Latitude 5510

Setup and Specifications

Regulatory Model: P80F
Regulatory Type: P80F002
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Rev. A01

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.

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1

Set up your computer

Steps

1. Connect the power adapter and press the power button.

   NOTE: To conserve battery power, the battery might enter power saving mode.



2. Finish Windows system setup.

   Follow the on-screen instructions to complete the setup. When setting up, Dell recommends that you:

   - Connect to a network for Windows updates.

     NOTE: If connecting to a secured wireless network, enter the password for the wireless network access when prompted.
   - If connected to the internet, sign-in with or create a Microsoft account. If not connected to the internet, create an offline account.
   - On the **Support and Protection** screen, enter your contact details.

3. Locate and use Dell apps from the Windows Start menu—Recommended

Table 1. Locate Dell apps

Dell apps	Details
	Dell Product Registration Register your computer with Dell.
	Dell Help & Support Access help and support for your computer.

Table 1. Locate Dell apps (continued)

Dell apps	Details
	**SupportAssist** Proactively checks the health of your computer's hardware and software. **NOTE:** Renew or upgrade your warranty by clicking the warranty expiry date in SupportAssist.
	**Dell Update** Updates your computer with critical fixes and important device drivers as they become available.
	**Dell Digital Delivery** Download software applications including software that is purchased but not preinstalled on your computer.

4. Create recovery drive for Windows.

   NOTE: It is recommended to create a recovery drive to troubleshoot and fix problems that may occur with Windows.

   For more information, see Create a USB recovery drive for Windows.

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Create a USB recovery drive for Windows

Create a recovery drive to troubleshoot and fix problems that may occur with Windows. An empty USB flash drive with a minimum capacity of 16 GB is required to create the recovery drive.

Prerequisites

NOTE: This process may take up to an hour to complete.

NOTE: The following steps may vary depending on the version of Windows installed. Refer to the Microsoft support site for latest instructions.

Steps

1. Connect the USB flash drive to your computer.
2. In Windows search, type `Recovery`.
3. In the search results, click **Create a recovery drive**.
   The **User Account Control** window is displayed.
4. Click **Yes** to continue.
   The **Recovery Drive** window is displayed.
5. Select **Back up system files to the recovery drive** and click **Next**.
6. Select the **USB flash drive** and click **Next**.
   A message appears, indicating that all data in the USB flash drive will be deleted.
7. Click **Create**.
8. Click **Finish**.
   For more information about reinstalling Windows using the USB recovery drive, see the *Troubleshooting* section of your product's *Service Manual* at www.dell.com/support/manuals.

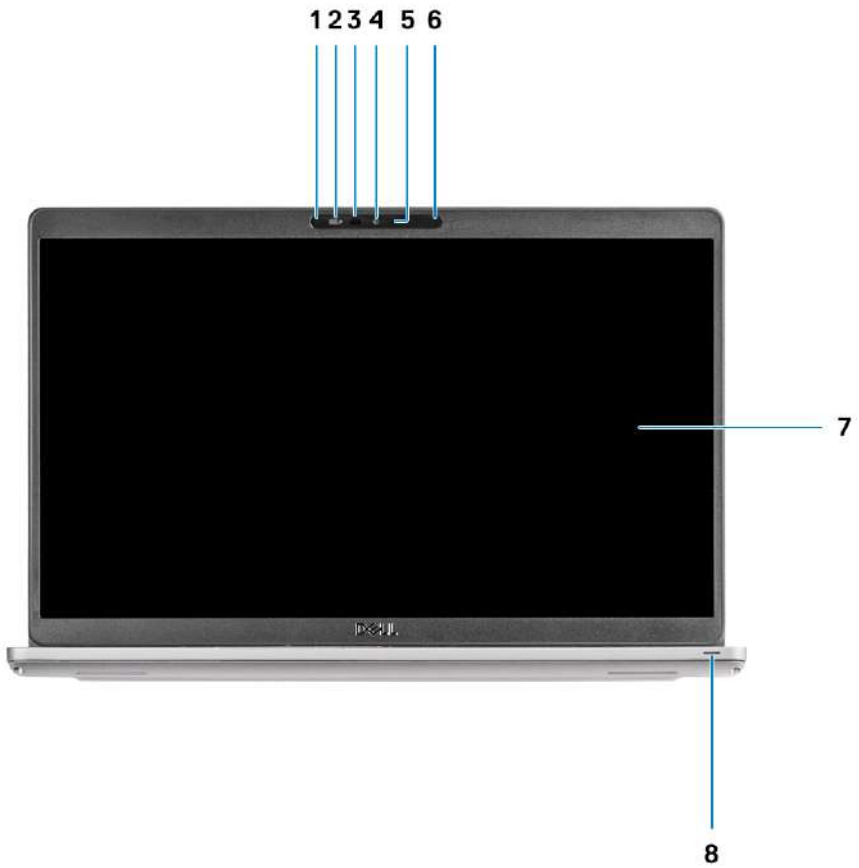
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Chassis overview

Topics:

- Display view
- Left view
- Right view
- Palmrest view
- Bottom view
- Keyboard shortcuts

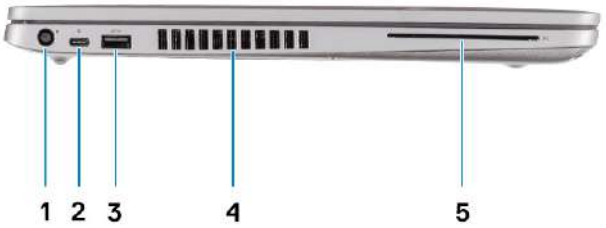
Display view



1. Array microphone
2. Camera shutter
3. Infrared (IR) emitter (optional)
4. Camera
5. Camera status light
6. Array microphone
7. Display

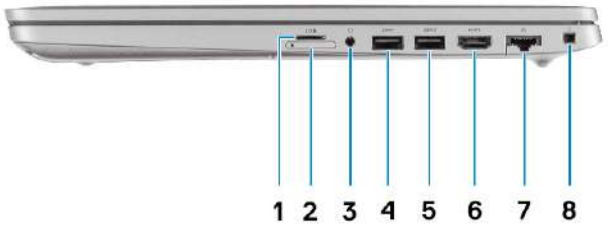
8. LED activity light

Left view



1. DC-in port
2. USB 3.2 Gen2 (USB Type-C) port with DisplayPort/Power Delivery/Thunderbolt (optional)
3. USB 3.2 Gen1 Type-A port
4. Air vent
5. Smart card reader (optional)

