

Dell 14 Plus

DB14250

Owner's Manual

Notes, cautions, and warnings

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

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

 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

Chapter 1: Views of Dell 14 Plus DB14250.....	6
Right.....	6
Left.....	6
Top.....	7
Front.....	8
Bottom.....	9
Locate the Service Tag or Express Service Code label of your computer.....	9
Battery-charge status light.....	10
Chapter 2: Set up your Dell 14 Plus DB14250.....	11
Chapter 3: Specifications of Dell 14 Plus DB14250.....	13
Dimensions and weight.....	13
Processor.....	13
Chipset.....	14
Operating system.....	15
Memory.....	15
External ports and slots.....	15
Internal slots.....	16
Wireless module.....	16
Audio.....	17
Storage.....	17
Keyboard.....	18
Keyboard function keys.....	18
Camera.....	19
Touchpad.....	20
Power adapter.....	20
Battery.....	21
Display.....	22
Fingerprint reader (optional).....	23
GPU—Integrated.....	23
External display support.....	23
Operating and storage environment.....	24
ComfortView Plus.....	24
Chapter 4: Working inside your computer.....	25
Safety instructions.....	25
Before working inside your computer.....	25
Safety precautions.....	26
Electrostatic discharge—ESD protection.....	26
ESD Field Service kit	27
Transporting sensitive components.....	28
After working inside your computer.....	28
BitLocker.....	28

Table 2. Locate Dell apps


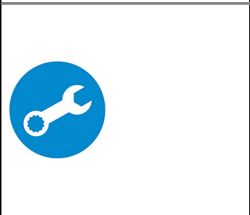
Resources	Description
	<p>Dell Optimizer is an AI-based software application that allows you to customize your computer settings for power and battery, and more.</p> <p>For <computer name> with Dell Optimizer, you can:</p> <ul style="list-style-type: none"> • Tune the performance, power consumption, cooling, and fan noise with selectable thermal modes. • Download and redeem the apps that are purchased with your computer. <p>For more information about configuring and using these features, search for the <i>Dell Optimizer</i> at Dell Support Site. View PDF</p>
	<p>SupportAssist</p> <p>Proactively checks the health of your computer's hardware and software. The SupportAssist operating system Recovery tool troubleshoots issues with the operating system. For more information, see the SupportAssist documentation at Dell Support Site.</p> <p>NOTE: In SupportAssist, click the warranty expiry date to renew or upgrade your warranty.</p>

Table 5. Chipset (continued)

Description	Values
Flash EPROM	32 MB + 8 MB
PCIe bus	Up to Gen4

Operating system

Your Dell 14 Plus DB14250 supports the following operating systems:

- Windows 11 Pro
- Windows 11 Pro National Education
- Windows 11 Home

Memory

The following table lists the memory specifications of your Dell 14 Plus DB14250.

Table 6. Memory specifications

Description	Values
Memory slots	Memory on processor (no slots)
Memory type	Dual-channel LPDDR5x
Memory speed	8533 MT/s
Maximum memory configuration	32 GB
Minimum memory configuration	16 GB
Memory configurations supported	<ul style="list-style-type: none">• 16 GB: 2 x 8 GB, LPDDR5x, 8533 MT/s, dual-channel• 32 GB: 2 x 16 GB, LPDDR5x, 8533 MT/s, dual-channel


External ports and slots

The following table lists the external ports and slots on your Dell 14 Plus DB14250.

Table 7. External ports and slots

Description	Values
USB ports	<ul style="list-style-type: none">• One USB 3.2 Gen 1 (5 Gbps) port• One USB 3.2 Gen 2 (10 Gbps) port with DisplayPort 1.4 and Power Delivery <p>NOTE: You can connect a Dell Docking Station to this port. For more information, search in the Knowledge Base Resource at Dell Support Site.</p> <ul style="list-style-type: none">• One Thunderbolt 4 port with DisplayPort 2.1 and Power Delivery

Table 13. Function key primary behavior (continued)

Function key	Primary behavior
F4	Play or Pause
F5	Turn on or turn off keyboard backlight.  NOTE: Toggle to cycle the keyboard backlight status through off, low-backlight, and high-backlight.
F6	Decrease brightness
F7	Increase brightness
F8	Switch to external display
F10	Print screen
F11	Home
F12	End

The **fn** key is also used with selected keys on the keyboard to invoke secondary functions.

