell para a solução de problemas na seção "Obtenção de ajuda" do *Guia do usuário on-line*.

Se ocorrerem problemas no computador que exijam a ajuda da Dell, escreva uma descrição detalhada do erro, os códigos de bipe ou os padrões das luzes de diagnósticos; anote o código de serviço expresso e o número da Etiqueta de Serviço abaixo e, em seguida, contate a Dell do mesmo local em que estiver o seu computador.

Consulte "Como encontrar informações sobre o computador" na página 46 para obter um exemplo dos números de código de serviço expresso e da etiqueta de serviço.

Código de serviço expresso: _____

Número da etiqueta de serviço: _____

O seu computador possui as seguintes ferramentas que podem ajudá-lo a resolver problemas:

PROGRAMA DE DIAGNÓSTICO DA DELL — O Programa de Diagnóstico da Dell testa vários componentes em seu computador e ajuda a identificar a causa dos problemas do computador. Para mais informações, consulte a "Como executar o Programa de Diagnóstico da Dell" na página 68.

LUZES DO SISTEMA — Localizadas na frente do computador, essas luzes podem ajudar a solucionar um problema no computador. Para mais informações, consulte o *Guia do usuário*.

LUZES DE DIAGNÓSTICOS — Localizadas na parte traseira do computador, essas luzes podem ajudar a solucionar um problema no computador. Para mais informações, consulte o *Guia do usuário*.

MENSAGENS DO SISTEMA — O computador envia essas mensagens para alertá-lo sobre uma falha atual ou possível. Para mais informações, consulte o *Guia do usuário*.

CÓDIGOS DE BIPE — Uma série de códigos de bipe audíveis emitidos pelo computador podem ajudá-lo a identificar o problema. Para mais informações, consulte o *Guia do usuário*.

Utilização do CD de Drivers e Utilitários

Para utilizar o *CD de Drivers e Utilitários* (também conhecido como o *ResourceCD*) enquanto você está executando o Microsoft Windows, execute os passos a seguir:

- 1 Ligue o computador e deixe que inicialize a área de trabalho do Windows.
- 2 Inserir o *CD de Drivers e Utilitários* na unidade de CD.

Caso esteja utilizando o CD de *Drivers e Utilitários* pela primeira vez nesse computador, a janela **ResourceCD Installation (Instalação do ResourceCD)** abre para informá-lo de que o *CD de Drivers e Utilitários* está pronto para começar a instalação.

- 3 Clique em **OK** para continuar.

Para completar a instalação, responda às solicitações do programa de instalação.



NOTA: Para acessar os drivers de dispositivo e a documentação do usuário, você precisará utilizar o *CD de Drivers e Utilitários* enquanto estiver executando o Windows.

- 4 Clique em **Next (Avançar)** na tela **Welcome Dell System Owner (Bem-vindo, proprietário do sistema Dell)**.
- 5 Escolha o **System Model (Modelo de sistema)**, o **Operating System (Sistema operacional)**, o **Device Type (Tipo de dispositivo)** e o **Topic (Tópico)** apropriados.

Drivers para o seu computador

Para exibir uma lista dos drivers de dispositivo para o seu computador, execute as etapas a seguir:

- 1 Clique em **My Drivers (Meus drivers)** no menu suspenso **Tópicos**.
O *CD de Drivers e Utilitários* faz uma varredura no hardware do computador e no sistema operacional e depois exibe na tela uma lista dos drivers de dispositivos para a configuração do seu sistema.
- 2 Clique no driver apropriado e siga as instruções para fazer o download do driver para o seu computador.

Para visualizar todos os drivers disponíveis para o seu computador, clique em **Drivers** a partir do menu suspenso **Tópico**.

Como executar o Programa de Diagnóstico da Dell

O Programa de Diagnóstico da Dell é um programa que testa vários componentes em seu computador. Execute este programa sempre que houver um problema no computador para identificar a origem do problema. Você pode executar o Programa de Diagnóstico da Dell a partir da sua unidade de disco rígido ou do *CD de Drivers e Utilitários*.



AVISO: Se o seu disco rígido falhar, execute o Dell IDE Hard Drive Diagnostics (Diagnóstico do disco rígido IDE da Dell) (consulte "Como executar o Diagnóstico da unidade de disco rígido IDE da Dell" na página 69).

- 1 Ligue o computador (se já estiver ligado, reinicie-o).
- 2 Quando aparecer a mensagem **F2 = Setup (F2 = Configuração)** no canto superior direito da tela, pressione **<Ctrl> <Alt> <F10>**.
A inicialização do diagnóstico começa imediatamente e, em seguida, o **Diagnostics Menu (Menu de diagnósticos)** aparece.
- 3 Selecione a opção de diagnóstico adequada para o seu computador.
Para usar o diagnóstico, siga as instruções da tela.

Alterando a sequência de inicialização

Para executar o Programa de Diagnóstico da Dell a partir do *CD de Drivers e Utilitários*, execute as etapas a seguir para permitir que o seu computador inicialize a partir do CD:

- 1 Inserir o *CD de Drivers e Utilitários* na unidade de CD.
- 2 Ligue (ou reinicie) o computador.
- 3 Quando aparecer a mensagem **F2 = Setup** (F2 = Configuração) no canto superior direito da tela, pressione <Ctrl><Alt><F8>.

O **Boot Device Menu** (Menu do dispositivo de inicialização) aparece.

Se você esperar muito e o logotipo do Windows aparecer, espere até que apareça a área de trabalho do Windows. Em seguida, desligue o computador e tente novamente.

- 4 Selecione a opção **CD-ROM Device** (Dispositivo de CD-ROM).

Como executar o Diagnóstico da unidade de disco rígido IDE da Dell

O Diagnóstico da unidade de disco rígido IDE da Dell é um utilitário que testa o disco rígido para solucionar ou confirmar uma falha no mesmo.

- 1 Ligue o computador (se já estiver ligado, reinicie-o).
- 2 Quando aparecer a mensagem **F2 = Setup** no canto superior direito da tela, pressione <Ctrl><Alt><D>.
- 3 Siga as instruções da tela.

Informações sobre regulamentação

EMI (Electromagnetic Interference [interferência eletromagnética]) é qualquer sinal ou emissão, irradiada no espaço livre ou conduzida por fiação de energia ou de sinal, que põe em perigo o funcionamento de um serviço de rádio navegação ou outro serviço de segurança ou que degrada seriamente, obstrui ou interrompe repetidamente um serviço licenciado de comunicação por rádio.



NOTA: esse recurso altera a sequência de inicialização apenas uma vez. Na próxima inicialização, o computador iniciará de acordo com os dispositivos especificados na configuração do sistema.



NOTA: informações adicionais de regulamentação sobre o seu sistema podem ser encontradas no *Guia do usuário*.

O computador da Dell é projetado para estar de acordo com as regulamentações aplicáveis sobre EMI. Note que as regulamentações da FCC definem quais alterações ou modificações não aprovadas expressamente pela Dell podem anular a autoridade do usuário para operar o equipamento.

