

Dell™ Latitude™ C/Dock Expansion Station User's Guide



# **Warnings, Cautions, and Notes**

Throughout this document, there may be blocks of text printed in bold type within boxes or in italic type. These blocks are warnings, cautions, and notes, and they are used as follows:

**WARNING: A WARNING indicates the potential for bodily harm and tells you how to avoid the problem.**

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

*NOTE: A NOTE indicates important information that helps you make better use of your computer system.*

Some warnings may appear in alternate formats and may be unaccompanied by an icon. In such cases, the specific presentation of the warning is mandated by regulatory authority.

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# Dell™ Latitude™ C/Dock Expansion Station User's Guide



**T**he Dell Latitude C/Dock Expansion Station integrates your Dell Latitude portable computer quickly and easily into a desktop environment.

## Before You Dock the Computer

Use the instructions in this section the first time you use the C/Dock Expansion Station.

*If your computer uses the Microsoft® Windows® 95 or Microsoft Windows 98 operating system, see “Windows 95 and Windows 98” found later in this section.*

*If your computer uses the Microsoft Windows NT® operating system, see “Windows NT” found later in this section.*

### Windows 95 and Windows 98

If your computer uses Windows 95 or Windows 98, the computer is already configured to work with the C/Dock Expansion Station. Use the following procedure the first time you turn on the computer.

**CAUTION: Do not dock the computer before turning it on for the first time.**

1. ***If the computer has never been turned on, turn it on now while undocked and complete the operating system setup. Then go to step 2.***

If the operating system setup has already been completed, turn on the computer and go to step 2.

For setup instructions, see the operating system *Setup Guide* that came with the computer.

2. **Dock the computer.**

The operating system creates a hardware profile for the C/Dock Expansion Station.

3. **Follow the instructions on the display to load the appropriate drivers for use with the C/Dock Expansion Station. When prompted, restart the computer.**

4. **Install the appropriate drivers to use a Peripheral Component Interconnect (PCI) network expansion card in the C/Dock Expansion Station.**

For more information, see “Removing and Installing a PCI Expansion Card” later in this document.

For instructions on installing the IBM® Token-Ring driver, see “Token-Ring Network Driver” found later in this document.

### Windows NT

If your computer uses Windows NT, the computer is already configured to work with the C/Dock Expansion Station. Use the following procedure the first time you turn on the computer.

**CAUTION: Do not dock the computer before turning it on for the first time.**

1. ***If the computer has never been turned on, remove all PC cards, and turn it on now while undocked and complete the operating system setup. Then go to step 2.***

*If the operating system setup has already been completed, turn on the computer and go to step 2.*

For setup instructions, see the *Dell-Installed Microsoft Windows NT Workstation 4.0 Setup Guide*.

2. **Shut down the computer, dock it, and turn it on again.**
3. **Follow the instructions on the display to load the appropriate drivers.**
4. **Install the appropriate drivers to use a PCI network expansion card in the C/Dock Expansion Station.**

For more information, see “Removing and Installing a PCI Expansion Card” later in this document.

For instructions on installing the IBM Token-Ring driver, see “Token-Ring Network Driver” found later in this document.

*PCI expansion cards, Dell does not guarantee their functionality.*

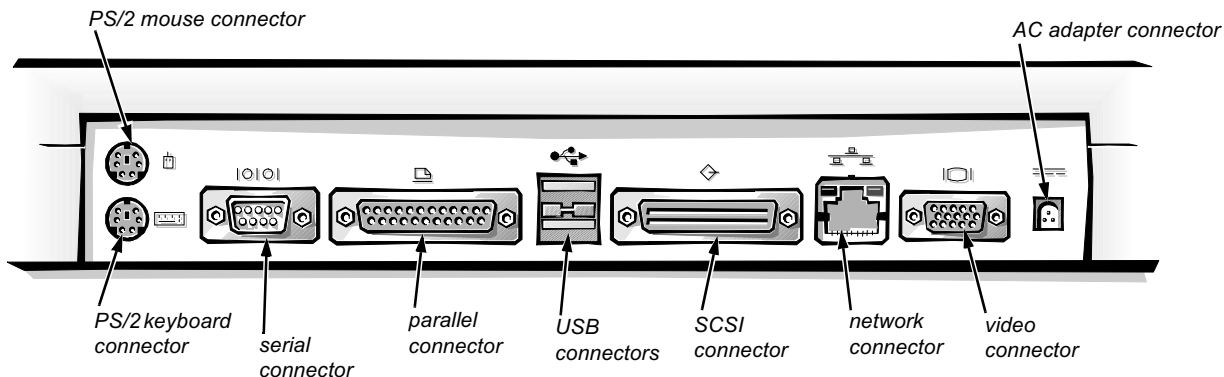
- A media bay into which you can insert the CD-ROM drive, DVD-ROM drive, diskette drive, LS-120 drive, or second hard-disk drive from the Dell Latitude portable computer.
- Standard input/output (I/O) connectors to attach a serial and a parallel device, an external monitor or other video device, a Personal System (PS)/2-compatible mouse, and a PS/2-style keyboard or external keypad.
- Two stacked Universal Serial Bus (USB) connectors.
- A small computer system interface (SCSI) connector compatible with the UltraSCSI-2 PCI-to-SCSI standard. The connector also supports Fast SCSI devices.
- Audio jacks to attach headphones or speakers; a microphone; and a record/playback device (such as a cassette player, CD player, radio, stereo system, VCR, or tape player).
- An infrared port compatible with the Infrared Data Association (IrDA) Standards 1.1 (Fast IR) and 1.0.
- A docking control base to facilitate the proper connection between the C/Dock Expansion Station and the computer.
- A monitor stand that fits onto the docking control base and provides a platform for an external monitor.

## Features

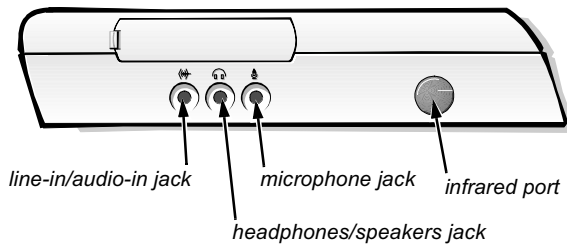
The C/Dock Expansion Station, which is designed around PCI technology, has the following features (see Figures 1-1 and 1-2):

- A 10/100 megabit-per-second (Mbps) BASE-TX 3Com<sup>®</sup> Ethernet network controller.
- An expansion-card slot for a half-length, 5-volt (V) PCI expansion card (or a universal PCI card). Dell may have installed a PCI 4/16-Mbps Token-Ring network card.

*NOTE: The PCI Token-Ring network card that Dell installed has been tested for use with the C/Dock Expansion Station. Although you can install other*



**Figure 1-1. I/O Panel of the C/Dock Expansion Station**



**Figure 1-2. Audio Jacks and Infrared Port**

## Connecting External Devices to the C/Dock Expansion Station

Use the following instructions to connect external devices to the C/Dock Expansion Station.