Right view



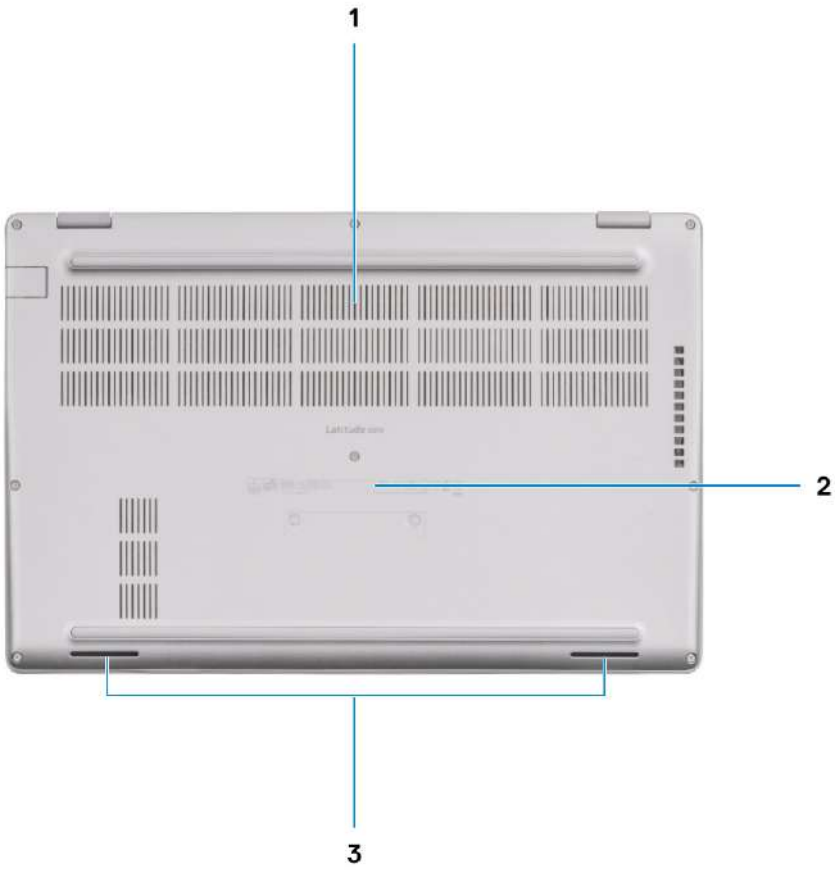
1. Micro SD card slot
2. Micro SIM card slot
3. Universal audio jack
4. USB 3.2 Gen1 Type-A port
5. USB 3.2 Type-A port with PowerShare
6. HDMI 1.4b port
7. Network port
8. Wedge-shaped security slot

Palmrest view



1. Power button with optional fingerprint reader
2. Keyboard
3. NFC/Contactless smartcard reader (optional)
4. Touchpad
5. TrackPoint

Bottom view



1. Air vent
2. Service tag location
3. Speakers

Keyboard shortcuts

NOTE: Keyboard characters may differ depending on the keyboard language configuration. Keys that are used for shortcuts remain the same across all language configurations.

Table 2. List of keyboard shortcuts

Keys	Primary behavior	Secondary behavior (Fn + Key)
Fn + Esc	Escape	Toggle Fn-key lock
Fn + F1	Mute audio	F1 behavior
Fn + F2	Decrease volume	F2 behavior
Fn + F3	Increase volume	F3 behavior
Fn + F4	Mute microphone	F4 behavior

Table 2. List of keyboard shortcuts (continued)

Keys	Primary behavior	Secondary behavior (Fn + Key)
Fn + F5	Turn on/off keyboard backlight	F5 behavior
Fn + F6	Decrease brightness	F6 behavior
Fn + F7	Increase brightness	F7 behavior
Fn + F8	Switch to external display	F8 behavior
Fn + F10	Print screen	F10 behavior
Fn + F11	Home	F11 behavior
Fn + 12	End	F12 behavior
Fn + Ctrl	Open application menu	--

4

Technical specifications

NOTE: Offerings may vary by region. The following specifications are only those required by law to ship with your computer. For more information about the configuration of your computer, go to Help and Support in your Windows operating system and select the option to view information about your computer.

Topics:

- Processors
- Chipset
- Operating system
- Memory
- Storage
- Ports and connectors
- Audio
- Video
- Camera
- Communications
- Media-card reader
- Keyboard
- Touchpad
- Power adapter
- Battery
- Dimensions and weight
- Display
- Fingerprint reader
- Security
- Security Software
- Computer environment

Processors

Table 3. Processors

Description	Values				
Processors	10th Generation Intel Core i3-10110U	10th Generation Intel Core i5-10210U	10th Generation Intel Core i5-10310U	10th Generation Intel Core i7-10610U	10th Generation Intel Core i7-10810U
Wattage	15 W	15 W	15 W	15 W	15 W
Core count	2	4	4	4	6
Thread count	4	8	8	8	12
Speed	2.10 GHz to 4.10 GHz (Non vPro)	1.6 GHz to 4.20 GHz (Non vPro)	1.7 GHz to 4.40 GHz (vPro)	1.8 GHz to 4.90 GHz (vPro)	1.1 GHz to 4.90 GHz (vPro)
Cache	4 MB	6 MB	6 MB	8 MB	12 MB
Integrated graphics	Intel UHD Graphics	Intel UHD Graphics	Intel UHD Graphics	Intel UHD Graphics	Intel UHD Graphics

Chipset

Table 4. Chipset

Description	Values
Chipset	Intel
Processor	Comet lake
DRAM bus width	Two channels, 64 bits-bit
Flash EPROM	• 32 MB for vPro configuration • 24 MB for Non-vPro configuration
PCIe bus	Up to Gen 3

Operating system

- Windows 10 Home (64-bit)
- Windows 10 Professional (64-bit)
- Ubuntu 18.04 LTS (64-bit)
- NeoKylin 7.0 SP4 (PRTS)

Memory

Table 5. Memory specifications

Description	Values
Slots	Two SoDIMM
Type	DDR4
Speed	3200 Mhz operates at 2667 MHz for Intel 10th Generation
Maximum memory	32 GB
Minimum memory	4 GB
Configurations supported	• 4 GB DDR4 at 2667 MHz (1 x 4 GB) • 8 GB DDR4 at 2667 MHz (2 x 4 GB) • 8 GB DDR4 at 2667 MHz (1 x 8 GB) • 16 GB DDR4 at 2667 MHz (2 x 8 GB) • 16 GB DDR4 at 2667 MHz (1 x 16 GB) • 32 GB DDR4 at 2667 MHz (2 x 16 GB)

Storage

Your computer supports one of the following configurations:

- One M.2 2230/2280 slot for solid-state drive

The primary drive of your computer varies with the storage configuration. For computers:

- with a M.2 drive, the M.2 drive is the primary drive

Table 6. Storage specifications

Form factor	Interface type	Capacity
One 2.5 in. hard drive	SATA, 5400/7200 RPM	Upto 1 TB
One M.2 2230 solid-state drive	PCIe Gen 3 x4 NVMe, up to 32 Gbps	Upto 512 GB
One M.2 2280 solid-state drive	PCIe Gen 3 x4 NVMe, up to 32 Gbps	Upto 1 TB