Garantias limitadas e Política de devolução

Os produtos de hardware com a marca Dell comprados nos EUA ou no Canadá vêm com uma garantia limitada de 90 dias, de um, dois, três ou quatro anos (esta, somente nos EUA). Para identificar qual garantia foi comprada, consulte a nota fiscal da Dell que acompanha seu computador. As seções a seguir explicam as garantias limitadas e a política de devolução referentes aos EUA, as garantias limitadas para o Canadá e a garantia do fabricante para a América Latina e Caribe.

Garantia de um ano do fabricante para o usuário final (somente para América Latina e Caribe)

Garantia

A Dell Computer Corporation ("Dell") garante ao usuário final de acordo com as seguintes condições que seus produtos de hardware, adquiridos pelo usuário final de uma empresa ou distribuidor autorizado da Dell na América Latina ou no Caribe, estarão livres de defeito de materiais, de mão-de-obra e de projeto que possam afetar a utilização normal dos mesmos, pelo período de um ano a partir da data original da compra. Os produtos para os quais forem feitas reivindicações apropriadas serão, a critério da Dell, reparados ou substituídos às custas da Dell. A Dell é proprietária de todas as partes removidas de produtos consertados. A Dell usa peças novas e recondicionadas feitas por vários fabricantes na execução de reparos e na montagem de produtos de reposição.

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Esta garantia não se aplica a defeitos resultantes de: instalação, uso ou manutenção impróprios ou inadequados; ações ou modificações por terceiros não autorizados ou pelo usuário final; dano acidental ou proposital ou desgaste normal.

Como fazer uma reivindicação

As reivindicações devem ser feitas na América Latina ou no Caribe contactando o ponto de venda da Dell dentro do período de garantia. O usuário final deve sempre fornecer prova da compra, indicando nome e endereço do vendedor, data da compra, modelo e número de série, nome e endereço do cliente e detalhes dos sintomas e da configuração no momento da falha, incluindo os periféricos e software usados. Caso contrário, a Dell pode recusar a reivindicação de garantia. Após o diagnóstico de um defeito coberto pela garantia, a Dell tomará providências e pagará pelo frete terrestre e pelo seguro do centro de reparo/reposição da Dell e para este. O usuário final deve assegurar que o produto defeituoso esteja disponível para coleta adequadamente embalado, em sua embalagem original ou em outra igualmente protetora, juntamente com os detalhes relacionados acima e o número de retorno fornecido pela Dell.

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Dell World Trade LP

One Dell Way, Round Rock, TX 78682, USA

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

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Dell Computer de Chile Ltda

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Providencia, Santiago - Chile

Dell Computer de Colombia Corporation

Carrera 7 #115-33 Oficina 603

Bogota, Colombia

Dell Computer de Mexico SA de CV

Paseo de la Reforma 2620 - 11° Piso

Col. Lomas Altas

11950 México, D.F.

Declarações de garantia da Intel® apenas para os processadores Pentium® e Celeron® (somente EUA e Canadá)

Intel's Three Year Limited Warranty

Limited Warranty

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

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

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

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

Extent of Limited Warranty

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

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

How to Obtain Warranty Service

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

To request warranty service from Intel, you should call Intel at 1-800-828-6866 during the warranty period during normal business hours (Pacific Time), excluding holidays. Please be prepared to provide:

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

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

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

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THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM JURISDICTION TO JURISDICTION.

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

Intel's Commitment to Quality

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

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

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

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

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

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

What are 'Errata'?

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

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

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

At Intel, our goal is to make every computer user satisfied with his or her Pentium or Celeron processor. Should you have any questions, comments or concerns about your Intel microprocessor, please call us at 1-800-628-6665.

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Sistemas Dell™ OptiPlex™

Guía de instalación y de referencia rápida



Notas, avisos y precauciones



NOTA: Una NOTA indica información importante que le ayuda a conseguir un mejor rendimiento de su equipo.



AVISO: Un AVISO indica la posibilidad de daños al hardware o pérdida de datos y le explica cómo evitar el problema.



PRECAUCIÓN: Una PRECAUCIÓN indica la posibilidad de daños a la propiedad, de lesiones personales o muerte.

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Agosto de 2002 P/N 38WYD Rev. A06

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Acerca de esta guía

Este documento contiene información acerca de la introducción y configuración; solución de problemas; y sobre la seguridad, reglamentos y garantía del equipo Dell™ OptiPlex™

Para obtener las versiones más recientes de los documentos contenidos en la unidad de disco duro, visite el sitio Dell Support en support.dell.com.

Los números de modelo reglamentarios aparecen a lo largo de este documento; a continuación se muestran los equivalentes del tipo de chasis:

Números de modelo reglamentarios y tipos de chasis
DHS = chasis de escritorio pequeño (SD)
DHP = chasis de factor de forma pequeño (SF)
DHM = chasis de mini gabinete vertical pequeño (SMT)

Búsqueda de información para su equipo

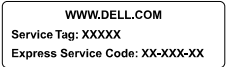
¿Qué está buscando?	Encuéntrelo aquí
- Un programa de diagnóstico para mi equipo - Controladores para mi equipo - Documentación de mi equipo - Documentación de mi dispositivo	Drivers and Utilities CD (también conocido como <i>ResourceCD</i>) 
Puede utilizar este CD para acceder a la documentación,, instalar controladores o ejecutar las herramientas de diagnósticos.	

¿Qué está buscando?

- Código de servicio rápido y número de etiqueta de servicio
- Etiqueta de licencia (clave del producto) Microsoft® Windows®

Encuéntrelo aquí

Código de servicio rápido y clave del producto



Ubicados en su equipo.

- Cómo volver a instalar el sistema operativo

Operating System CD (CD del Sistema operativo)
Guía de instalación



Si vuelve a instalar el sistema operativo, use el CD *Drivers and Utilities* para volver a instalar controladores para los dispositivos incluidos con el equipo.



¿Qué está buscando?	Encuéntrelo aquí
• Cómo desmontar y reemplazar piezas • Especificaciones técnicas • Cómo configurar los valores del sistema • Cómo manejar y solucionar problemas	Icono de la Guía del usuario  Dependiendo de su sistema operativo, haga doble clic en el icono User's Guides (Guías del usuario) ubicado en el escritorio, o haga clic en el botón Start (Inicio) y luego haga clic en Help and Support (Ayuda y asistencia) para acceder a la documentación electrónica almacenada en la unidad de disco duro.
• Controladores más recientes para mi equipo • Respuestas a preguntas sobre asistencia o servicio técnico • Discusiones en línea con otros usuarios y asistencia técnica • Documentación para mi equipo	Sitio web Dell Support support.dell.com El sitio web Dell Support proporciona varias herramientas en línea, incluyendo: • Base de aprendizaje: trucos, consejos y cursos en línea • Foro para clientes: discusiones en línea con otros clientes de Dell • Actualizaciones: información sobre la actualización de componentes, tales como la memoria, la unidad de disco duro y el sistema operativo • Atención al cliente: información de contacto, estado de pedidos, garantía e información de reparaciones • Descargas: controladores, revisiones y actualizaciones de software • Referencia: documentación del equipo, especificaciones del producto y papeles blancos
• Estado de llamadas de servicio • Asuntos técnicos principales sobre mi equipo • Preguntas frecuentes • Descargas de archivos • Detalles de la configuración de mi equipo • Contrato de servicio para mi equipo	Sitio web de Asistencia Dell Premier Support Premier Support.Dell.com El sitio web de Asistencia Dell Premier Support está personalizado para clientes corporativos, gubernamentales y del ámbito educativo. Es posible que este sitio no esté disponible en todas las regiones.