**CAUTION: Do not dock the C/Dock Expansion Station and the computer if the C/Dock Expansion Station is not attached to the docking control base. Such a connection could damage the connectors on the C/Dock Expansion Station and the computer.**

### 1. Refer to Figures 1-1 and 1-2 to locate the appropriate connector, jack, or port on the C/Dock Expansion Station.

You can attach the following external devices to the C/Dock Expansion Station:

- A PS/2-compatible mouse connected to the PS/2 mouse connector.  
When a PS/2 mouse is attached to the C/Dock Expansion Station, the touch pad on the computer is disabled automatically.
- A PS/2-style keyboard or external numeric keypad connected to the PS/2 keyboard connector.  
When an external keyboard or numeric keypad is connected to the C/Dock Expansion Station, the computer's built-in keyboard still functions.
- A serial device, such as a serial mouse or external modem, connected to the serial connector.
- A parallel device, such as a tape drive or printer, connected to the parallel connector.

- USB devices, such as a mouse, keyboard, camera, or speakers, connected to one of the two USB connectors.

Both USB connectors support the use of a USB hub device for connecting multiple devices. For more information, see the instructions that accompanied the USB device.

- An UltraSCSI-2 (or Fast SCSI) device connected to the SCSI connector.

See the instructions that came with the SCSI device for information about SCSI configuration guidelines.

- An Ethernet network interface cable with an RJ45 plug connected to the network connector.

*NOTE: Alert your network administrator before connecting the C/Dock Expansion Station to a network.*

For information about available network drivers, network cabling requirements, and the network connector indicators, see "Using the C/Dock Expansion Station With a Network" found later in this document.

- An external monitor or other video device connected to the video connector.

If an external monitor is connected to the C/Dock Expansion Station, the computer's built-in display still functions. However, the computer display must be closed when using an external monitor on top of the monitor stand.

*NOTE: Check the technical specifications of your Dell portable computer to determine the kind of external monitor the C/Dock Expansion Station supports.*

For information on changing the resolution of an external monitor connected to the C/Dock Expansion Station, see "Video Drivers and Video Resolution" in the online *System User's Guide* on your computer.

- Speakers or headphones connected to the audio line-out jack, a microphone to the microphone jack, and a record/playback device to the line-in/audio-in jack (see Figure 1-2).

- An infrared device that works with the infrared port on the C/Dock Expansion Station (see Figure 1-2) and the data communications software on the computer's hard-disk drive.

For more information, see "Using External Devices" in the online *System User's Guide*.

2. **Connect the external devices to their power sources.**
3. **Connect the C/Dock Expansion Station to alternating current (AC) power.**

Connect the AC power cable to the AC adapter. Next, plug the AC adapter cable into the AC adapter connector on the computer. Then, plug the AC power cable into an AC power source.

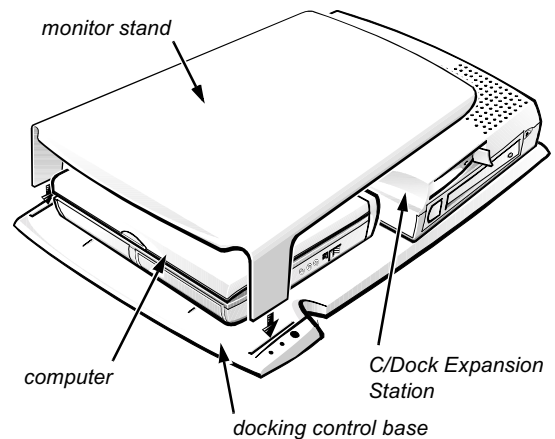
An AC adapter must be attached to the C/Dock Expansion Station before you connect it to the computer and turn on the computer. The AC adapter powers the C/Dock Expansion Station and the computer at the same time. Any battery installed in the computer charges while you use the C/Dock Expansion Station.

**CAUTION:** Always use the Dell AC adapter that came with the C/Dock Expansion Station. (Look for model number PA-2 or PA-6 on the bottom of the AC adapter.) Using any other commercially available AC adapter—or the AC adapter from older models of Dell computers—could damage the C/Dock Expansion Station or the computer.

If the AC adapter cable is accidentally unplugged from the C/Dock Expansion Station, your data is safe as long as you have a charged battery in the computer.

4. **Place the C/Dock Expansion Station and docking control base in a convenient location on your desk or work area.**
5. **Attach the monitor stand to the docking control base (see Figure 1-3), and then set an external monitor on top of the stand.**

The stand supports monitors that weigh up to 45.3 kilograms (kg) (100 pounds [lb]).



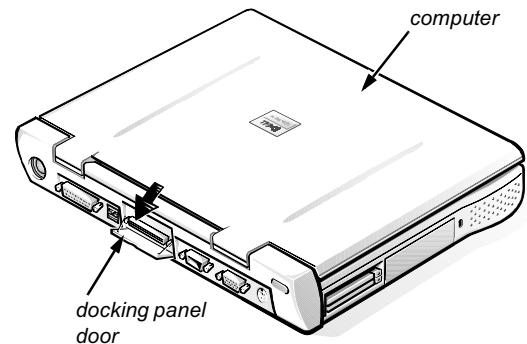
**Figure 1-3. Attaching the Monitor Stand**

## Docking the Computer

Use the following instructions to dock the computer to the C/Dock Expansion Station.

*NOTE:* If you are using Windows NT and the C/Dock Expansion Station has a PCI expansion card installed, before docking the computer you must save all files, close and exit all application programs, exit the operating system, and turn off the computer.

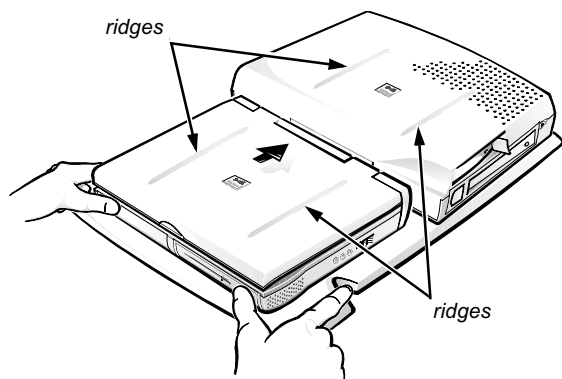
1. **Open the docking panel door on the back of the computer (see Figure 1-4).**



**Figure 1-4. Docking Panel Door on the Computer**



2. If you are using the C/Dock Expansion Station with a monitor stand, close the computer display.
3. Dock the C/Dock Expansion Station to the computer (see Figure 1-5).