Ports and connectors

Table 7. External ports and connectors

Description	Values
External:	
Network	One Flip-down RJ-45 port
USB	• Two USB 3.2 Gen1 Type-A port • One USB 3.2 Type-A with PowerShare port • One USB 3.2 Gen2 Type-C port with DisplayPort Alt Mode/Thunderbolt 3
Audio	One headset (headphone and microphone combo) port
Video	• One HDMI 1.4b port • One DisplayPort 1.2 port over USB Type-C
Power adapter port	• 7.4 mm barrel-type • One PowerDelivery 3.0 port over USB Type-C
Security	One security-cable slot (wedge-shaped)
Card slot	microSD card slot
SIM card	uSIM card slot

Table 8. Internal ports and connectors

Description	Values
Internal:	
One M.2 Key-M (2280 or 2230) for solid-state drive One M.2 3042 Key-B for WWAN One M.2 2230 Key-E for WLAN	• One M.2 2230 slot for solid-state drive 128 GB/256 GB/512 GB • One M.2 2280 slot for solid-state drive 256 GB/512 GB/1 TB • One M.2 2280 slot for Self-Encrypting solid-state drive 256 GB/512 GB **NOTE:** To learn more about the features of different types of M.2 cards, see the knowledge base article SLN301626.

Audio

Table 9. Audio specifications

Description	Values
Controller	Realtek ALC3204 with Waves MaxxAudio Pro
Stereo conversion	24-bit DAC (Digital-to-Analog) and ADC (Analog-to-Digital)
Internal interface	Intel HDA (high-definition audio)
External interface	Universal Audio Jack
Speakers	2
Speaker Output Average	2 W
Speaker Output Peak	2.5 W

Video

Table 10. Discrete graphics specifications

Discrete graphics			
Controller	**External display support**	**Memory size**	**Memory type**
AMD Radeon RX 640	NA	2 GB	GDDR5

Table 11. Integrated graphics specifications

Integrated graphics			
Controller	**External display support**	**Memory size**	**Processor**
Intel UHD Graphics	• One HDMI 1.4b port • One USB 3.1 Gen2 Type-C port with DisplayPort Alt Mode/Thunderbolt 3	Shared system memory	10th Generation Intel Core i3/i5/i7

Camera

Table 12. Camera specifications

Description		Values
Number of cameras		One
Type		RGB, HD fixed focus
Location		Front Camera
Sensor type		CMOS sensor technology
Resolution:		
	Still image	Two megapixel
	Video	HD resolution (1280 x 720) at 30 fps

Table 12. Camera specifications (continued)

Description	Values
Diagonal viewing angle	78.6 degrees

Communications

Ethernet

Table 13. Ethernet specifications

Description	Values
Model number	• Intel Ethernet Connection I219LM for vPro CPU config • Intel Ethernet Connection I219V for Transactional CPU config
Transfer rate	10/100/1000 Mbps

Wireless module

Table 14. Wireless module specifications

Description	Values		
Model number	Qualcomm QCA61X4A	Intel Wi-Fi AX201	Intel XMM 7360 Global LTE-Advanced
Transfer rate	Up to 867 Mbps	Up to 2.4 Gbps	Up to 450 Mbps
Frequency bands supported	2.4 GHz/5 GHz	2.4 GHz/5 GHz	5 GHz
Wireless standards	• WiFi 802.11a/b/g • Wi-Fi 4 (WiFi 802.11n) • Wi-Fi 5 (WiFi 802.11ac)	• WiFi 802.11a/b/g • Wi-Fi 4 (WiFi 802.11n) • Wi-Fi 5 (WiFi 802.11ac) • Wi-Fi 6 (WiFi 802.11 ax)	802.11ac
Encryption	• 64-bit and 128-bit WEP • 128-bit AES-CCMP • TKIP	• 64-bit and 128-bit WEP • 128-bit AES-CCMP • TKIP	• 64-bit and 128-bit WEP • 128-bit AES-CCMP • TKIP
Bluetooth	5	5.1	No

Media-card reader

Table 15. Media-card reader specifications

Description	Values
Type	Micro SD-card slot
Cards supported	• Micro Secure Digital (mSD) • Micro Secure Digital High Capacity (mSDHC) • Micro Secure Digital Extended Capacity (mSDXC)

Keyboard

Table 16. Keyboard specifications

Description	Values
Type	• Single pointing non-backlit • Dual pointing backlit
Layout	QWERTY
Number of keys	• United States and Canada: 81 keys • United Kingdom: 82 keys • Japan: 85 keys
Size	X=19.05 mm key pitch Y=19.05 mm key pitch
Shortcut keys	Some keys on your keyboard have two symbols on them. These keys can be used to type alternate characters or to perform secondary functions. To type the alternate character, press Shift and the desired key. To perform secondary functions, press Fn and the desired key.

Touchpad

Table 17. Touchpad specifications

Description		Values
Resolution:		
	Horizontal	1221
	Vertical	661
Dimensions:		
	Horizontal	101.70 mm (4.00 in.)
	Vertical	55.20 mm (2.17 in.)

Power adapter

Table 18. Power adapter specifications

Description	Values			
Type	65 W	90 W	65 W Type-C	90 W Type-C
Diameter (connector)	22 x 66 x 106 mm	22 x 66 x 130 mm	22 x 66 x 99 mm	22 x 66 x 130 mm
Input voltage	100 VAC x 240 VAC	100 VAC x 240 VAC	100 VAC x 240 VAC	100 VAC x 240 VAC
Input frequency	50 Hz x 60 Hz	50 Hz x 60 Hz	50 Hz x 60 Hz	50 Hz x 60 Hz
Input current (maximum)	1.50 A	1.60 A	1.70 A	1.50 A

Table 18. Power adapter specifications (continued)

Description		Values			
Output current (continuous)		3.34 A	4.62 A	3.25 A	4.5 A
Rated output voltage		19.50 VDC	19.50 VDC	20 VDC/15 VDC/9 VDC/5 VDC	20 VDC/15 VDC/9 VDC/5 VDC
Temperature range:					
	Operating	0°C to 40°C (32°F to 104°F)	0°C to 40°C (32°F to 104°F)	0°C to 40°C (32°F to 104°F)	0°C to 40°C (32°F to 104°F)
	Storage	-40°C to 70°C (-40°F to 158°F)	-40°C to 70°C (-40°F to 158°F)	-40°C to 70°C (-40°F to 158°F)	-40°C to 70°C (-40°F to 158°F)