¿Qué está buscando?	Encuéntrelo aquí
• Cómo utilizar Windows XP • Documentación para el equipo y los dispositivos	Centro de ayuda y asistencia de Windows XP 1 Haga clic en el botón Inicio y luego haga clic en Ayuda y asistencia. 2 Teclee una palabra o frase que describa su problema y luego haga clic en el icono de flecha. 3 Haga clic en el tema que describe su problema. 4 Siga las instrucciones que aparecen en la pantalla.



PRECAUCIÓN: Instrucciones de seguridad

Utilice las pautas de seguridad siguientes para ayudar a garantizar su seguridad personal y ayudar a proteger su equipo y el ambiente de trabajo contra un daño potencial.

General

- No trate de dar servicio al equipo usted mismo, a menos que sea un técnico de servicio capacitado. Siga siempre las instrucciones de instalación al pie de la letra.
- Para prevenir choques eléctricos, conecte el equipo y los cables de alimentación del dispositivo a sus enchufes eléctricos con conexión apropiada a tierra. Estos cables están equipados con 3 enchufes de clavijas que ayudan a garantizar una conexión a tierra correcta. No utilice enchufes adaptadores ni retire la clavija de conexión a tierra de ningún cable. Si necesita utilizar un cable de extensión, utilice un cable de 3 líneas con enchufes adecuadamente conectados a tierra.



- Para ayudar a evitar los peligros potenciales de choques eléctricos, no use el equipo durante tormentas eléctricas.
- Para ayudar a evitar los peligros potenciales de choques eléctricos, no conecte ni desconecte los cables, ni realice mantenimiento o reconfiguración de este producto durante una tormenta eléctrica.



PRECAUCIÓN: Instrucciones de seguridad (*continuación*)

- Si su equipo incluye un módem, el cable que se utilice con el módem debe estar fabricado con un cable que tenga una medida mínima de 26 AWG (American wire gauge [Medida estadounidense de cables]) y un conector modular RJ-11 compatible con las especificaciones de la FCC.
- Antes de limpiar el equipo, desconéctelo del enchufe eléctrico. Limpie el equipo con un paño suave humedecido con agua. No use limpiadores líquidos o en aerosol que puedan contener sustancias inflamables.
- Para evitar posibles daños a la placa base, espere 5 segundos una vez apagado el equipo antes de desconectar un dispositivo del equipo.
- Para evitar cortocircuitos en el equipo al momento de desconectar un cable de red, desconecte primero el cable del adaptador de red de la parte posterior del equipo y luego del enchufe de la red. Cuando vuelva a conectar el cable de red al equipo, conecte primero el cable al enchufe de la red y después al adaptador de red.
- Para ayudar a proteger su equipo contra altas y bajas de energía eléctrica transitorias y brúscas, utilice un protector contra voltajes extremos, un acondicionador de línea, o un UPS (Uninterruptible Power Supply [sistema de energía ininterrumpida]).
- Asegúrese de que no haya ningún objeto encima de los cables del equipo y de que éstos estén en un lugar en que no puedan pisarse y no se pueda tropezar con ellos.
- No introduzca ningún objeto por las aberturas del equipo. El hacerlo puede ocasionar un incendio o un choque eléctrico al provocar un cortocircuito entre los componentes internos.
- Mantenga el equipo alejado de radiadores y fuentes de calor. Asimismo, no obstruya las rendijas de ventilación. Evite colocar papeles sueltos debajo del equipo; no coloque el equipo en una unidad limitada por paredes cerradas o una cama, un sofá o una alfombra.
- No derrame comida o líquidos sobre el equipo. Si el equipo se moja, consulte la Guía del usuario.

Al usar el equipo

Cuando utilice el equipo, respete las siguientes pautas de manejo seguro.

⚠ PRECAUCIÓN: No permita el funcionamiento del equipo si ha retirado alguna cubierta(s) (incluyendo cubiertas de la PC, biseles, soportes de relleno, carátulas del panel anterior, etc.).

- Su equipo está provisto de uno de los siguientes elementos:
 - Un suministro de energía de voltaje fijo: Los equipos con suministro de energía de voltaje fijo no tienen un interruptor para la selección de voltaje en el panel posterior y funcionan solamente con un voltaje (consulte la etiqueta reglamentaria en el exterior del equipo para saber cuál es su voltaje de operación).
 - Un circuito de detección automática de voltaje: Los equipos con circuito de detección automática de voltaje no tienen un interruptor para la selección de voltaje en el panel posterior y automáticamente detectan el voltaje de operación correcto.
 - Un interruptor manual para la selección de voltaje: Los equipos con un interruptor para la selección de voltaje en el panel posterior se deben ajustar manualmente para que funcionen con el voltaje de operación correcto.



➡ AVISO: Para ayudar a prevenir daños a un equipo con un interruptor manual para la selección de voltaje, coloque el interruptor en la posición de voltaje que mejor coincida con la corriente alterna disponible en su localidad. En Japón, el conmutador de selección de voltaje debe marcar la posición 115V incluso si el suministro de corriente alterna disponible en Japón es de 100 V. También asegúrese de que el monitor y los dispositivos conectados estén clasificados eléctricamente para operar con la alimentación de corriente alterna disponible en su localidad.

- Antes de trabajar en el interior de la PC, desenchufe el equipo para ayudar a evitar descargas eléctricas o daños a la placa base. Algunos componentes de la placa base continúan recibiendo energía siempre que el equipo esté conectado a la corriente alterna.

Al trabajar en el interior de su equipo

Antes de abrir la cubierta de la PC, realice los siguientes pasos en el orden indicado.

⚠ PRECAUCIÓN: No intente darle servicio al equipo usted mismo, excepto los servicios que se explican en la documentación en línea Dell o en instrucciones que se le hayan proporcionado por parte de Dell. Siga siempre las instrucciones de instalación y servicio al pie de la letra.

Al usar el equipo (*continuación*)



AVISO: Con el fin de prevenir un posible daño a la placa base, espere cinco segundos después de apagar el equipo para desmontar un componente de la placa base o desconectar un dispositivo del equipo.

- 1 Realice un apagado ordenado del equipo utilizando el menú del sistema operativo.
- 2 Apague el equipo y los dispositivos conectados al mismo.
- 3 Conéctese a tierra tocando una superficie metálica sin pintura en el chasis, tal como el metal alrededor de aberturas de las ranuras para tarjetas en la parte posterior del equipo, antes de tocar cualquier objeto en el interior de su equipo.

Conforme trabaje, toque periódicamente una superficie metálica sin pintura en el chasis del equipo para disipar la electricidad estática que podría dañar los componentes internos.