**Figure 1-5. Docking the Computer**

First, center the computer on the docking control base. To do this, place the computer on the docking control base, and align the ridges on top of the computer with the ridges on top of the C/Dock Expansion Station. When properly aligned, you should feel the guide rails on the docking control base connect with the grooves on the bottom of the computer.

Next, put your thumbs along the front edge of the computer and your fingers in the docking control base indents. Then push the computer toward the C/Dock Expansion Station gently but firmly with your thumbs. You should hear or feel a click as the catch lever locks into place. The catch lever keeps the C/Dock Expansion Station from being accidentally disconnected from the computer.

**CAUTION: Do not pick up the computer or the C/Dock Expansion Station separately when they are connected. Doing so could damage the I/O connectors on the computer and the C/Dock Expansion Station. To change the position of the C/Dock Expansion Station and the computer, slide or pick up the docking control base.**

**CAUTION: If you are using an external monitor with the monitor stand, remove the monitor from the stand before moving the docking control base into place.**

You can immediately use the network, the infrared port (with Windows 95 and Windows 98 only), and all devices attached to the C/Dock Expansion Station for which device drivers are installed. While docked, you can connect Plug and Play devices to the I/O panel of the C/Dock Expansion Station.

If an external monitor is attached to the C/Dock Expansion Station and turned on, the screen image appears on the external monitor. To switch the image to the computer display, or to both the monitor and the computer display, press <Fn><F8>.

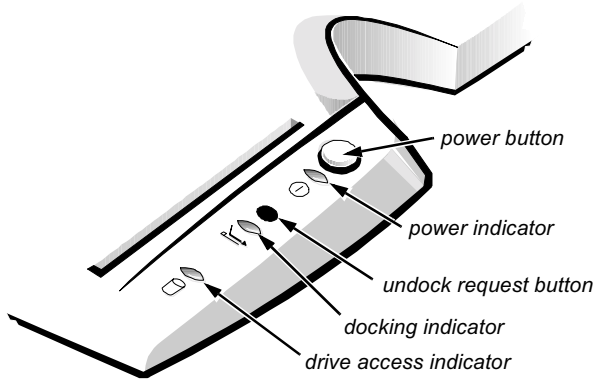
When the computer is attached to the C/Dock Expansion Station and turned on, the green power indicator on the docking control base lights up (see Figure 1-6). For more information about the docking control base, see the next section, "Docking Control Base Controls and Indicators."

While the computer and C/Dock Expansion Station are docked, you can use key combinations or System Setup time-outs to put the computer into suspend mode.

The computer cannot enter suspend-to-disk mode while docked.

## ***Docking Control Base Controls and Indicators***

When the computer is used with the C/Dock Expansion Station and a monitor stand, the power button, power indicator, and drive access indicator on the computer are not visible. For your convenience, however, these features are duplicated on the docking control base (see Figure 1-6).



**Figure 1-6. Docking Control Base Controls and Indicators**

- To turn the computer on and off, press the power button on the docking control base.
- The green power indicator lights up when the computer and C/Dock Expansion Station are docked and the computer is on.
- The green drive access indicator flickers when a supported drive is being accessed.
- To prepare the computer electrically for undocking, press the undock request button.
- The green docking indicator lights up when the computer and C/Dock Expansion Station are docked and the computer is turned on. After you press the undock request button, the docking indicator turns off when the computer is ready to be undocked.

## Undocking the Computer

Use the following instructions to undock the computer:

1. **Make sure there is a charged battery in the computer.**

**CAUTION:** If the computer does not have power from a battery, the computer turns off when it is detached from the C/Dock Expansion Station, and all unsaved data is lost.

2. **Use one of the following methods to prepare the computer electrically for undocking.**

**CAUTION:** Never undock the computer and the C/Dock Expansion Station without first preparing the computer electrically. Any of the three following methods prepares the operating system, network, and storage devices for undocking by completing data transfers. If the computer is undocked before these transfers are completed, data will be lost and it could take several minutes for the computer to recover normal operation.

- Press <Fn><Esc> on the computer's built-in keyboard (or <Scroll Lock><Esc> on an external keyboard). Wait a few seconds for the power indicator on the computer to turn off.
- On the Windows 95 or Windows 98 taskbar, click the Start button, point to Eject PC, and click. Wait a few seconds for the power indicator on the computer to turn off.
- On the Windows NT taskbar, click the Docking Services icon, and then click the Undock button.
- If you are using the C/Dock Expansion Station with a monitor stand, you can also press the undock request button on the docking control base (see Figure 1-6). Wait for the green docking indicator to turn off.

*NOTE: If you are using Windows NT and the C/Dock Expansion Station has a PCI expansion card installed, before undocking the computer you must save all files, close and exit all application programs, exit the operating system, and turn off the computer.*

3. **Gently pull the eject lever toward the computer to separate the computer from the C/Dock Expansion Station (see Figure 1-7).**
4. **If you are using Windows NT, you will see several Device Removal messages. Click OK for each one.**

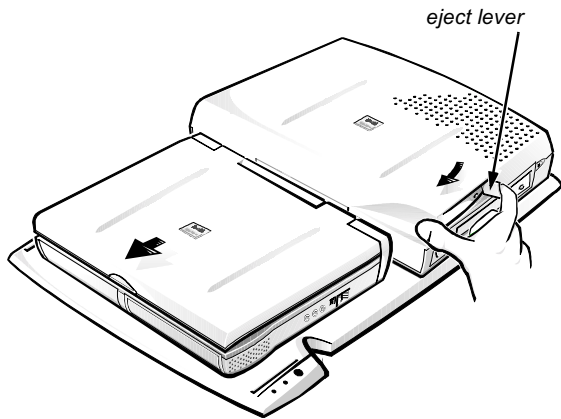


Figure 1-7. Undocking the Computer

## Removing and Installing a PCI Expansion Card

Use the following instructions to install a PCI expansion card in the C/Dock Expansion Station. You need a No. 1 Phillips-head screwdriver to perform this procedure. If possible, use a magnetized screwdriver.

*NOTE: Use half-length, 5-V PCI expansion cards no longer than 7 inches (17.8 centimeters [cm]).*

**CAUTION: Do not touch or handle anything inside the C/Dock Expansion Station except those objects mentioned in the following procedure. Touching other objects may damage the C/Dock Expansion Station, and may void your warranty.**

1. **Save all files, close and exit all application programs, and exit the operating system.**
2. **Turn off the computer.**
3. **If applicable, remove the monitor from the monitor stand, and the monitor from the docking control base.**  
Remove the monitor from the monitor stand first.
4. **If there is a module in the C/Dock media bay, remove it.**
5. **Undock the computer.**  
For instructions, see “Undocking the Computer” found earlier in this document.
6. **Detach all cables—including the AC adapter cable—from the C/Dock Expansion Station.**
7. **Remove the C/Dock Expansion Station from the docking control base.**

Turn over the docking control base and C/Dock Expansion Station. Loosen the Phillips-head thumb-screw that connects the C/Dock Expansion Station to the docking control base. Gently remove the docking control base from the C/Dock Expansion Station.