Battery

Table 19. Battery specifications

Description		Values			
Type		42 Whr	51 Whr	68 Whr	68 Whr LCL
Voltage		11.40 VDC	11.40 VDC	7.60 VDC	7.60 VDC
Weight (maximum)		0.20 kg (0.44 lb)	0.25 kg (0.55 lb)	0.34 kg (0.75 lb)	0.34 kg (0.75 lb)
Dimensions:					
	Height	95.90 mm (3.78 in.)	95.90 mm (3.78 in.)	95.90 mm (3.78 in.)	95.90 mm (3.78 in.)
	Width	181 mm (7.13 in.)	181 mm (7.13 in.)	181 mm (7.13 in.)	181 mm (7.13 in.)
	Depth	7.05 mm (0.28 in.)	7.05 mm (0.28 in.)	7.05 mm (0.28 in.)	7.05 mm (0.28 in.)
Temperature range:					
	Operating	0°C to 50°C (32°F to 122°F)	0°C to 50°C (32°F to 122°F)	0°C to 50°C (32°F to 122°F)	0°C to 50°C (32°F to 122°F)
	Storage	-20°C to 60°C (-4°F to 140°F)	-20°C to 60°C (-4°F to 140°F)	-20°C to 60°C (-4°F to 140°F)	-20°C to 60°C (-4°F to 140°F)
Operating time		Varies depending on operating conditions and can significantly reduce under certain power-intensive conditions.	Varies depending on operating conditions and can significantly reduce under certain power-intensive conditions.	Varies depending on operating conditions and can significantly reduce under certain power-intensive conditions.	Varies depending on operating conditions and can significantly reduce under certain power-intensive conditions.
Charging time (approximate)		4 hours (when the computer is off) **NOTE:** Control the charging time, duration, start and	4 hours (when the computer is off) **NOTE:** Control the charging time, duration, start and	4 hours (when the computer is off) **NOTE:** Control the charging time, duration, start and	4 hours (when the computer is off) **NOTE:** Control the

Table 19. Battery specifications (continued)

Description	Values			
	end time, and so on using the Dell Power Manager application. For more information on the Dell Power Manager, see *Me and My Dell* on www.dell.com/	end time, and so on using the Dell Power Manager application. For more information on the Dell Power Manager, see *Me and My Dell* on www.dell.com/	end time, and so on using the Dell Power Manager application. For more information on the Dell Power Manager, see *Me and My Dell* on www.dell.com/	charging time, duration, start and end time, and so on using the Dell Power Manager application. For more information on the Dell Power Manager, see *Me and My Dell* on www.dell.com/
Life span (approximate)	300 discharge/charge cycles	300 discharge/charge cycles	300 discharge/charge cycles	1000 discharge/charge cycles
Coin-cell battery	CR2032	CR2032	CR2032	CR2032
Operating time	Varies depending on operating conditions and can significantly reduce under certain power-intensive conditions.	Varies depending on operating conditions and can significantly reduce under certain power-intensive conditions.	Varies depending on operating conditions and can significantly reduce under certain power-intensive conditions.	Varies depending on operating conditions and can significantly reduce under certain power-intensive conditions.

Dimensions and weight

The following table lists the height, width, depth, and weight of your Latitude 5510.

Table 20. Dimensions and weight

Description	Values
Height:	
Front height	20.98 mm (0.83 in.)
Rear height	22.42 mm (0.88 in.)
Width	359.10 mm (14.14 in.)
Depth	236.25 mm (9.30 in.)
Weight (maximum)	1.82 kg (4.01 lb) **NOTE:** The weight of your computer depends on the configuration ordered and manufacturing variability.

Display

Table 21. Display specifications

Description		Values			
Type		High Definition (HD)	Full High Definition (FHD)	Full High Definition (FHD)	Full High Definition (FHD)
Panel technology		WLED	WLED	WLED	WLED
Luminance (typical)		220 nits	220 nits	220 nits	300 nits
Dimensions (Active Area):					
	Height	193.60 mm (7.62 in.)	193.60 mm (7.62 in.)	193.60 mm (7.62 in.)	193.60 mm (7.62 in.)
	Width	344.20 mm (13.55 in.)	344.20 mm (13.55 in.)	344.20 mm (13.55 in.)	344.20 mm (13.55 in.)
	Diagonal	394.91 mm (15.55 in.)	394.91 mm (15.55 in.)	394.91 mm (15.55 in.)	394.91 mm (15.55 in.)
Native Resolution		1366 x 768	1920 x 1080	1920 x 1080	1920 x 1080
Megapixels		1.05	2	2	2
Pixels per Inch (PPI)		100	141	141	141
Contrast Ratio (min)		500:1	700:1	700:1	700:1
Response Time (max)		25 ms	25 ms	35 ms	35 ms
Refresh Rate		60 Hz	60 Hz	60 Hz	60 Hz
Horizontal View Angle		40 degrees (Left/Right)	80 degrees (Left/Right)	80 degrees (Left/Right)	80 degrees (Left/Right)
Vertical View Angle		10 degrees (Up)/ 30 degrees (Down)	80 degrees (Up/Down)	80 degrees (Up/Down)	80 degrees (Up/Down)
Pixel Pitch		0.252 x 0.252 mm	0.179 x 0.179 mm	0.179 x 0.179 mm	0.179 x 0.179 mm
Power Consumption (maximum)		4.2 W	4.2 W	4.2 W	4.6 W
Anti-glare vs glossy finish		Anti-glare	Anti-glare	Anti-glare	Anti-glare
Touch options		No	No	Yes	No

Fingerprint reader

Table 22. Fingerprint reader in power button

Description	Values
Sensor technology	Capacitive
Sensor resolution	500 dpi

Table 22. Fingerprint reader in power button (continued)

Description	Values
Sensor area	100 mm x 88 mm
Sensor pixel size	100 x 88

Table 23. Fingerprint reader on palmrest

Description	Values
Sensor technology	Capacitive
Sensor resolution	508 dpi
Sensor area	12.8 mm x 18 mm
Sensor pixel size	256 x 360

Security

Table 24. Security specifications

Features	Specifications
Trusted Platform Module (TPM) 2.0	Integrated on system board
Fingerprint reader	Optional
Wedge-shaped lock slot	Standard

Security Software

Table 25. Security Software specifications

Specifications
Dell Client Command Suite
Optional Dell Data Security and Management Software Dell Client Command Suite Dell BIOS Verification Optional Dell Endpoint Security and Management Software VMware Carbon Black Endpoint Standard VMware Carbon Black Endpoint Standard + Secureworks Threat Detection and Response Dell Encryption Enterprise Dell Encryption Personal Carbonite VMware Workspace ONE Absolute® Endpoint Visibility and Control Netskope Dell Supply Chain Defense

Computer environment

Airborne contaminant level: G1 as defined by ISA-S71.04-1985

Table 26. Computer environment

Description	Operating	Storage
Temperature range	0°C to 35°C (32°F to 95°F)	-40°C to 65°C (-40°F to 149°F)
Relative humidity (maximum)	10% to 80% (non-condensing)	0% to 95% (non-condensing)
Vibration (maximum)*	0.26 GRMS	1.37 GRMS
Shock (maximum)	105 G†	40 G†
Altitude (maximum)	-15.2 m to 3048 m (-50 ft to 10000 ft)	-15.2 m to 10668 m (-50 ft to 35000 ft)

* Measured using a random vibration spectrum that simulates user environment.