- 4 Desconecte el equipo y los dispositivos, incluido el monitor, de los enchufes eléctricos. Asimismo, desconecte las líneas de teléfono o de telecomunicaciones conectadas al equipo.

El hacerlo reduce la posibilidad de sufrir lesiones personales o choques eléctricos.

Además, tome nota de las siguientes pautas de seguridad cuando sea pertinente:

- Cuando desconecte un cable, tire de su conector o de su lazo liberador de tensión y no del cable mismo. Algunos cables tienen un conector con lengüetas de seguro; si va a desconectar este tipo de cable, oprima las lengüetas hacia adentro antes de desconectarlo. Cuando separe conectores, manténgalos alineados para evitar doblar sus patas. Asimismo, antes de conectar un cable, asegúrese de que los conectores estén orientados y alineados correctamente.
- Maneje con cuidado los componentes y las tarjetas. No toque los componentes o contactos ubicados en una tarjeta. Sujete las tarjetas por sus bordes o por su soporte metálico de montaje. Sujete componentes tales como un chip microprocesador por sus bordes y no por sus patas.



PRECAUCIÓN: Existe el peligro de que una nueva batería explote si no se instala correctamente. Reemplace la batería únicamente con otra del mismo tipo o su equivalente recomendado por el fabricante. No deseche la batería junto con los desechos domésticos. Comuníquese con su agencia de desechos local para obtener la dirección del depósito de baterías más cercano.

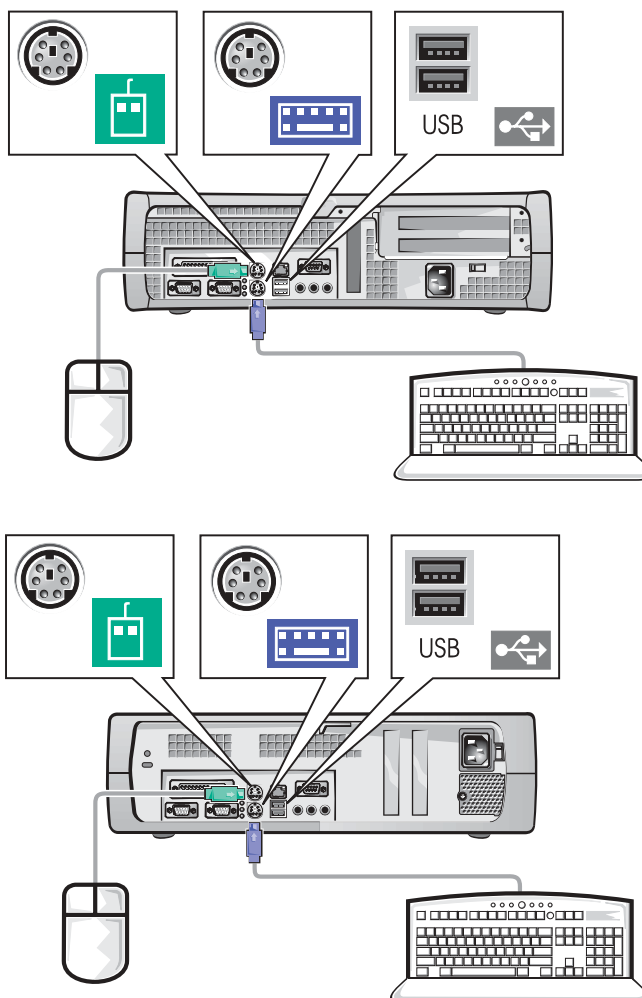
Para comenzar/Configuración

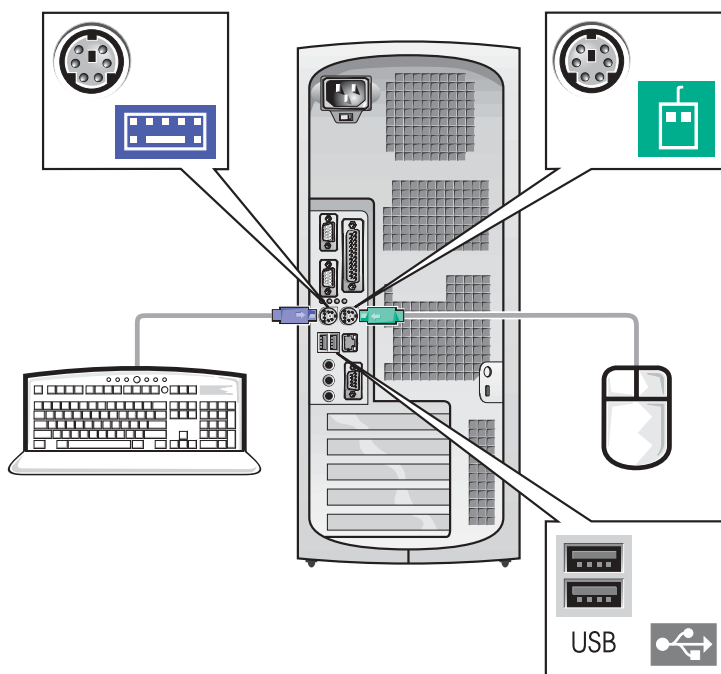
Siga los siguientes pasos para conectar dispositivos externos al equipo por medio del panel de E/S (entrada/salida). La parte posterior de su sistema Dell, incluyendo el panel de E/S, puede ser distinta a los ejemplos que se muestran aquí.

 **NOTA:** Conecte sólo un teclado y un mouse.

 **NOTA:** Si tiene un mouse o un teclado compatible con un USB (Universal Serial Bus [bus serie universal]), utilice los conectores USB de la parte posterior del sistema.

1





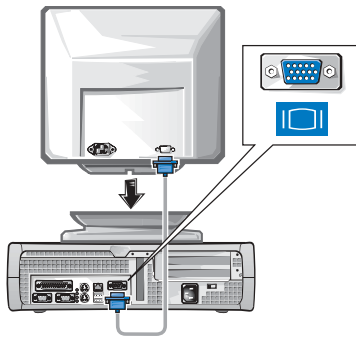
NOTA: Conecte sólo un teclado y un mouse.

NOTA: Si tiene un mouse o un teclado compatible con un USB (Universal Serial Bus [bus serie universal]), utilice los conectores USB de la parte posterior del sistema.

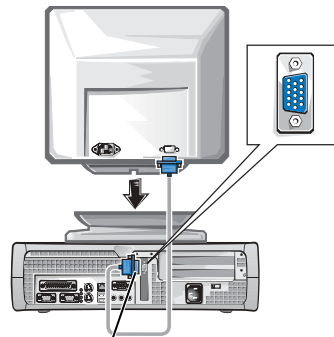


NOTA: Si su equipo cuenta con dos conectores de vídeo, el conector de vídeo integrado está desactivado y tiene una tapa protectora. Utilice el conector de la tarjeta de expansión, como se muestra en las ilustraciones de la derecha en el paso 2.