*NOTE: The screw is “captive”; that is, it is designed to stay in the screwhole so that it cannot be lost.*

## Softex Docking Services

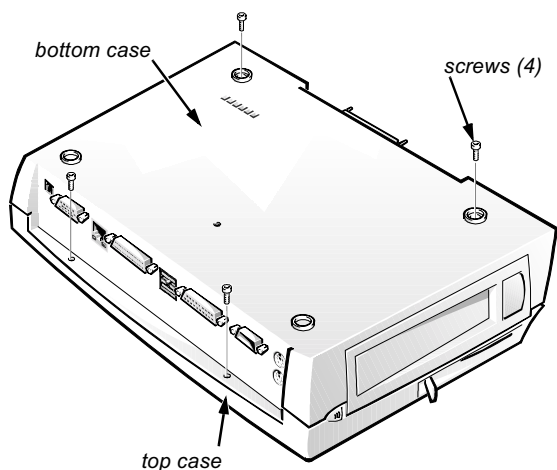
If your computer is using Windows NT 4.0, the Softex Docking Services software has been installed. This software contains support for the following features:

- Hot-docking and warm-undocking a Latitude CP Series portable computer from supported docking stations
- Hot-swapping devices such as diskette drives, hard-disk drives, large-storage drives and CD-ROM drives to and from your portable computer’s modular bay and the C/Dock Expansion Station’s media bay
- Compatibility with the Power Management Controller that allows you to suspend and resume your portable computer without affecting your ability to use the docking station or media bay
- Docking or undocking your portable computer while it is in suspend mode
- Docking services available in French, German, Italian, Spanish and Japanese

For the latest information on these services and the Softex user’s guides, see <http://www.dell.com/products/notebook/latitude/NT40.htm>.

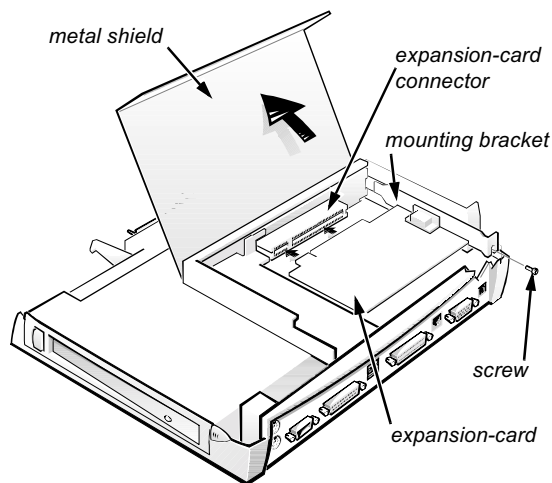
8. While the C/Dock Expansion Station is still upside-down, remove the four screws holding the top case and bottom case together (see Figure 1-8).

Small arrows on the bottom case point to the proper screws. Set aside the screws for use later in this procedure.



**Figure 1-8. Separating the Bottom Case and the Top Case**

9. Hold the top case and bottom case together with your hand, and turn the C/Dock Expansion Station right-side up and place it on a flat surface.
10. Lift the top case up and away from the bottom case (see Figure 1-8).  
Set aside the top case for use later in this procedure.
11. If necessary, remove the screws that anchor the metal shield over the PCI expansion-card assembly.  
Set aside the screws for use later in this procedure.
12. Gently lift up the metal shield over the PCI expansion-card assembly (Figure 1-9). Take care not to bend the small metal tabs on the shield.



**Figure 1-9. PCI Expansion-Card Assembly**

13. Remove the screw on the mounting bracket (see Figure 1-9).  
Set aside the screw for use later in this procedure.
14. Remove the empty mounting bracket. If a PCI card is installed, remove it.  
To remove the card, grasp the card by its outside corners, and ease it out of its connector.
15. Install a PCI expansion card.  
Insert the card-edge connector of the card firmly into the expansion-card connector (see Figure 1-9). Gently rock the card side-to-side into the connector until it is fully seated.  
Replace and tighten the screw on the mounting bracket of the card.
16. Gently lower the metal shield. If you removed screws from the shield in step 11, replace them.
17. Reassemble the top and bottom assemblies.  
Use the screws you removed in step 8. Start by replacing the two screws next to the I/O panel.
18. Pull the eject lever several times to make sure it works properly.

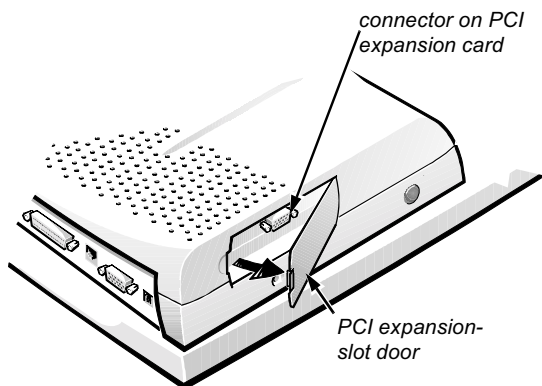
**19. Attach the C/Dock Expansion Station to the docking control base.**

Line up the captive thumbscrew on the docking control base with the screwhole on the C/Dock Expansion Station. Tighten the thumbscrew.

**20. Remove the PCI expansion-slot door on the C/Dock Expansion Station (see Figure 1-10).**

Save the door for use if you ever use the C/Dock Expansion Station without a PCI expansion card. The door helps keep out dust and other particles.

**21. Attach the cable from an external PCI device to the connector on the PCI expansion card (see Figure 1-10).**



**Figure 1-10. PCI Expansion-Slot Door and Expansion-Card Connector**

**22. Reconnect the cables—including the AC adapter cable—you disconnected in step 6.**

**23. Connect the computer to the C/Dock Expansion Station.**

For instructions, see “Docking the Computer” found earlier in this document.

**24. If applicable, replace the monitor stand on the docking control base and the monitor on the monitor stand.**

**25. Turn on the computer.**

**26. Install the drivers for the PCI card.**

Device driver software and installation instructions are included with the PCI Token-Ring network card if Dell shipped a card with the C/Dock Expansion Station.

*NOTE: If you are installing network drivers for a Token-Ring PCI card, connect the computer to the network before installing the drivers. Alert your network administrator before connecting the C/Dock Expansion Station to a network.*

If you are using a PCI card that was not purchased from Dell, use the drivers and instructions that accompany that card.

*NOTE: The PCI Token-Ring network card that Dell installed has been tested for use with the C/Dock Expansion Station. Although you can install other PCI expansion cards, Dell does not guarantee their functionality.*

If you install a PCI video card in the C/Dock Expansion Station, connect an external monitor to the video port on the PCI card.