Table 14. Secondary behavior

Function key	Secondary behavior
fn + esc	Toggle fn-key lock
fn + S	Toggle scroll lock
fn + B	Pause or Break
fn + R	System request
fn + P	Privacy screen
fn + Copilot	Open the application menu
fn + spacebar	Open the emoji menu
fn + T	Toggle ultra performance mode
fn + Left arrow	Home
fn + Right arrow	End

Keys with alternate characters

There are other keys on your keyboard with alternate characters. The symbols that are shown at the bottom of these keys are the main characters that are displayed when the key is pressed; the symbols that are shown at the top of these keys are displayed when the key is pressed with the shift key. For example, if you press **2**, **2** is displayed; if you press **Shift** and **2**, **@** is displayed.


Camera

The following table lists the camera specifications of your Dell 14 Plus DB14250.

Table 15. Camera specifications

Description	Option 1	Option 2
Number of cameras	One	One
Camera type	FHD camera	FHD + Infrared camera

3. M.2 2230 solid state drive
4. M.2 2230 solid state drive bracket
5. System board
6. Heat sink
7. Wireless-card bracket
8. M.2 wireless card
9. Speaker assembly
10. Touchpad
11. Palm-rest and keyboard assembly
12. Display assembly
13. Battery
14. Battery cable
15. I/O board
16. Fan
17. Power button with optional fingerprint reader

 **NOTE:** Dell provides a list of components and their part numbers for the original computer configuration purchased. These parts are available according to warranty coverages purchased by the customer. Contact your Dell sales representative for purchase options.