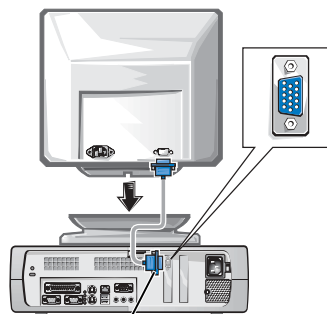
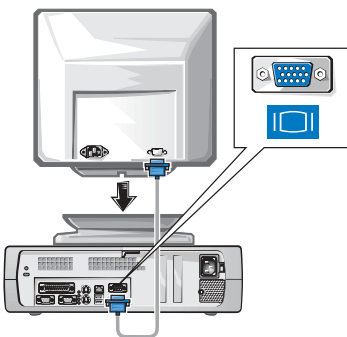
2 Sistema con un conector de vídeo



Sistema con dos conectores de vídeo

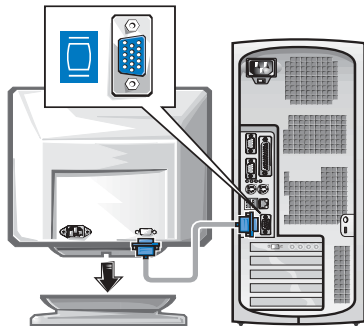


conector de vídeo en la tarjeta de expansión

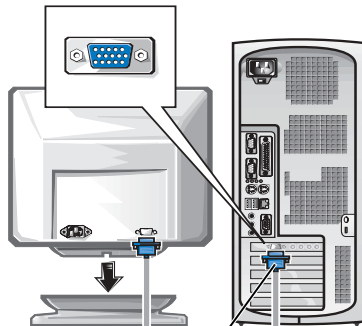


conector de vídeo en la tarjeta de expansión

Sistema con un conector de vídeo



Sistema con dos conectores de vídeo

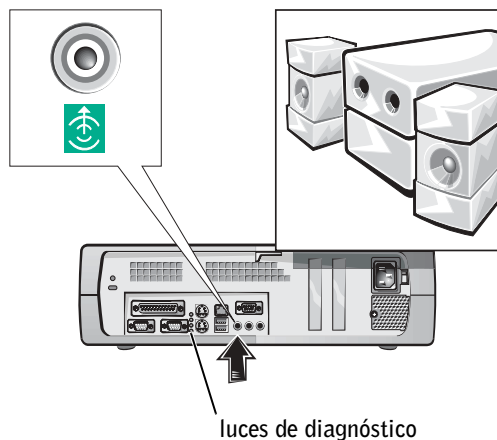
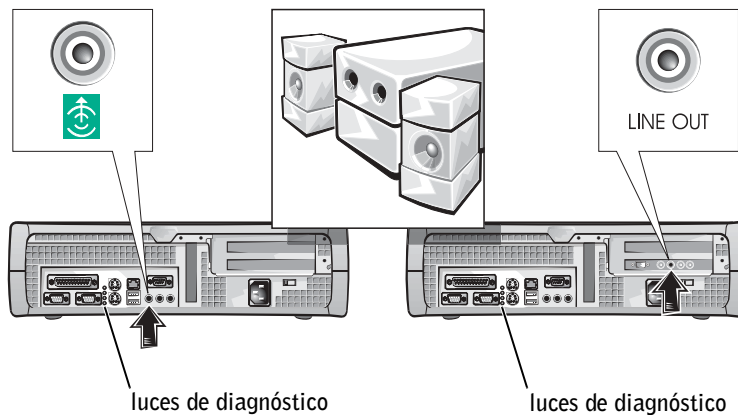


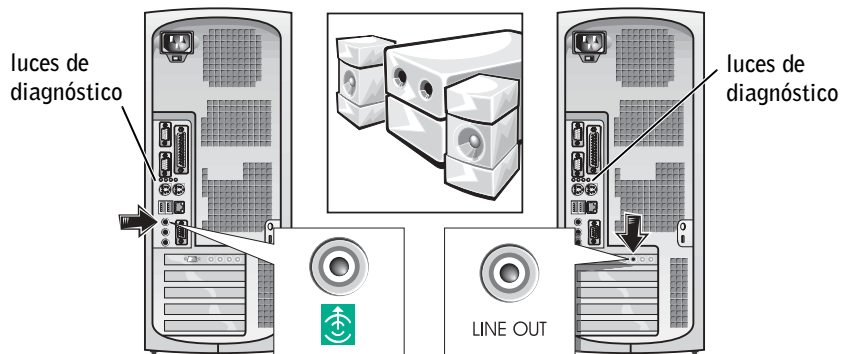
conector de vídeo en
la tarjeta de expansión

NOTA: Si su equipo cuenta con dos conectores de vídeo, el conector de vídeo integrado está desactivado y tiene una tapa protectora. Utilice el conector de la tarjeta de expansión, como se muestra en las ilustraciones de la derecha en el paso 2.

NOTA: Si su sistema dispone de dos conectores de audio, utilice el que se encuentra en la tarjeta de expansión, como se muestra en las ilustraciones de la derecha en el paso 3.

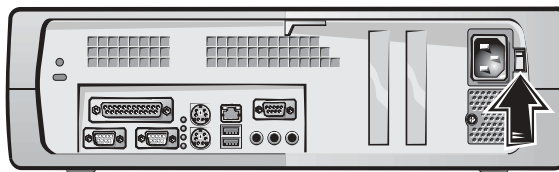
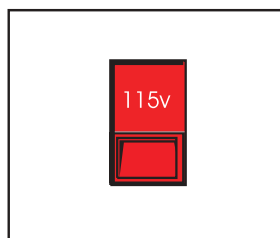
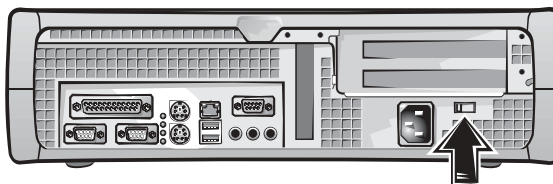
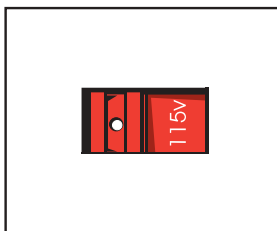
3





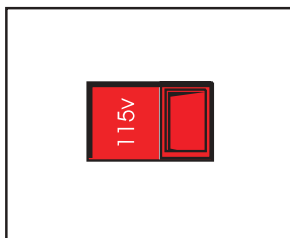
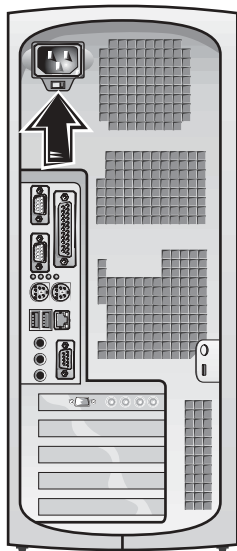
NOTA: Si su sistema dispone de dos conectores de audio, utilice el que se encuentra en la tarjeta de expansión, como se muestra en las ilustraciones de la derecha en el paso 3.

Compruebe que el interruptor de selección de voltaje esté en la posición correcta para su área. Para obtener más información, consulte la sección "Al usar el equipo", que se encuentra más adelante en este documento.