## **Token-Ring Network Driver**

The computer must be docked and connected to the network before you begin to install the IBM Token-Ring network driver.

To install the Token-Ring network driver, use the instructions in Chapter 3, “Software Installation” of the *IBM PCI Token-Ring Adapter Installation and Testing Instructions* that came with the C/Dock Expansion Station.

## **Using the C/Dock Media Bay**

You can use the CD-ROM drive, DVD-ROM drive, diskette drive, LS-120 drive module, or second hard-disk drive from your computer in the C/Dock media bay.

**CAUTION: Do not use the travel module or battery from the Dell Latitude portable computer in the C/Dock media bay.**

To install the drive in the media bay, perform the following steps:

**1. If the computer is docked, undock it.**

For instructions, see “Undocking the Computer” found earlier in this document.

**CAUTION: Do not remove the drive from the modular bay while the computer is docked.**

**2. If you are using Windows NT, continue to step 3. If you are using Windows 95 or Windows 98, save all files, close and exit all application programs, exit the operating system, and turn off your computer.**

If you are using Windows NT with Softex Docking Services, you can remove drives from the computer’s modular bay and the C/Dock Expansion Station’s media bay without turning off the computer. For more information refer to “Softex Docking Services,” found earlier in this document.

**3. Remove the drive from the computer’s modular bay.**

For instructions, see the topic titled “Modular Bay” in the online *System User’s Guide* (located in the Dell Accessories folder).

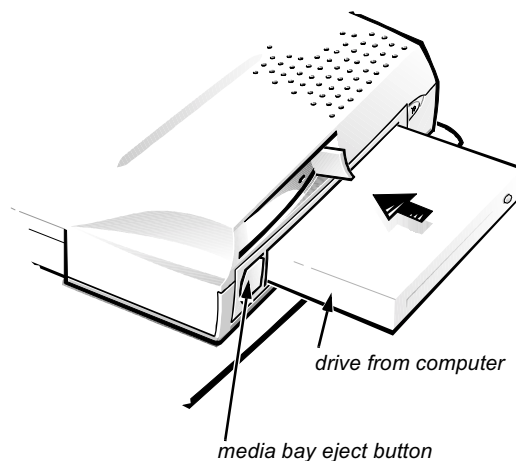
If the diskette drive is connected to the computer’s parallel port, disconnect the drive and remove the diskette drive cable.

**4. Remove any drive in the C/Dock media bay.**

Press the media bay eject button (see Figure 1-11). After the drive slides partway out of the media bay, gently remove it the rest of the way.

**5. If you undocked the computer in step 1, dock it now. Do not turn on the computer.**

For instructions see “Docking the Computer” found earlier in this document.



**Figure 1-11. Installing a Drive in the Media Bay**

**6. Insert the drive into the C/Dock media bay (see Figure 1-11).**

Press the drive in firmly. You should hear a click when the drive is properly seated. If the drive is not properly seated, it will be loose within the media bay and the front of the drive will not be flush with the media bay door.

**7. If you are using Windows 95 or Windows 98, turn on the computer.**

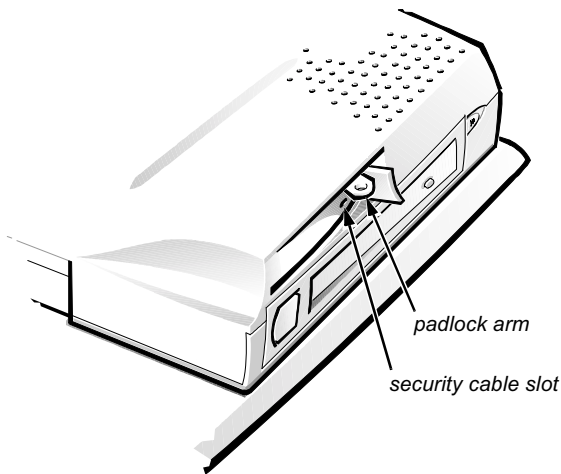
## Securing the C/Dock Expansion Station

Use one of the following methods to secure the C/Dock Expansion Station:

- A padlock alone or a padlock and looped security cable with the padlock hole (see Figure 1-12) on the C/Dock Expansion Station.

A padlock alone blocks the eject lever and makes it difficult to detach the computer from the C/Dock Expansion Station.

A security cable looped around a stationary object and used in conjunction with the padlock can help prevent the unauthorized movement of the computer and the C/Dock Expansion Station.



**Figure 1-12. Padlock Arm and Security Cable Slot**

- A commercially available antitheft device attached to the security cable slot (see Figure 1-12) on the C/Dock Expansion Station. Antitheft devices usually include a segment of metal-stranded cable with an attached locking device and associated key. Complete instructions for installing this kind of antitheft device are included with the device.
- Bolt the docking control base (with the C/Dock Expansion Station connected) to the desk or work surface using the following procedure:
  1. **Drill two holes in the desk or work surface. The centers of the holes should be 6 inches apart.**
  2. **Save all files, close and exit all application programs, and exit the operating system. Turn off the computer.**
  3. **Remove the monitor stand if one is attached to the docking control base.**
  4. **Undock the computer.**  
For instructions, see “Undocking the Computer” found earlier in this document.
  5. **Detach all cables—including the AC adapter cable—from the C/Dock Expansion Station.**

6. **Turn over the docking control base, and locate the two slotted bolt holes at the rear of the docking control base. Insert the head of a carriage bolt into each bolt hole.**

Use a 1/4-inch (6-millimeter [mm]) carriage bolt. Select a bolt length appropriate for the thickness of your desk.

7. **Turn the docking control base back over, and fit the bolts into the holes you drilled in step one.**
8. **Finish bolting the docking control base to the desk.**

Select a washer and nut appropriate for the bolt.

## Using the C/Dock Expansion Station With a Network

Drivers for running Windows 95, Windows 98 and Windows NT 4.0 in a Novell® NetWare® environment are installed on your computer. Drivers for NetWare 3.12 and 4.10 are also installed.

*NOTE: Alert your network administrator before connecting the C/Dock Expansion Station to a network.*

### Network Cable Requirements

The C/Dock Expansion Station’s RJ45 network connector (see Figure 1-13) is designed for attaching a shielded or unshielded twisted pair (UTP) Ethernet cable. Press one end of the UTP cable into the network connector until the cable snaps securely into place.