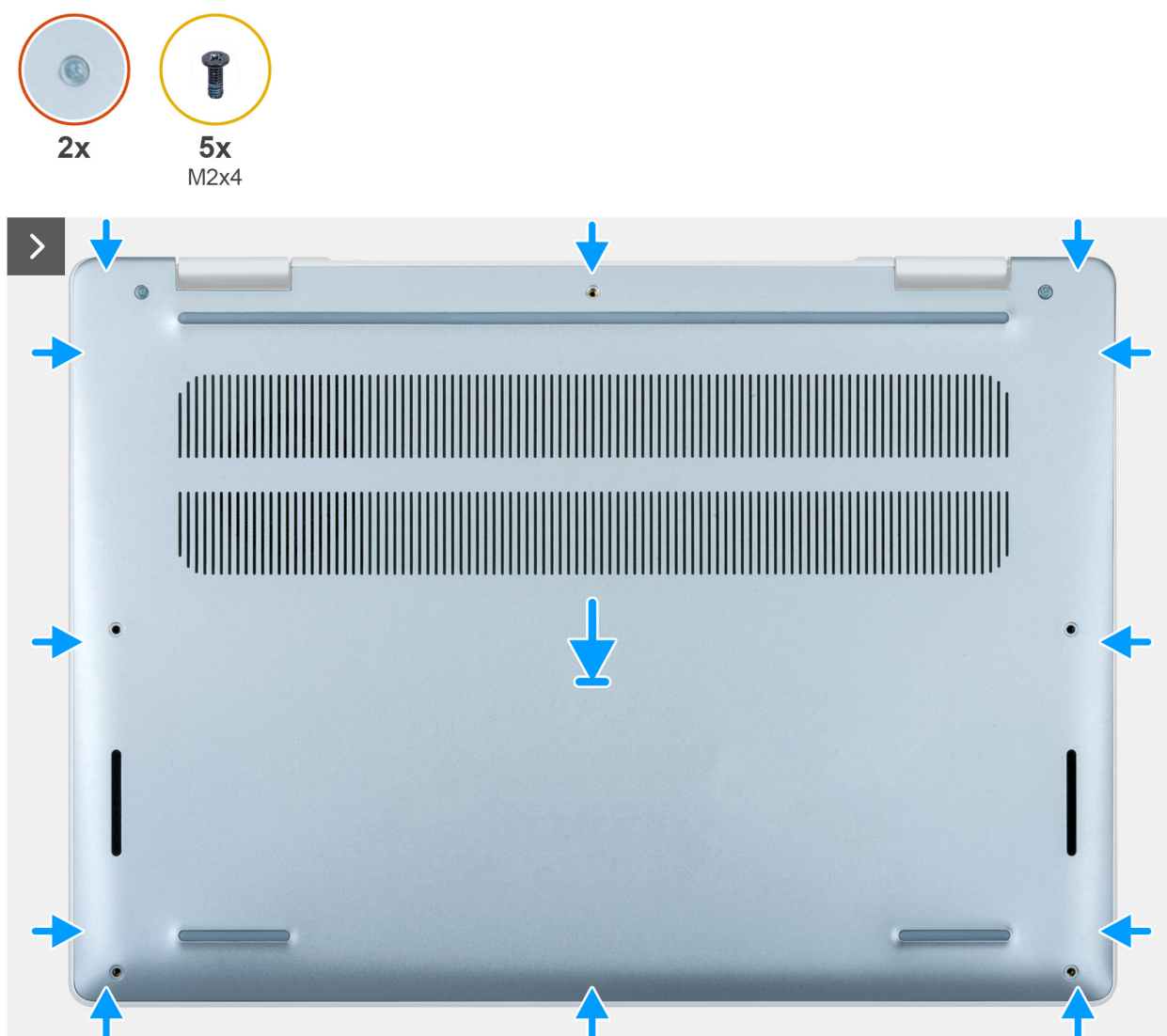


Figure 13. Installing the base cover

2. Follow the procedure in [After working inside your computer.](#)

About this task

The following image indicates the connectors and M.2 card slot on your system board.

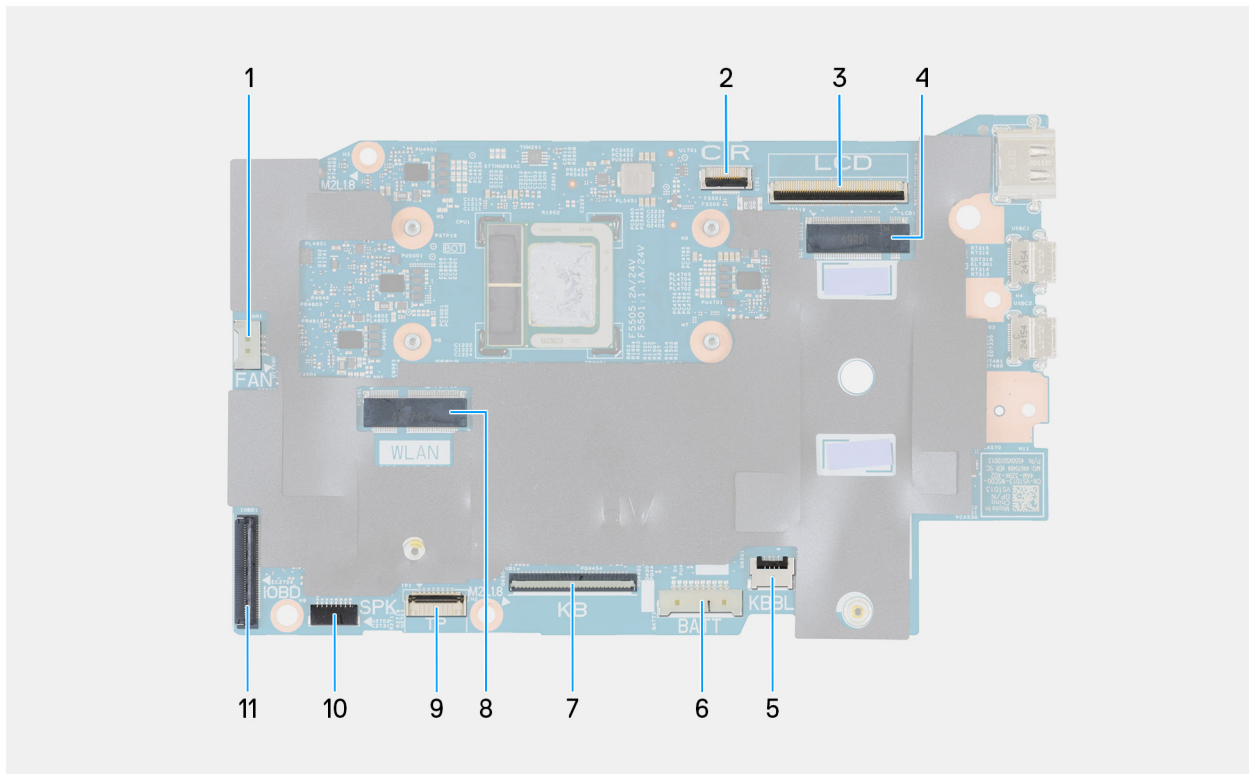


Figure 38. System board callouts

1. Fan cable connector (FAN)
2. Infrared camera cable connector (CIR)
3. Display-assembly cable connector (LCD)
4. M.2 solid state drive slot
5. Keyboard-backlight cable connector (KBBL)
6. Battery cable connector (BATT)
7. Keyboard cable connector (KB)
8. M.2 wireless-card slot (WLAN)
9. Touchpad cable connector (TP)
10. Speaker cables connector (SPK)
11. I/O board-cable connector (IOBD)

The following images indicate the location of the system board and provide a visual representation of the removal procedure.