† Measured using a 2 ms half-sine pulse when the hard drive is in use.

5

Software

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

Topics:

- Downloading Windows drivers

Downloading Windows drivers

Steps

1. Turn on the notebook.
2. Go to **Dell.com/support**.
3. Click **Product Support**, enter the Service Tag of your notebook, and then click **Submit**.

   NOTE: If you do not have the Service Tag, use the auto detect feature or manually browse for your notebook model.

4. Click **Drivers and Downloads**.
5. Select the operating system installed on your notebook.
6. Scroll down the page and select the driver to install.
7. Click **Download File** to download the driver for your notebook.
8. After the download is complete, navigate to the folder where you saved the driver file.
9. Double-click the driver file icon and follow the instructions on the screen.

6

System setup

CAUTION: Unless you are an expert computer user, do not change the settings in the BIOS Setup program. Certain changes can make your computer work incorrectly.

NOTE: Before you change BIOS Setup program, it is recommended that you write down the BIOS Setup program screen information for future reference.

Use the BIOS Setup program for the following purposes:

- Get information about the hardware installed in your computer, such as the amount of RAM and the size of the hard drive.
- Change the system configuration information.
- Set or change a user-selectable option, such as the user password, type of hard drive installed, and enabling or disabling base devices.

Topics:

- Boot menu
- Navigation keys
- Boot Sequence
- System setup options
- Updating the BIOS in Windows
- System and setup password

Boot menu

Press <F12> when the Dell logo appears to initiate a one-time boot menu with a list of the valid boot devices for the system. Diagnostics and BIOS Setup options are also included in this menu. The devices listed on the boot menu depend on the bootable devices in the system. This menu is useful when you are attempting to boot to a particular device or to bring up the diagnostics for the system. Using the boot menu does not make any changes to the boot order stored in the BIOS.

The options are:

- UEFI Boot:
  - Windows Boot Manager
- Other Options:
  - BIOS Setup
  - BIOS Flash Update
  - Diagnostics
  - Change Boot Mode Settings

Navigation keys

NOTE: For most of the System Setup options, changes that you make are recorded but do not take effect until you restart the system.

Keys	Navigation
Up arrow	Moves to the previous field.
Down arrow	Moves to the next field.
Enter	Selects a value in the selected field (if applicable) or follow the link in the field.
Spacebar	Expands or collapses a drop-down list, if applicable.

Keys	Navigation
Tab	Moves to the next focus area.
Esc	Moves to the previous page until you view the main screen. Pressing Esc in the main screen displays a message that prompts you to save any unsaved changes and restarts the system.

Boot Sequence

Boot sequence enables you to bypass the System Setup–defined boot device order and boot directly to a specific device (for example: optical drive or hard drive). During the Power-on Self-Test (POST), when the Dell logo appears, you can:

- Access System Setup by pressing F2 key
- Bring up the one-time boot menu by pressing F12 key.

The one-time boot menu displays the devices that you can boot from including the diagnostic option. The boot menu options are:

- Removable Drive (if available)
- STXXXX Drive

  NOTE: XXXX denotes the SATA drive number.
- Optical Drive (if available)
- SATA Hard Drive (if available)
- Diagnostics

  NOTE: Choosing **Diagnostics**, displays the **ePSA diagnostics** screen.

The boot sequence screen also displays the option to access the System Setup screen.

System setup options

NOTE: Depending on the laptop and its installed devices, the items listed in this section may or may not appear.

General options

Table 27. General

Option	Description
System Information	Displays the following information: • System Information: Displays **BIOS Version, Service Tag, Asset Tag, Ownership Tag, Manufacture Date, Ownership Date,** and the **Express Service Code**. • Memory Information: Displays **Memory Installed, Memory Available, Memory Speed, Memory Channel Mode, Memory Technology, DIMM A size, and DIMM B size** • Processor Information: Displays **Processor Type, Core Count, Processor ID, Current Clock Speed, Minimum Clock Speed, Maximum Clock Speed, Processor L2 Cache, Processor L3 Cache, HT Capable,** and **64-Bit Technology.** • Device Information: Displays **Primary HDD, M.2 PCIe SSD-0, LOM MAC Address, Video Controller, Video BIOS Version, Video Memory, Panel type, Native Resolution, Audio Controller, Wi-Fi Device, and Bluetooth Device.**
Battery Information	Displays the battery status health and whether the AC adapter is installed.
Boot Sequence	Allows you to specify the order in which the computer attempts to find an operating system from the devices specified in this list.
UEFI Boot Path Security	This option controls whether or not the system will prompt the user to enter the Admin password when booting a UEFI boot path from the F12 Boot Menu. • Always, Except Internal HDD—Default • Always, Except Internal HDD&PXE

Table 27. General (continued)

Option	Description
	• Always • Never
Date/Time	Allows you to set the date and time settings. Changes to the system date and time take effect immediately.

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System information

Table 28. System Configuration

Option	Description
Integrated NIC	Allows you to configure the on-board LAN controller. • Disabled = The internal LAN is off and not visible to the operating system. • Enabled = The internal LAN is enabled. • Enabled w/PXE = The internal LAN is enabled (with PXE boot) (selected by default)
SATA Operation	Allows you to configure the operating mode of the integrated hard drive controller. • Disabled = The SATA controllers are hidden • AHCI = SATA is configured for AHCI mode • RAID ON = SATA is configured to support RAID mode (selected by default)
Drives	Allows you to enable or disable the various drives on-board: • SATA-2 (enabled by default) • M.2 PCIe SSD-0 (enabled by default)
Smart Reporting	This field controls whether hard drive errors for integrated drives are reported during system startup. The **Enable Smart Reporting option** is disabled by default.
USB Configuration	Allows you to enable or disable the integrated USB controller for: • Enable USB Boot Support • Enable External USB Port All the options are enabled by default.
Thunderbolt Adapter Configuration	This section allows Thunderbolt Adapter Configuration. • Thunderbolt-is enabled by default • Enable Thunderbolt Boot Support-is disabled • No security-is disabled • User configuration-enabled by default • Secure connect-is disabled • Display port and USB Only-is disabled
USB PowerShare	This option configures the USB PowerShare feature behavior. • Enable USB PowerShare - disabled by default This feature is intended to allow users to power or charge external devices, such as phones and portable music players, using the stored system battery power through the USN PowerShare port on the notebook, while the notebook is in a sleep state.
Audio	Allows you to enable or disable the integrated audio controller. The option **Enable Audio** is selected by default. • Enable Microphone • Enable Internal Speaker Both the options are selected by default.