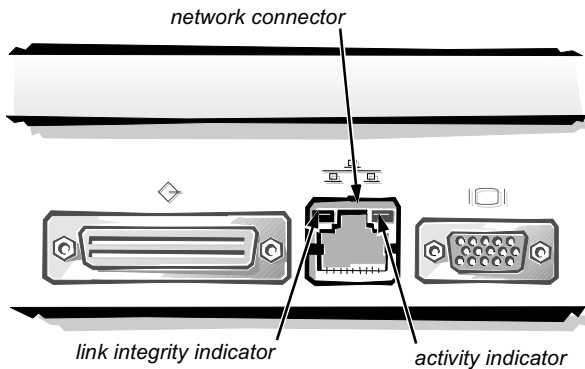
Connect the other end of the cable to an RJ45 jack wall plate or to an RJ45 port on a UTP concentrator or hub, depending on your network configuration. Observe the following cabling restrictions for 10BASE-T and 100BASE-TX networks:

- For 10-Mbps operation, use Category 3 or greater wiring and connectors. For 100-Mbps operation, use Category 5 wiring and connections. Voice and data lines should be in separate sheaths.
- The maximum cable run length (from a workstation to a concentrator) is 100 meters (m) (328 feet [ft]).

- The maximum number of workstations (not counting concentrators) on a network is 1024.
- The maximum number of daisy-chained concentrators on one network segment is four.

## Network Connector Indicators

The network connector on the C/Dock Expansion Station has the following indicators (see Figure 1-13):



**Figure 1-13. Network Connector Indicators**

- A green *link integrity indicator* lights up when there is a good connection between the network and the network connector on the C/Dock Expansion Station. When the green indicator is off, the computer is not detecting a physical connection to the network. When the green light blinks, the network cable has reversed polarity and you should use another cable.
- A yellow *activity indicator* flashes when the system is transmitting or receiving network data. (A high volume of network traffic may make this indicator appear to be in a steady “on” state.)

## Diagnostics

The Dell Diagnostics that came with your Dell Latitude computer includes tests that help you troubleshoot the controllers in your C/Dock Expansion Station.

The subtests in the Network Interface test group of the Dell Diagnostics verify the basic operation of the network controller in the C/Dock Expansion Station. They test the controller’s internal functions, including read and write access to its registers and internal transmit and receive (loopback) capability.

The subtests in the Serial/Infrared Ports test group check the C/Dock Expansion Station’s interface with external devices (such as a serial mouse or a printer). The subtests in this test group are not intended as a diagnostic test for the external device itself.

The subtests in the USB test group check the C/Dock Expansion Station’s interface with external devices (such as a mouse). The subtests in this test group are not intended as a diagnostic test for the external device itself.

For complete instructions on using the Dell Diagnostics, see Chapter 4, “Running the Dell Diagnostics,” in the *Reference and Troubleshooting Guide* that accompanied your computer.

## Getting Help

If you do not understand a procedure described in this document, or if your C/Dock Expansion Station does not perform as expected, you can call Dell for technical assistance. Use the appropriate telephone number found in the “Contacting Dell” section of the computer’s online *System User’s Guide* or in Chapter 5, “Getting Help,” of the *Reference and Troubleshooting Guide* that accompanied your computer.



# Technical Specifications

Table 1-1 lists the technical specifications for the C/Dock Expansion Station.

**Table 1-1. Technical Specifications**

<b>Physical</b>	
Height:	
With docking control base and monitor stand . . . . .	95.6 mm (3.8 inches)
With docking control base only . . . . .	77.3 mm (3.0 inches)
Standalone . . . . .	66.0 mm (2.6 inches)
Depth:	
With docking control base and monitor stand . . . . .	475.8 mm (18.7 inches)
With docking control base only . . . . .	475.8 mm (18.7 inches)
Standalone . . . . .	218.0 mm (8.6 inches)
Width:	
With docking control base and monitor stand . . . . .	374.7 mm (14.8 inches)
With docking control base only . . . . .	374.7 mm (14.8 inches)
Standalone . . . . .	340.0 mm (13.4 inches)
Weight:	
With docking control base and monitor stand . . . . .	5.1 kg (11.2 lb)
With docking control base only . . . . .	3.9 kg (8.6 lb)
Standalone . . . . .	2.2 kg (4.9 lb)
<b>Power</b>	
Voltage . . . . .	requires 20 VDC from AC adapter
Amperage . . . . .	3.5 A

*NOTE: For the full name of an abbreviation or acronym used in this table, see the Glossary in the online System User's Guide that came with your computer.*

**Table 1-1. Technical Specifications (continued)**

---

<b>I/O</b>	
Serial (DTE) . . . . .	16550-compatible, 16-byte buffer connector
Parallel . . . . .	unidirectional, bidirectional, or ECP connector
PS/2 . . . . .	two mini-DIN connectors
USB . . . . .	two stacked USB-compliant connectors
Infrared . . . . .	infrared port compatible with IrDA Standards 1.1 (Fast IR) and 1.0
Audio line out . . . . .	microphone-in jack; line-in/audio-in jack (for record/playback devices); audio line-out jack (for headphones or speakers)
SCSI . . . . .	UltraSCSI-2 connector
Video . . . . .	one connector
Network . . . . .	one RJ45 connector
Docking (to connect to computer) . . . . .	one connector

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<b>Ethernet Network Controller</b>	
Chip set . . . . .	3Com 3C916B; 10/100 BASE-TX (PC97-compliant)
Data bus width . . . . .	32-bit PCI host bus interface
IRQ . . . . .	IRQ10

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<b>SCSI Controller</b>	
Chip set . . . . .	Adaptec AIC 7860B
Data bus width . . . . .	8-bit SCSI bus; 32-bit PCI host bus interface
Data transfer rate . . . . .	20 MB/sec
IRQ . . . . .	IRQ10

---

*NOTE: For the full name of an abbreviation or acronym used in this table, see the Glossary in the online System User's Guide that came with your computer.*

# Regulatory Notices

Electromagnetic Interference (EMI) is any signal or emission, radiated in free space or conducted along power or signal leads, that endangers the functioning of a radio navigation or other safety service or seriously degrades, obstructs, or repeatedly interrupts a licensed radio communications service. Radio communications services include but are not limited to AM/FM commercial broadcast, television, cellular services, radar, air-traffic control, pager, and Personal Communication Services (PCS). These licensed services, along with unintentional radiators such as digital devices, including computer systems, contribute to the electromagnetic environment.

Electromagnetic Compatibility (EMC) is the ability of items of electronic equipment to function properly together in the electronic environment. While this computer system has been designed and determined to be compliant with regulatory agency limits for EMI, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference with radio communications services, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

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

If necessary, consult a Technical Support representative of Dell Computer Corporation or an experienced radio/television technician for additional suggestions. You may find the *FCC Interference Handbook, 1986*, to be helpful. It is available from the U.S. Government Printing Office, Washington, DC 20402, Stock No. 004-000-00450-7 or on the World Wide Web at <http://www.fcc.gov/Bureaus/Compliance/WWW/tvibook.html>.