4

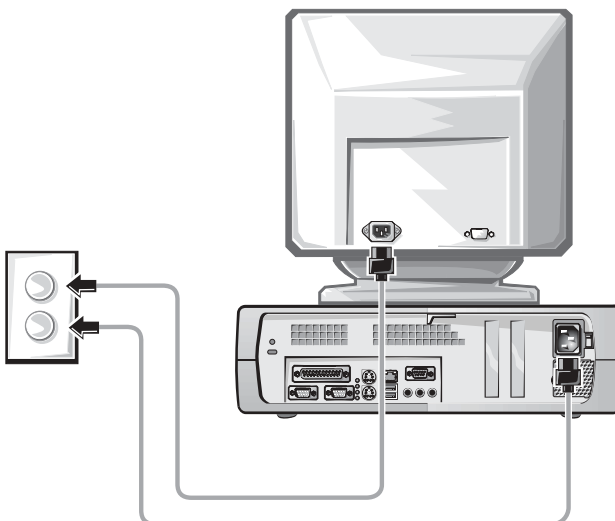
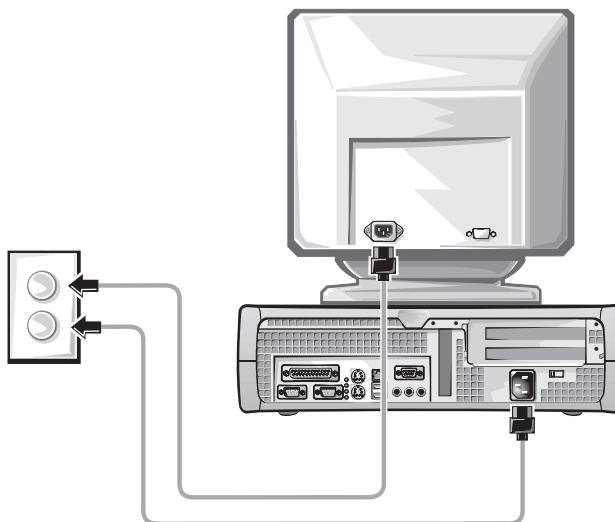


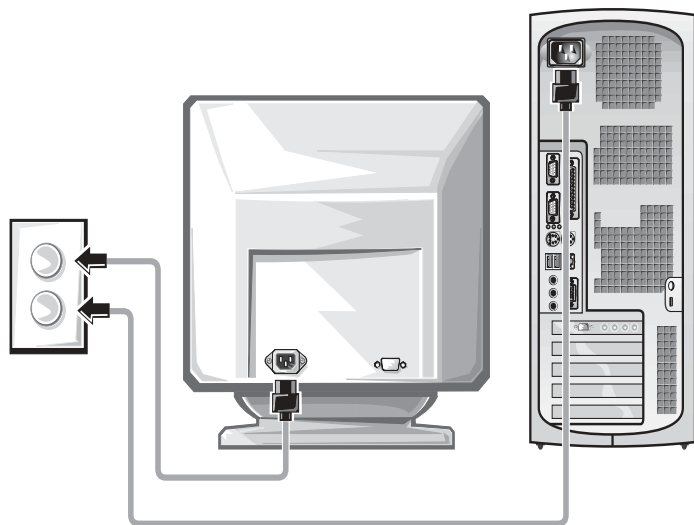
NOTA: Los suministros de energía autoseleccionables no necesitan un interruptor de selección de voltaje. Es posible que el suministro de energía no disponga de este interruptor.



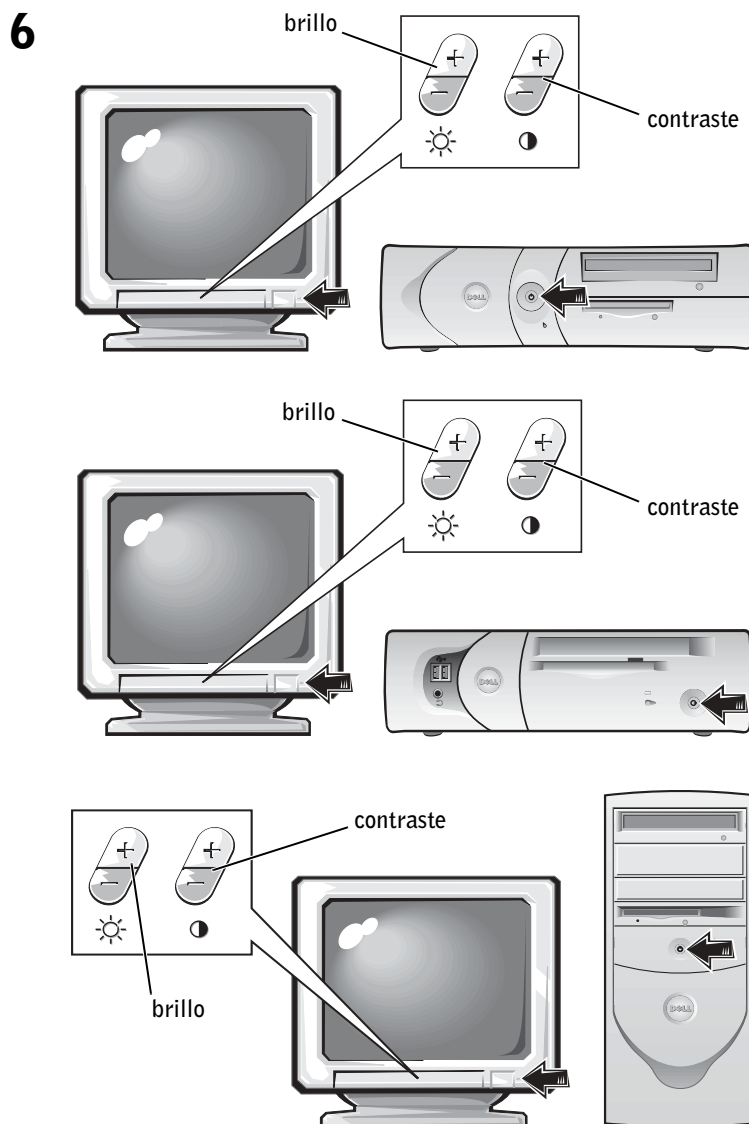
⚠ PRECAUCIÓN: Para evitar un choque eléctrico, utilice sólo el cable de alimentación que se haya suministrado y asegúrese de que esté conectado a una fuente de energía conectada a tierra.

5



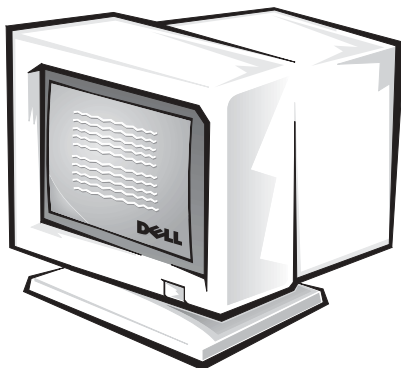


Las ilustraciones siguientes muestran las ubicaciones del botón de encendido y los controles del monitor.