Table 28. System Configuration (continued)

Option	Description
Keyboard Illumination	This field lets you choose the operating mode of the keyboard illumination feature. The keyboard brightness level can be set from 0% to 100%. The options are: ● Disabled ● Dim ● Bright-enabled by default
Keyboard Backlight Timeout on AC	The Keyboard Backlight Timeout dims out with AC option. The main keyboard illumination feature is not affected. Keyboard Illumination will continue to support the various illumination levels. This field has an effect when the backlight is enabled. The options are: ● 5 sec ● 10 sec-enabled by default ● 15 sec ● 30 sec ● 1 min ● 5 min ● 15 min ● Never
Keyboard Backlight Timeout on Battery	The Keyboard Backlight Timeout dims out with the Battery option. The main keyboard illumination feature is not affected. Keyboard Illumination will continue to support the various illumination levels. This field has an effect when the backlight is enabled. The options are: ● 5 sec ● 10 sec-enabled by default ● 15 sec ● 30 sec ● 1 min ● 5 min ● 15 min ● Never
Unobtrusive Mode	● Enable Unobtrusive Mode (disabled by default) When enabled pressing Fn+Shift+B will turn off all light and sound emissions in the system. Press Fn+Shift+B to resume normal operation.
Miscellaneous Devices	Allows you to enable or disable the following devices: ● Enable Camera (enabled by default) ● Enable Hard Drive Free Fall Protection(enabled by default) ● Enable Secure Digital (SD) Card (enabled by default) ● Secure Digital (SD) Card Boot ● Secure Digital (SD) Card Read-Only Mode
MAC Address Pass-Through	● System Unique MAC Address (disabled by default) ● Integrated NIC 1 MAC Address ● Disabled The feature replaces the external NIC MAC address (in a supported dock or dongle) with the selected MAC address from the system. The default option is to use the Passthrough MAC address.

Video

Option	Description
LCD Brightness	Allows you to set the display brightness depending up on the power source—On Battery and On AC. The LCD brightness is independent for battery and AC adapter. It can be set using the slider.

NOTE: The video setting is visible only when a video card is installed into the system.

Security

Table 29. Security

Option	Description
Admin Password	Allows you to set, change, and delete the admin password.
System Password	Allows you to set, change, and delete the system password.
Internal HDD-2 Password	This option lets you set, change, or delete the password on the system's internal hard disk drive (HDD).
Strong Password	This option lets you enable or disable strong passwords for the system.
Password Configuration	Allows you to control the minimum and maximum number of characters allowed for a administrative password and the system password. The range of characters is between 4 and 32.
Password Bypass	This option lets you bypass the System (Boot) Password and the internal HDD password prompts during a system restart. ● Disabled — Always prompt for the system and internal HDD password when they are set. This option is enabled by default. ● Reboot Bypass — Bypass the password prompts on Restarts (warm boots). **NOTE:** The system will always prompt for the system and internal HDD passwords when powered on from the off state (a cold boot). Also, the system will always prompt for passwords on any module bay HDDs that may be present.
Password Change	This option lets you determine whether changes to the System and Hard Disk passwords are permitted when an administrator password is set. **Allow Non-Admin Password Changes** - This option is enabled by default.
UEFI Capsule Firmware Updates	This option controls whether this system allows BIOS updates via UEFI capsule update packages. This option is selected by default. Disabling this option will block BIOS updates from services such as Microsoft Windows Update and Linux Vendor Firmware Service (LVFS)
TPM 2.0 Security	Allows you to control whether the Trusted Platform Module (TPM) is visible to the operating system. ● TPM On (default) ● Clear ● PPI Bypass for Enable Commands ● PPI Bypass for Disable Commands ● PPI Bypass for Clear Commands ● Attestation Enable (default) ● Key Storage Enable (default) ● SHA-256 (default) Choose any one option: ● Disabled ● Enabled (default)

Table 29. Security (continued)

Option	Description
Absolute	This field lets you Enable, Disable or Permanently Disable the BIOS module interface of the optional Absolute Persistence Module service from Absolute Software. ● Enabled - This option is selected by default. ● Disabled ● Permanently Disabled
OROM Keyboard Access	This option determines whether users are able to enter Option ROM configuration screen via hotkeys during boot. ● Enabled (default) ● Disabled ● One Time Enable
Admin Setup Lockout	Allows you to prevent users from entering Setup when Admin password is set. This option is not set by default.
Master Password Lockout	Allows you to disable master password support Hard Disk passwords need to be cleared before the settings can be changed. This option is not set by default.
SMM Security Mitigation	Allows you to enable or disable additional UEFI SMM Security Mitigation protections. This option is not set by default.

Secure boot

Table 30. Secure Boot

Option	Description
Secure Boot Enable	Allows you to enable or disable Secure Boot feature ● Secure Boot Enable Option is not selected.
Secure Boot Mode	Allows you to modify the behavior of Secure Boot to allow evaluation or enforcement of UEFI driver signatures. ● Deployed Mode (default) ● Audit Mode
Expert key Management	Allows you to manipulate the security key databases only if the system is in Custom Mode. The **Enable Custom Mode** option is disabled by default. The options are: ● PK (default) ● KEK ● db ● dbx If you enable the **Custom Mode**, the relevant options for **PK, KEK, db, and dbx** appear. The options are: ● **Save to File**- Saves the key to a user-selected file ● **Replace from File**- Replaces the current key with a key from a user-selected file ● **Append from File**- Adds a key to the current database from a user-selected file ● **Delete**- Deletes the selected key ● **Reset All Keys**- Resets to default setting ● **Delete All Key**s- Deletes all the keys **NOTE:** If you disable the Custom Mode, all the changes made will be erased and the keys will restore to default settings.