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

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

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

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

**A Notice About Networked Computer Systems: Some Dell computer systems that are classified for Class B environments may include an on-board network interface controller (NIC). If your Class B system contains a NIC, it may be considered to be a Class A system at the time that the NIC is connected to a network. When the NIC is not connected to a network, your system is considered to be a Class B digital device.**

Most Dell computer systems are classified for Class B environments. To determine the electromagnetic classification for your system or device, refer to the following sections specific for each regulatory agency. Each section provides country-specific EMC/EMI or product safety information.

# FCC Notices (U.S. Only)

Most Dell computer systems are classified by the Federal Communications Commission (FCC) as Class B digital devices. However, the inclusion of certain options can change the rating of some configurations to Class A. To determine which classification applies to your computer system, examine all FCC registration labels located on the bottom or back panel of your computer, on card-mounting brackets, and on the cards themselves. If any one of the labels carries a Class A rating, your entire system is considered to be a Class A digital device. If *all* labels carry an FCC Class B rating as distinguished by either an FCC ID number or the FCC logo, (FC), your system is considered to be a Class B digital device.

Once you have determined your system's FCC classification, read the appropriate FCC notice. Note that FCC regulations provide that changes or modifications not expressly approved by Dell Computer Corporation could void your authority to operate this equipment.

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

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

## Class A

This equipment has been tested and found to comply with the limits for a Class A digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the manufacturer's instruction manual, may cause harmful interference with radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case you will be required to correct the interference at your own expense.

## Class B

This equipment has been tested and found to comply with the limits for a Class B digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide

reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the manufacturer's instruction manual, may cause interference with radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.

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

- Product name: Dell Latitude C/Dock Expansion Station
- Model number: PDL
- Company name: Dell Computer Corporation  
EMC Engineering Department  
One Dell Way  
Round Rock, Texas 78682 USA  
512-338-4400

## IC Notice (Canada Only)

Most Dell computer systems (and other Dell digital apparatus) are classified by the Industry Canada (IC) Interference-Causing Equipment Standard #3 (ICES-003) as Class B digital devices. To determine which classification (Class A or B) applies to your computer system (or other Dell digital apparatus), examine all registration labels located on the bottom or the back panel of your computer (or other digital apparatus). A statement in the form of "IC Class A ICES-3" or "IC Class B ICES-3" will be located on one of these labels. Note that Industry Canada regulations provide that

changes or modifications not expressly approved by Dell Computer Corporation could void your authority to operate this equipment.

This Class B (or Class A, if so indicated on the registration label) digital apparatus meets the requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la Classe B (ou Classe A, si ainsi indiqué sur l'étiquette d'enregistrement) respecte toutes les exigences du Règlement sur le Matériel Brouilleur du Canada.

## CE Notice (European Union)

Marking by the symbol **CE** indicates compliance of this Dell system to the EMC Directive and the Low Voltage Directive of the European Union. Such marking is indicative that this Dell system meets the following technical standards:

- EN 55022 — “Limits and Methods of Measurement of Radio Interference Characteristics of Information Technology Equipment.”
- EN 50082-1: 1992 — “Electromagnetic compatibility—Generic immunity standard Part 1: Residential, commercial, and light industry.”
- EN 60950 — “Safety of Information Technology Equipment.”

*NOTE: EN 55022 emissions requirements provide for two classifications:*

- *Class A is for typical commercial areas.*
- *Class B is for typical domestic areas.*

**RF INTERFERENCE WARNING: This is a Class A product. In a domestic environment this product may cause radio frequency (RF) interference in which case the user may be required to take adequate measures.**

A “Declaration of Conformity” in accordance with the preceding directives and standards has been made and is on file at Dell Products Europe BV, Limerick, Ireland.

## EN 55022 Compliance (Czech Republic Only)

The Dell Latitude C/Dock Expansion Station is an EN55022 Class A product.

This device belongs to Class B devices as described in EN 55022, unless it is specifically stated that it is a Class A device on the specification label. The following applies to devices in Class A of EN 55022 (radius of protection up to 30 meters). The user of the device is obliged to take all steps necessary to remove sources of interference to telecommunication or other devices.

Pokud není na typovém štítku počítače uvedeno, že spadá do třídy A podle EN 55022, spadá automaticky do třídy B podle EN 55022. Pro zařízení zařazená do třídy A (ochranné pásmo 30m) podle EN 55022 platí následující. Dojde-li k rušení tele-komunikačních nebo jiných zařízení, je uživatel povinen provést taková opatření, aby rušení odstranil.

## VCCI Notice (Japan Only)

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

To determine which classification applies to your computer system, examine the regulatory labels/markings (see Figures 1-14 and 1-15) located on the bottom or back panel of your computer system. Once you have determined your system's VCCI classification, read the appropriate VCCI notice.

## Class A ITE

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

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

### VCCI-A

**Figure 1-14. VCCI Class A ITE Regulatory Mark**

## Class B ITE

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

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



**Figure 1-15. VCCI Class B ITE Regulatory Mark**

## MOC Notice (South Korea Only)

To determine which classification (Class A or B) applies to your computer system (or other Dell digital device), examine the South Korean Ministry of Communications (MOC) registration labels located on your computer (or other Dell digital device). The MOC label may be located separately from the other regulatory marking applied to your product. The English text, “EMI (A),” for Class A products, or “EMI (B)” for Class B products, appears in the center of the MOC label (see Figures 1-16 and 1-17).

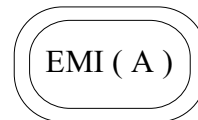
*NOTE: MOC emissions requirements provide for two classifications:*

- Class A devices are for business purposes.
- Class B devices are for nonbusiness purposes.

## Class A Device

장치 종류	사용자 안내문
A급 기기	이 장치는 업무용으로 전파과 적합등록을 한 장치이오니 판매자 또는 사용자는 이 점을 주의하시기 위하여 만약 잘못 판매 또는 구입하였을 때에는 가장윤으로 교환하시기 바랍니다.

Please note that this device has been approved for business purposes with regard to electromagnetic interference. If you find that this device is not suitable for your use, you may exchange it for a nonbusiness device.



**Figure 1-16. MOC Class A Regulatory Mark**

## Class B Device

장치 종류	사용자 안내문
전압 기기	이 장치는 가정용으로 전자파 적합등록을 한 장치로서 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

Please note that this device has been approved for non-business purposes and may be used in any environment, including residential areas.

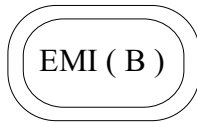


Figure 1-17. MOC Class B Regulatory Mark

## Polish Center for Testing and Certification Notice

The equipment should draw power from a socket with an attached protection circuit (a three-prong socket). All equipment that works together (computer, monitor, printer, and so on) should have the same power supply source.

The phasing conductor of the room's electrical installation should have a reserve short-circuit protection device in the form of a fuse with a nominal value no larger than 16 amperes (A).

To completely switch off the equipment, the power supply cable must be removed from the power supply socket, which should be located near the equipment and easily accessible.