Lea el acuerdo de licencia del software y siga las instrucciones de instalación del sistema operativo que aparecen en la pantalla.

7



¡Felicitaciones! Ha completado la configuración del sistema.

Dependiendo de su sistema operativo, haga doble clic en el icono **Guías del usuario** en el escritorio (que se muestra más abajo), o haga clic en el botón **Inicio** y seleccione **Ayuda y asistencia** para acceder a la documentación electrónica almacenada en la unidad de disco duro.



Solución de problemas

Dell proporciona una serie de herramientas para ayudarlo si su sistema no funciona como se esperaba. Para obtener la información más actualizada sobre la solución de problemas disponible para su sistema, consulte el sitio web Dell Support en support.dell.com. También puede encontrar descripciones de las herramientas de solución de problemas de Dell en la sección titulada "Obtención de ayuda" en la *Guía del usuario* en línea.

Si el equipo tiene problemas que requieren la ayuda de Dell, escriba una descripción detallada del error, códigos de sonido o patrones de luz de diagnósticos; escriba su código de servicio rápido y número de etiqueta de servicio a continuación y póngase en contacto con Dell en el mismo lugar en que adquirió su equipo.

Consulte "Búsqueda de información para su equipo" en la página 79 para ver ejemplos del código de servicio rápido y de los números de etiqueta de servicio.

Código de servicio rápido: _____

Número de etiqueta de servicio: _____

Su equipo incluye las herramientas siguientes que le pueden ayudar a solucionar un problema:

DIAGNÓSTICOS DELL — Los Diagnósticos Dell prueban varios componentes en el equipo y le ayudan a identificar las causas de los problemas del mismo. Para obtener más información, consulte "Ejecución de los Diagnósticos Dell" en la página 100.

LUCES DEL SISTEMA — Localizado en la parte anterior del equipo, estas luces pueden ayudarle a resolver un problema del equipo. Para obtener más información, consulte la *Guía del usuario*.

LUCES DE DIAGNÓSTICO — Localizado en la parte posterior del equipo, estas luces pueden ayudarle a resolver un problema del equipo. Para obtener más información, consulte la *Guía del usuario*.

MENSAJES DEL SISTEMA — El equipo reporta estos mensajes para advertirle de fallas actuales o potenciales. Para obtener más información, consulte la *Guía del usuario*.

CÓDIGOS DE SONIDO — Una serie de códigos de sonido emitidos por el equipo que pueden ayudarle a identificar un problema. Para obtener más información, consulte la *Guía del usuario*.

Utilización del CD *Drivers and Utilities*

Para poder utilizar el CD *Drivers and Utilities* (también conocido como *ResourceCD*) mientras está ejecutando el sistema operativo de Microsoft Windows, realice los siguientes pasos:

- 1 Encienda el equipo y permita que se inicie el escritorio de Windows.
- 2 Inserte el *Drivers and Utilities* CD en la unidad de CD.

Si está utilizando el CD *Drivers and Utilities* por primera vez en este equipo, se abrirá la ventana **ResourceCD Installation (Instalación de ResourceCD)** para informarle que el CD *Drivers and Utilities* está a punto de empezar su instalación.

- 3 Haga clic en **OK (Aceptar)** para continuar.

Para completar la instalación, responda a las peticiones ofrecidas por el programa de instalación.

- 4 Haga clic en **Next (Siguiente)** en la pantalla **Welcome Dell System Owner (Bienvenida al propietario del sistema Dell)**.
- 5 Seleccione el **System Model (Modelo del sistema)**, **Operating System (Sistema operativo)**, **Device Type (Tipo de dispositivo)** y **Topic (Tema)** correspondientes.



NOTA: Para acceder a los controladores de dispositivos y a la documentación del usuario, debe usar el *Drivers and Utilities* CD mientras ejecuta Windows.

Controladores para su equipo

Para visualizar una lista de los controladores de dispositivos del equipo, realice los siguientes pasos:

- 1 Haga clic en **My Drivers (Mis controladores)** en el menú desplegable **Tema**.

Drivers and Utilities CD examina el sistema operativo y el hardware del equipo y después aparece en la pantalla una lista de los controladores de dispositivos de la configuración del sistema.

- 2 Haga clic en el controlador adecuado y siga las instrucciones para descargar el controlador en su equipo.

Para ver todos los controladores disponibles para su equipo, haga clic en **Drivers (Controladores)** en el menú desplegable **Tema**.

Ejecución de los Diagnósticos Dell

Los Diagnósticos Dell son un programa que prueba varios componentes en su equipo. Ejecute este programa cada vez que tenga un problema con el equipo para ayudar a identificar la fuente del problema. Puede ejecutar los Diagnósticos Dell desde la unidad de disco duro o desde el *Drivers and Utilities CD*.



AVISO: Si la unidad de disco duro falla, ejecute los Diagnósticos de la unidad de disco duro IDE de Dell (consulte "Ejecución de los Diagnósticos de la unidad de disco duro IDE de Dell" en la página 101).

- 1 Encienda el equipo (si el equipo ya está encendido, reinicielo).
- 2 Cuando aparezca F2 = Setup (F2 = Configuración) en la esquina superior derecha de la pantalla, oprima <Control> <Alt> <F10>.

La inicialización de los diagnósticos empieza inmediatamente; luego aparece el **Diagnostics Menu (Menú de diagnósticos)**.

- 3 Seleccione la opción de diagnósticos más apropiada para su equipo.
Para utilizar los diagnósticos, siga las instrucciones que aparecen en la pantalla.

Cambiar la secuencia de inicio

Para ejecutar los Diagnósticos Dell desde el *Drivers and Utilities CD*, realice los siguientes pasos para lograr que el equipo se inicie desde el CD:

- 1 Inserte el *Drivers and Utilities CD* en la unidad de CD.
- 2 Encienda (o reinicie) el equipo.
- 3 Cuando aparezca F2 = Setup (F2 = Configuración) en la esquina superior derecha de la pantalla, oprima <Control> <Alt> <F8>.

Aparece el **Boot Device Menu (Menú del dispositivo de inicio)**.

Si espera demasiado y aparece el logotipo de Windows, siga esperando hasta que aparezca el escritorio de Windows. En ese momento, apague el equipo y vuelva a intentarlo.

- 4 Seleccione la opción **CD-ROM Device (Dispositivo de CD-ROM)**.



NOTA: Esta característica cambia la secuencia de inicio solamente una vez. La próxima vez, el equipo se iniciará de acuerdo con los dispositivos especificados en la configuración del sistema.

Ejecución de los Diagnósticos de la unidad de disco duro IDE de Dell

Los Diagnósticos de la unidad de disco duro IDE de Dell son una utilidad que prueba la unidad de disco duro para solucionar o confirmar un fallo de la unidad de disco duro.

- 1 Encienda el equipo (si el equipo ya está encendido, reinícielo).
- 2 Cuando aparezca F2 = Setup (F2 = Configuración) en la esquina superior derecha de la pantalla, oprima <Control> <Alt> <D>.
- 3 Siga las instrucciones que aparecen en la pantalla.