Intel Software Guard Extensions

Table 31. Intel Software Guard Extensions

Option	Description
Intel SGX Enable	This field specifies you to provide a secured environment for running code/storing sensitive information in the context of the main OS. Click one of the following options: • **Disabled** • **Enabled** • **Software controlled—Default**
Enclave Memory Size	This option sets **SGX Enclave Reserve Memory Size** Click one of the following options: • **32 MB** • **64 MB** • **128 MB**—Default

Performance

Table 32. Performance

Option	Description
Multi Core Support	This field specifies whether the process has one or all cores enabled. The performance of some applications improves with the additional cores. • **All**—Default • **1** • **2** • **3**
Intel SpeedStep	Allows you to enable or disable the Intel SpeedStep mode of processor. • **Enable Intel SpeedStep** This option is set by default.
C-States Control	Allows you to enable or disable the additional processor sleep states. • **C states** This option is set by default.
Intel TurboBoost	Allows you to enable or disable the Intel TurboBoost mode of the processor. • **Enable Intel TurboBoost** This option is set by default.
Hyper-Thread Control	Allows you to enable or disable the HyperThreading in the processor. • **Disabled** • **Enabled**—Default

Power management

Option	Description
AC Behavior	Allows you to enable or disable the computer from turning on automatically when an AC adapter is connected. Default setting: Wake on AC is not selected.
Enable Intel Speed Shift Technology	• Enable Intel Speed Shift Technology Default setting: Enabled
Auto On Time	Allows you to set the time at which the computer must turn on automatically. The options are: • Disabled • Every Day • Weekdays • Select Days Default setting: Disabled
USB Wake Support	Allows you to enable USB devices to wake the system from Standby. **NOTE:** This feature is only functional when the AC power adapter is connected. If the AC power adapter is removed during Standby, the system setup removes power from all the USB ports to conserve battery power. • Enable USB Wake Support
Wireless Radio Control	If Enabled, this feature will sense the connection of the system to a wired network and subsequently disable the selected wireless radios (WLAN and/ or WWAN). • Control WLAN radio - is disabled
Wake on LAN	Allows you to enable or disable the feature that powers on the computer from the Off state when triggered by a LAN signal. • Disabled • LAN Only • LAN with PXE Boot Default setting: Disabled
Block Sleep	This option lets you to block entering to sleep in OS environment. When enabled system won't go to sleep. Block Sleep - is disabled
Peak Shift	This option enables you to minimize the AC power consumption during the peak power times of day. After you enable this option, your system runs only in battery even if the AC is attached. • Enable peak shift—is disabled • Set battery threshold (15% to 100%) - 15 % (enabled by default)
Advanced Battery Charge Configuration	This option enables you to maximize the battery health. By enabling this option, your system uses the standard charging algorithm and other techniques, during the non work hours to improve the battery health. Enable Advanced Battery Charge Mode- is disabled
Primary Battery Charge Configuration	Allows you to select the charging mode for the battery. The options are: • Adaptive—enabled by default • Standard—Fully charges your battery at a standard rate. • ExpressCharge—The battery charges over a shorter time using Dell's fast charging technology. • Primarily AC use • Custom If Custom Charge is selected, you can also configure Custom Charge Start and Custom Charge Stop. **NOTE:** All charging mode may not be available for all the batteries. To enable this option, disable the **Advanced Battery Charge Configuration** option.

POST behavior

Option	Description
Adapter Warnings	Allows you to enable or disable the system setup (BIOS) warning messages when you use certain power adapters. Default setting: Enable Adapter Warnings
Numlock Enable	Allows you to enable the Numlock option when the computer boots. Enable Network. This option is enabled by default.
Fn Lock Options	Allows you to let hot key combinations Fn + Esc toggle the primary behavior of F1–F12, between their standard and secondary functions. If you disable this option, you cannot toggle dynamically the primary behavior of these keys. The available options are: ● Fn Lock—enabled by default ● Lock Mode Disable/Standard—enabled by default ● Lock Mode Enable/Secondary
Fastboot	Allows you to speed up the boot process by bypassing some of the compatibility steps. The options are: ● Minimal ● Thorough—enabled by default ● Auto
Extended BIOS POST Time	Allows you to create an extra preboot delay. The options are: ● 0 seconds—enabled by default. ● 5 seconds ● 10 seconds
Full Screen Log	● Enable Full Screen Logo—not enabled
Warnings and errors	● Prompt on warnings and errors—enabled by default ● Continue on warnings ● Continue on warnings and errors

Manageability

Option	Description
Intel AMT Capability	Allows you to provision AMT and MEBx Hotkey function is enabled, during the system boot. ● Disabled ● Enabled - by default ● Restrict MEBx Access
USB Provision	When enabled Intel AMT can be provisioned using the local provisioning file via a USB storage device. ● Enable USB Provision - disabled by default
MEBX Hotkey	Allows you to specify whether the MEBx Hotkey function should enable, during the system boot. ● Enable MEBx hotkey—enabled by default

Virtualization support

Option	Description
Virtualization	This field specifies whether a virtual Machine Monitor (VMM) can utilize the conditional hardware capabilities provided by Intel Virtualization Technology. Enable Intel Virtualization Technology—enabled by default.
VT for Direct I/O	Enables or disables the Virtual Machine Monitor (VMM) from utilizing the additional hardware capabilities provided by Intel® Virtualization technology for direct I/O.

Option	Description
	Enable VT for Direct I/O - enabled by default.
Trusted Execution	This option specifies whether a Measured Virtual Machine Monitor (MVMM) can utilize the additional hardware capabilities provided by Intel Trusted Execution Technology. The TPM Virtualization Technology, and the Virtualization technology for direct I/O must be enabled to use this feature. Trusted Execution - disabled by default.

Wireless

Option Description	
Wireless Device Enable	Allows you to enable or disable the internal wireless devices. ● WLAN ● Bluetooth All the options are enabled by default.

Maintenance screen

Option	Description
Service Tag	Displays the Service Tag of your computer.
Asset Tag	Allows you to create a system asset tag if an asset tag is not already set. This option is not set by default.
BIOS Downgrade	This controls flashing of the system firmware to previous revisions. Option 'Allow BIOS downgrade' is enabled by default.
Data Wipe	This field allows users to erase the data securely from all internal storage devices. Option 'Wipe on Next boot' is not enabled by default. The following is list of devices affected: ● Internal SATA HDD/SSD ● Internal M.2 SATA SDD ● Internal M.2 PCIe SSD ● Internal eMMC
BIOS Recovery	This field allows you to recover from certain corrupted BIOS conditions from a recover file on the user primary hard drive or an external USB key. ● BIOS Recovery from Hard Drive—enabled by default ● Always perform integrity check—disabled by default
First Power On Date	This option lets you set Ownership date. ● Set Ownership Date—disabled by default

System logs

Option	Description
BIOS Events	Allows you to view and clear the System Setup (BIOS) POST events.
Thermal Events	Allows you to view and clear the System Setup (Thermal) events.
Power Events	Allows you to view and clear the System Setup (Power) events.

Updating the BIOS in Windows

Prerequisites

It is recommended to update your BIOS (System Setup), when you replace the system board or if an update is available. For laptops, ensure that your computer battery is fully charged and connected to a power before initiating a BIOS update.

About this task

NOTE: If BitLocker is enabled, it must be suspended prior to updating the system BIOS, and then re enabled after the BIOS update is completed.