11. Install the [M.2 2230 solid-state drive](#).
12. Install the [battery cable](#).
13. Install the [battery](#).
14. Install the [base cover](#).
15. Follow the procedure in [After working inside your computer](#).

Software

This chapter details the supported operating systems along with instructions on how to install the drivers.

Operating system

Your Dell 14 Plus DB14250 supports the following operating systems:

- Windows 11 Pro
- Windows 11 Pro National Education
- Windows 11 Home

Drivers and downloads

When troubleshooting, downloading, or installing drivers, it is recommended that you read the Dell Knowledge Base article Drivers and Downloads FAQs [000123347](#).


Steps

1. Remove the [base cover](#).
2. Disconnect the battery cable from the system board.
3. Wait for one minute.
4. Connect the battery cable to the system board.
5. Install the [base cover](#).

Clearing system and setup passwords

About this task

To clear the system or setup passwords, contact Dell technical support as described at [Contact Support](#).

 **NOTE:** For information about how to reset Windows or application passwords, see the documentation accompanying Windows or your application.

2. Disconnect the power adapter from the computer.
3. Remove the base cover.
4. Remove the battery.



CAUTION: The battery is a Field Replaceable Unit (FRU) and the removal and installation procedures are intended for authorized service technicians only.

5. Press and hold the power button for 20 seconds to drain the flea power.
6. Install the battery.
7. Install the base cover.
8. Connect the power adapter to the computer.
9. Turn on the computer.




NOTE: For more information about performing a hard reset, go to [Dell Support Site](#). On the menu bar at the top of the Support page, select Support > Support Library. In the Search field on the Support Library page, type the keyword, topic, or model number, and then click or tap the search icon to view the related articles.

Getting help and contacting Dell

Self-help resources


You can get information and help on Dell products and services using these self-help resources:


Table 42. Self-help resources

Self-help resources	Resource location
Information about Dell products and services	Dell Site
Dell Optimizer	<p>Dell Optimizer is an AI-based software application that allows you to customize your computer settings for power and battery, and more.</p> <p>For computers with Dell Optimizer, you can:</p> <ul style="list-style-type: none"> • Tune the performance, power consumption, cooling, and fan noise with selectable thermal modes. • Download and redeem the apps that are purchased with your computer. <p>For more information about configuring and using these features, search for the <i>Dell Optimizer</i> at Dell Support Site. View PDF</p>
SupportAssist	<p>SupportAssist proactively and predictively identifies hardware and software issues on your computer and automates the engagement process with Dell Technical support. It addresses performance and stabilization issues, prevents security threats, monitors, and detects hardware failures.</p> <p>For more information, see SupportAssist for Home PCs User's Guide at SupportAssist for Home PCs.</p>
Tips	
Contact Support	In Windows search, type <code>Contact Support</code> , and press Enter.
Online help for operating system	Windows Support Site
Access top solutions, diagnostics, drivers and downloads, and learn more about your computer through videos, manuals, and documents.	<p>Your Dell computer is uniquely identified using a Service Tag or Express Service Code. To view relevant support resources for your Dell computer, enter the Service Tag or Express Service Code at Dell Support Site.</p> <p>For more information about how to find the Service Tag for your computer, see Locate the Service Tag on your computer.</p>
Dell knowledge base articles	<ol style="list-style-type: none"> 1. Go to Dell Support Site. 2. On the menu bar at the top of the Support page, select Support > Support Library. 3. In the Search field on the Support Library page, type the keyword, topic, or model number, and then click or tap the search icon to view the related articles.

Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see [Contact Support at Dell Support Site](#).

 **NOTE:** Availability of the services may vary depending on the country or region, and product.

 **NOTE:** If you do not have an active Internet connection, you can find contact information in your purchase invoice, packing slip, bill, or Dell product catalog.