Información reglamentaria

La EMI (Electromagnetic Interference [interferencia electromagnética]) es cualquier señal o emisión, irradiada en el espacio o conducida mediante conductores de alimentación o de señales, que pone en peligro el funcionamiento de dispositivos de navegación por radio u otros dispositivos de seguridad o que degrada seriamente, obstruye o interrumpe repetidamente un servicio de radiocomunicaciones con licencia.

El sistema del equipo Dell está diseñado para cumplir con todas las reglamentaciones relacionadas con la EMI. Los cambios o modificaciones no aprobados expresamente por Dell podrían anular la autoridad para operar el equipo.



NOTA: Puede encontrar más información sobre reglamentaciones en la *Guía del usuario*.

Garantías limitadas y política de devoluciones

Los productos de la marca Dell que se adquieren en los EE.UU. o Canadá vienen con garantía limitada de 90 días, un año, tres años o cuatro años (únicamente en los EE.UU.). Para determinar qué tipo de garantía adquirió, consulte el recibo de Dell que viene con el equipo. Las secciones siguientes describen las garantías limitadas y la política de devoluciones para los EE.UU., las garantías limitadas para Canadá y la garantía del fabricante para Latinoamérica y el Caribe.

Garantía del fabricante para el usuario final por un año (únicamente Latinoamérica y el Caribe)

Garantía del fabricante

Dell Computer Corporation ("Dell") garantiza al usuario en acuerdo con las siguientes provisiones que los productos de hardware que llevan su marca, adquiridos por el usuario por medio de una compañía de Dell o un distribuidor de Dell autorizado en Latinoamérica o el Caribe, estarán libres de defectos en materiales, mano de obra y diseño que puedan afectar su uso normal por un periodo de un año a partir de la fecha original de compra. Los productos para los cuales se haga una debida reclamación serán, según la decisión de Dell, reparados o reemplazados a cuenta de Dell. Dell es propietario de todas las piezas desmontadas de equipos reparados. Dell utiliza piezas nuevas y reacondicionadas hechas por varios fabricantes cuando hace reparaciones y en la fabricación de productos de reemplazo.

Exclusiones

Esta garantía no cubre defectos causados por: instalación, uso o mantenimiento inadecuado o incorrecto; acciones o modificaciones hechas por terceras personas no autorizadas o por el usuario final; daños accidentales o intencionales; o por el desgaste normal.

Cómo realizar una reclamación

Las reclamaciones deben ser hechas en Latinoamérica o el Caribe poniéndose en contacto con el lugar de ventas de Dell dentro del periodo de garantía. El usuario siempre debe proporcionar un comprobante de adquisición, indicando el nombre y la dirección del vendedor, la fecha de adquisición, números de serie y de modelo, nombre y dirección del cliente, y los detalles de los síntomas y de la configuración al momento en el que ocurrió la falla, incluyendo los dispositivos periféricos y el software que se estaban utilizando. De lo contrario, Dell puede rehusar la demanda. Una vez diagnosticado un defecto bajo la garantía, Dell hará los arreglos correspondientes y pagará el envío por tierra, así como por el seguro de ida y venida al centro de reparación y reemplazo Dell. El usuario se debe encargar de que el producto defectuoso esté disponible para ser recogido debidamente, embalado en la caja original o en una caja protectora similar junto con los detalles que se mencionan anteriormente y el número de devolución proporcionado al usuario por Dell.

Limitación y derechos estatutarios

Dell no ofrece ninguna otra garantía o declaración similar que la explícitamente descrita anteriormente y esta garantía se proporciona en lugar de toda otra garantía, al máximo permitido por la ley. En la ausencia de leyes aplicables esta garantía será el único y exclusivo recurso del usuario en contra de Dell o cualquiera de sus socios, y ni Dell ni cualquiera de sus socios serán responsables por la pérdida de ganancias o contratos, o cualquier otra pérdida indirecta o consiguiente que resulte de la negligencia, incumplimiento de contrato o cualquier otra circunstancia.

Esta garantía no perjudica o afecta los derechos estatutarios obligatorios del usuario en contra y/o cualquier otro derecho que resulte de otros contratos entre el usuario final y Dell y/o cualquier otro vendedor.

Dell World Trade LP

One Dell Way, Round Rock, TX 78682, EE.UU.

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

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

Avenida Industrial Belgraf, 400

92990-000 - Eldorado do Sul – RS - Brasil

Dell Computer de Chile Ltda

Coyancura 2283, Piso 3- Of.302,

Providencia, Santiago - Chile

Dell Computer de Colombia Corporation

Carrera 7 #115-33 Oficina 603

Bogotá, Colombia

Dell Computer de México S.A. de C.V.

Paseo de la Reforma 2620 - 11° Piso

Col. Lomas Altas

11950 México, D.F.

Declaración de garantía de Intel® sólo para procesadores Pentium® y Celeron® (sólo en los EE.UU. y Canadá)

Intel's Three Year Limited Warranty

Limited Warranty

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

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

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

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

Extent of Limited Warranty

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

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

How to Obtain Warranty Service

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

To request warranty service from Intel, you should call Intel at 1-800-828-6866 during the warranty period during normal business hours (Pacific Time), excluding holidays. Please be prepared to provide:

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

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

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

WARRANTY LIMITATIONS AND EXCLUSIONS

THESE WARRANTIES REPLACE ALL OTHER WARRANTIES, EXPRESS OR IMPLIED INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. INTEL MAKES NO EXPRESS WARRANTIES BEYOND THOSE STATED HERE. INTEL DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

SOME LAWS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES SO THIS LIMITATION MAY NOT APPLY TO YOU. IF THESE LAWS APPLY, THEN ALL EXPRESS AND IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD. NO WARRANTIES APPLY AFTER THAT PERIOD. SOME LAWS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU.

LIMITATIONS OF LIABILITY

INTEL'S RESPONSIBILITY UNDER THIS, OR ANY OTHER WARRANTY, IMPLIED OR EXPRESS, IS LIMITED TO REPAIR, REPLACEMENT OR REFUND, AS SET FORTH ABOVE. THESE REMEDIES ARE THE SOLE AND EXCLUSIVE REMEDIES FOR ANY BREACH OF WARRANTY. INTEL IS NOT RESPONSIBLE FOR INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR UNDER ANY OTHER LEGAL THEORY INCLUDING BUT NOT LIMITED TO, LOST PROFITS, DOWNTIME, GOODWILL, DAMAGE TO OR REPLACEMENT OF EQUIPMENT AND PROPERTY, AND ANY COSTS OF RECOVERING, REPROGRAMMING OR REPRODUCING ANY PROGRAM OR DATA STORED IN OR USED WITH A SYSTEM CONTAINING YOUR PENTIUM PROCESSOR. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM JURISDICTION TO JURISDICTION.

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

Intel's Commitment to Quality

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

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

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

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

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

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

What are 'Errata'?

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

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

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

At Intel, our goal is to make every computer user satisfied with his or her Pentium or Celeron processor. Should you have any questions, comments or concerns about your Intel microprocessor, please call us at 1-800-628-6665.

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