Steps

1. Restart the computer.
2. Go to **Dell.com/support**.
   - Enter the **Service Tag** or **Express Service Code** and click **Submit**.
   - Click **Detect Product** and follow the instructions on screen.
3. If you are unable to detect or find the Service Tag, click **Choose from all products**.
4. Choose the **Products** category from the list.

   NOTE: Choose the appropriate category to reach the product page

5. Select your computer model and the **Product Support** page of your computer appears.
6. Click **Get drivers** and click **Drivers and Downloads**.
   The Drivers and Downloads section opens.
7. Click **Find it myself**.
8. Click **BIOS** to view the BIOS versions.
9. Identify the latest BIOS file and click **Download**.
10. Select your preferred download method in the **Please select your download method below** window, click **Download File**.
    The **File Download** window appears.
11. Click **Save** to save the file on your computer.
12. Click **Run** to install the updated BIOS settings on your computer.
    Follow the instructions on the screen.

Updating BIOS on systems with BitLocker enabled

CAUTION: If BitLocker is not suspended before updating the BIOS, the next time you reboot the system it will not recognize the BitLocker key. You will then be prompted to enter the recovery key to progress and the system will ask for this on each reboot. If the recovery key is not known, this can result in data loss or an unnecessary operating system reinstall. For more information about this subject, see Knowledge Article: Updating the BIOS on Dell Systems With BitLocker Enabled

Updating your system BIOS using a USB flash drive

About this task

If the system cannot load into Windows, but there is still a need to update the BIOS, download the BIOS file using another system and save it to a bootable USB Flash Drive.

NOTE: You will need to use a bootable USB flash drive. Please refer to the following article for further details How to Create a Bootable USB Flash Drive using Dell Diagnostic Deployment Package (DDDP)

Steps

1. Download the BIOS update .EXE file to another system.
2. Copy the file e.g. O9010A12.EXE onto the bootable USB flash drive.

3. Insert the USB flash drive into the system that requires the BIOS update.
4. Restart the system and press F12 when the Dell splash logo appears to display the One Time Boot Menu.
5. Using arrow keys, select **USB Storage Device** and click **Enter**.
6. The system will boot to a Diag C:\> prompt.
7. Run the file by typing the full filename, for example, O9010A12.exe and press **Enter**.
8. The BIOS Update Utility will load. Follow the instructions on screen.

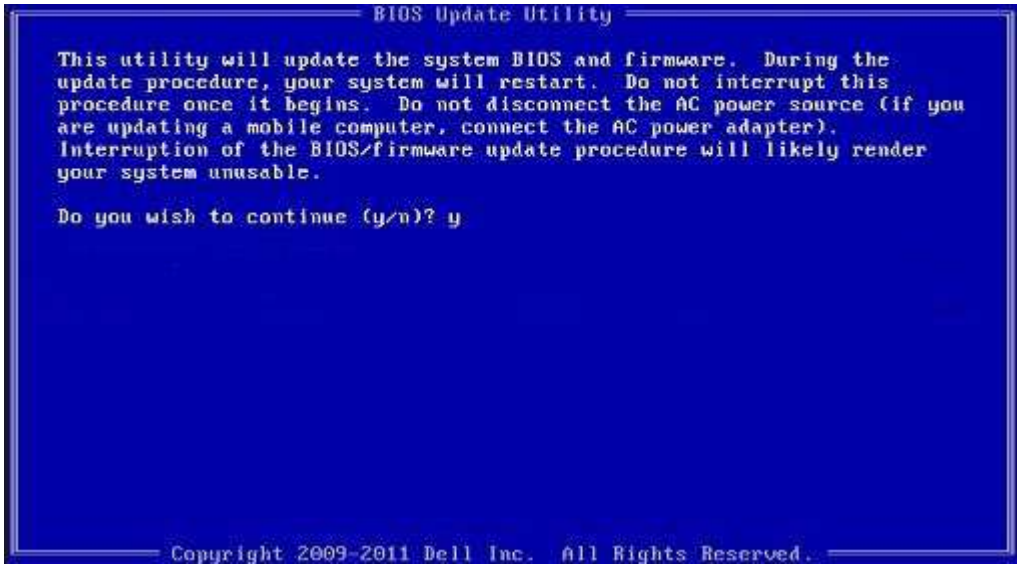


Figure 1. DOS BIOS Update Screen

System and setup password

Table 33. System and setup password

Password type	Description
System password	Password that you must enter to log on to your system.
Setup password	Password that you must enter to access and make changes to the BIOS settings of your computer.

You can create a system password and a setup password to secure your computer.

CAUTION: The password features provide a basic level of security for the data on your computer.

CAUTION: Anyone can access the data stored on your computer if it is not locked and left unattended.

NOTE: System and setup password feature is disabled.

Assigning a system setup password

Prerequisites

You can assign a new **System or Admin Password** only when the status is in **Not Set**.

About this task

To enter the system setup, press F2 immediately after a power-on or reboot.

Steps

1. In the **System BIOS** or **System Setup** screen, select **Security** and press **Enter**.
   The **Security** screen is displayed.
2. Select **System/Admin Password** and create a password in the **Enter the new password** field.
   Use the following guidelines to assign the system password:
   - A password can have up to 32 characters.
   - The password can contain the numbers 0 through 9.
   - Only lower case letters are valid, upper case letters are not allowed.
   - Only the following special characters are allowed: space, (”), (+), (,), (-), (.), (/), (;), ([), (\), (]), (`).
3. Type the system password that you entered earlier in the **Confirm new password** field and click **OK**.
4. Press Esc and a message prompts you to save the changes.
5. Press Y to save the changes.
   The computer reboots.

Deleting or changing an existing system setup password

Prerequisites

Ensure that the **Password Status** is Unlocked (in the System Setup) before attempting to delete or change the existing System and Setup password. You cannot delete or change an existing System or Setup password, if the **Password Status** is Locked.

About this task

To enter the System Setup, press F2 immediately after a power-on or reboot.

Steps

1. In the **System BIOS** or **System Setup** screen, select **System Security** and press **Enter**.
   The **System Security** screen is displayed.
2. In the **System Security** screen, verify that **Password Status** is **Unlocked**.
3. Select **System Password**, alter or delete the existing system password and press **Enter** or Tab.
4. Select **Setup Password**, alter or delete the existing setup password and press **Enter** or Tab.

   NOTE: If you change the System and/or Setup password, re enter the new password when prompted. If you delete the System and Setup password, confirm the deletion when prompted.

5. Press Esc and a message prompts you to save the changes.
6. Press Y to save the changes and exit from System Setup.
   The computer restarts.

7

Getting help

Topics:

- Contacting Dell

Contacting Dell

Prerequisites

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

About this task

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

Steps

1. Go to **Dell.com/support.**
2. Select your support category.
3. Verify your country or region in the **Choose a Country/Region** drop-down list at the bottom of the page.
4. Select the appropriate service or support link based on your need.