General Memory Module Installation

Equipment Needed
• Memory modules
• Non-magnetic-tip screwdriver (for removing cover only)
• Your computer manual found at http://support.dell.com

Installation Process
1. Before most hardware upgrades, it is recommended that you update your System BIOS. BIOS updates can be easily found at http://support.dell.com and installed quickly.
2. Make sure that you are working in a static-safe environment. Remove any plastic bags or papers from your work space.
3. Turn your computer power button off, and then unplug the power cord. For notebooks, remove the battery.
4. Remove the computer cover for desktops or memory cover for notebooks (some notebooks require keyboard removal). Refer to your computer manual for assistance.
5. Ground yourself by touching any of the unpainted metal surfaces on your computer’s frame. (This will remove any static electricity from your body or clothing.)
6. Locate your computer’s memory slots/connectors (consult your computer manual). After removing the computer cover or memory cover (keyboard for some notebooks), do not use any tools to remove and replace the existing modules. Use only your hands to remove and replace.
7. Insert your memory upgrade according to the illustrations in this guide. Using firm, even pressure, push Memory Module into socket until clips snap into place. Do not assist clips.

Memory Installation – Desksop, Servers, Printers

Memory Module Installation Instructions
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Helpful Hints & Troubleshooting Tips
If your system does not boot, check the following:
1. If you receive an error message or hear a series of beeps, your system may not be recognizing the new memory. Remove and reinstall the modules to ensure they are securely seated in the sockets.
2. If your system will not boot, check all of the connections inside your computer. It is easy to bump a cable and pull it out of its connector, disabling devices such as your hard drive or CD-ROM. If your system still will not reboot, contact Dell Technical Support.
3. When reinstalling your system, you may get a message prompting you to update the configuration settings. Refer to your computer manual for information. If you are still unsure, please call Dell Technical Support for assistance.
4. If you get a memory mismatch message, follow the prompts to enter setup, then select Save and Exit. (This is not an error — some systems must do this to update the system settings.)

If you encounter any of the following problems, please contact Dell Technical Support:
1. Your module doesn’t seem to fit; do not force it into the socket.
2. Your system is recognizing only half of the new module’s memory.

Service Contacts
Technical Support: 1-800-BUY-DELL
Web Site: http://Support.dell.com
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