A protection mark "B" confirms that the equipment is in compliance with the protection usage requirements of standards PN-93/T-42107 and PN-89/E-06251.

## Wymagania Polskiego Centrum Badań i Certyfikacji

Urządzenia powinny być zasilane z gniazda z przyłączonym obwodem ochronnym (gniazdo z kołkiem). Współpracujące ze sobą urządzenia (komputer, monitor, drukarka) powinny być zasilane z tego samego źródła.

Instalacja elektryczna pomieszczenia powinna zawierać w przewodzie fazowym rezerwową ochronę przed zwarzaniem, w postaci bezpiecznika o wartości znamionowej nie większej niż 10A (amperów).

W celu całkowitego wyłączenia urządzenia z sieci zasilania, należy wyjąć wtyczkę kabla zasilającego z gniazdka, które powinno znajdować się w pobliżu urządzenia i być łatwo dostępne.

Znak bezpieczeństwa "B" potwierdza zgodność urządzenia z wymaganiami bezpieczeństwa użytkowania zawartymi w PN-93/T-42107 i PN-89/E-06251.

## Pozostałe instrukcje bezpieczeństwa

- Nie należy używać wtyczek adapterowych lub usuwać kołka obwodu ochronnego z wtyczki. Jeżeli konieczne jest użycie przedłużacza to należy użyć przedłużacza 3-żyłowego z prawidłowo połączonym przewodem ochronnym.
- System komputerowy należy zabezpieczyć przed nagłymi, chwilowymi wzrostami lub spadkami napięcia, używając eliminatora przepięć, urządzenia dopasowującego lub bezzakłóceniewego źródła zasilania.
- Należy upewnić się, aby nic nie leżało na kablach systemu komputerowego, oraz aby kable nie były umieszczone w miejscu, gdzie można byłoby na nie nadeptywać lub potykać się o nie.
- Nie należy rozlewać napojów ani innych płynów na system komputerowy.

- Nie należy wpychać żadnych przedmiotów do otworów systemu komputerowego, gdyż może to spowodować pożar lub porażenie prądem, poprzez zwarcie elementów wewnętrznych.
- System komputerowy powinien znajdować się z dala od grzejników i źródeł ciepła. Ponadto, nie należy blokować otworów wentylacyjnych. Należy unikać kładzenia luźnych papierów pod komputer oraz umieszczania komputera w ciasnym miejscu bez możliwości cyrkulacji powietrza wokół niego.

## **NOM Information (Mexico Only)**

The following information is provided on the device(s) described in this document in compliance with the requirements of the official Mexican standards (NOM):

Exporter: Dell Computer Corporation  
One Dell Way  
Round Rock, TX 78682

Importer: Dell Computer de México,  
S.A. de C.V.  
Rio Lerma No. 302 - 4° Piso  
Col. Cuauhtemoc  
16500 México, D.F.

Ship to: Dell Computer de México,  
S.A. de C.V. al Cuidado  
de Kuehne & Nagel de  
México S. de R.I.  
Avenida Soles No. 55  
Col. Peñon de los Baños  
15520 México, D.F.

Supply voltage: 100-240 VAC

Frequency: 60-50 Hz

Current consumption: 1.5 A

## **Información para NOM (únicamente para México)**

La información siguiente se proporciona en el dispositivo o en los dispositivos descritos en este documento, en cumplimiento con los requisitos de la Norma Oficial Mexicana (NOM):

Exportador: Dell Computer Corporation  
One Dell Way  
Round Rock, TX 78682

Importador: Dell Computer de México,  
S.A. de C.V.  
Rio Lerma No. 302 - 4° Piso  
Col. Cuauhtemoc  
16500 México, D.F.

Embarcar a: Dell Computer de México,  
S.A. de C.V. al Cuidado  
de Kuehne & Nagel de  
México S. de R.I.  
Avenida Soles No. 55  
Col. Peñon de los Baños  
15520 México, D.F.

Tensión alimentación: 100-240 VAC

Frecuencia: 60/50 Hz

Consumo de corriente: 1.5 A

## **BCIQ Notice (Taiwan Only)**

警告使用者：這是甲類的資訊產品，在居住的環境中使用時，可能會造成無線電干擾，在這種情況下，使用者會被要求採取某些適當的對策。



# Warranties

If you purchased the Dell Latitude C/Dock Expansion Station at the same time you purchased the Dell portable computer designed to be used with the C/Dock Expansion Station, warranty information can be found in Appendix D, “Warranties and Return Policy,” of the *Reference and Troubleshooting Guide* that accompanied the computer.

If you purchased the C/Dock Expansion Station separately, see the following subsections for warranty information.

## **Limited One-Year Warranty (U.S. and 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 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 warranty. Otherwise, this 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 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 DellWare<sup>SM</sup> products. Monitors, keyboards, and mice that are Dell-branded or that are included on Dell’s standard price list are covered under this warranty; all other monitors, keyboards, and mice (including those sold through the DellWare 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 call Dell’s Customer Technical Support within the warranty period. Refer to the chapter titled “Getting Help” in your *Diagnostics and Troubleshooting Guide* or the section titled “Contacting Dell” in your online *System User’s Guide* to find the appropriate telephone number 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 the continental U.S. or 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-disk drive(s) and any other storage device(s) in the product(s). Remove any removable media, such as diskettes, CDs, or PC Cards.*

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.

**DELL MAKES NO EXPRESS WARRANTIES OR CONDITIONS BEYOND THOSE STATED IN THIS WARRANTY STATEMENT. DELL DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES AND 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 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 WARRANTY STATEMENT OR LIABILITY FOR INCIDENTAL 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 OR CONSEQUENTIAL DAMAGES, SO THE PRECEDING EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.

These provisions apply to Dell's limited one-year warranty only. For provisions of any service contract covering your system, refer to 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.

### ***“Total Satisfaction” Return Policy (U.S. and Canada Only)***

If you are an end-user customer who bought products directly from a Dell company, you may return them to Dell up to 30 days from the date of invoice for a refund of the product purchase price if already paid. This refund will not include any shipping and handling charges shown on your invoice. If you are an organization who bought the products from Dell under a written agreement with Dell, there may be different terms for the return of products under this policy, based on your agreement with Dell. To return products, you must call Dell Customer Service (at the telephone number listed in the chapter titled “Getting Help” in your *Reference and Troubleshooting Guide* or the section titled “Contacting Dell” in your online *System User's Guide*) to receive a Credit Return Authorization Number. You must ship the products to Dell in their original packaging, prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment. You may return software for refund or credit only if the sealed package containing the diskette(s) or CD(s) is unopened. Returned products must be in as-new condition, and all of the manuals, diskette(s), CD(s), power cables, and other items included with a product must be returned with it.

This “Total Satisfaction” Return Policy does not apply to DellWare products, which may be returned under DellWare's then-current return policy.

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