

Dell Latitude 5511

Setup and specifications guide

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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Set up your Latitude 5511

NOTE: The images in this document may differ from your computer depending on the configuration you ordered.

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



NOTE: To conserve battery power, the battery might enter power saving mode. Connect the power adapter and press the power button to turn on the computer.

2. Finish Windows 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

Resources	Description
	My Dell Centralized location for key Dell applications, help articles, and other important information about your computer. It also notifies you about the warranty status, recommended accessories, and software updates if available.
	SupportAssist Pro-actively checks the health of your computer's hardware and software. The SupportAssist OS Recovery tool troubleshoots issues with the operating system. For more information, see the SupportAssist documentation at www.dell.com/support .

NOTE: In SupportAssist, click the warranty expiry date to renew or upgrade your warranty.

Resources	Description
	Dell Update Updates your computer with critical fixes and latest device drivers as they become available. For more information about using Dell Update, see the knowledge base article SLN305843 at www.dell.com/support .
	Dell Digital Delivery Download software applications, which are purchased but not pre-installed on your computer. For more information about using Dell Digital Delivery, see the knowledge base article 153764 at www.dell.com/support .

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](#).

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.

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.

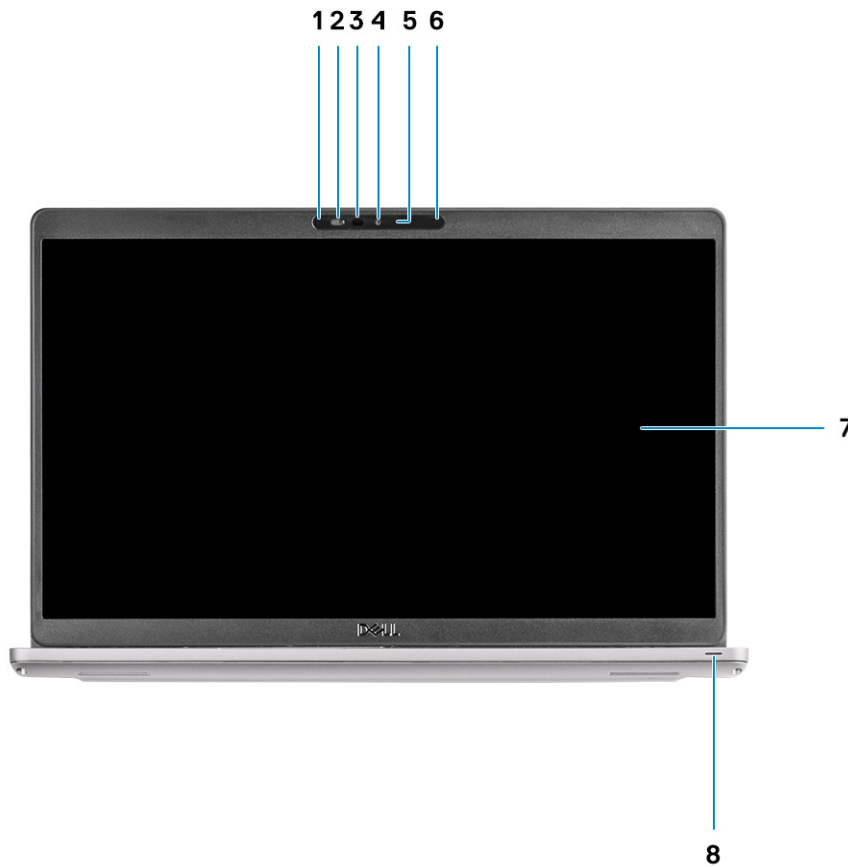
1. Connect the USB flash drive to your computer.
2. In Windows search, type *Recovery*.
3. In the search results, click **Create a recovery drive**.
The **User Account Control** window is displayed.
4. Click **Yes** to continue.
The **Recovery Drive** window is displayed.
5. Select **Back up system files 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.

Chassis overview

Topics:

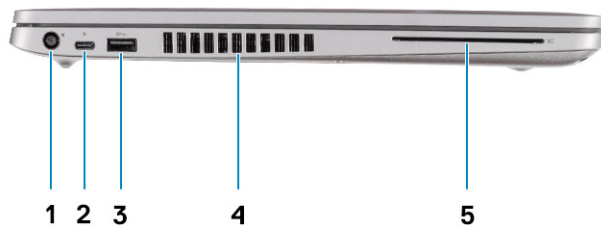
- Display view
- Left view
- Right view
- Bottom view
- Palmrest view

Display view



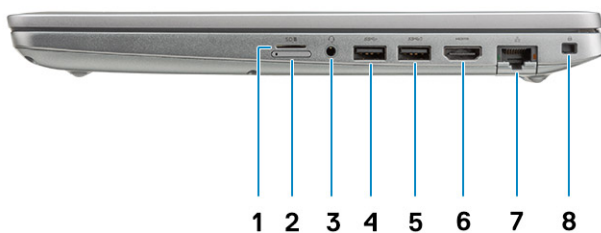
- | | |
|-------------------------|-----------------------|
| 1. Microphone | 2. Camera shutter |
| 3. IR camera (Optional) | 4. Camera |
| 5. Camera status light | 6. Microphone |
| 7. LCD panel | 8. LED activity light |

Left view



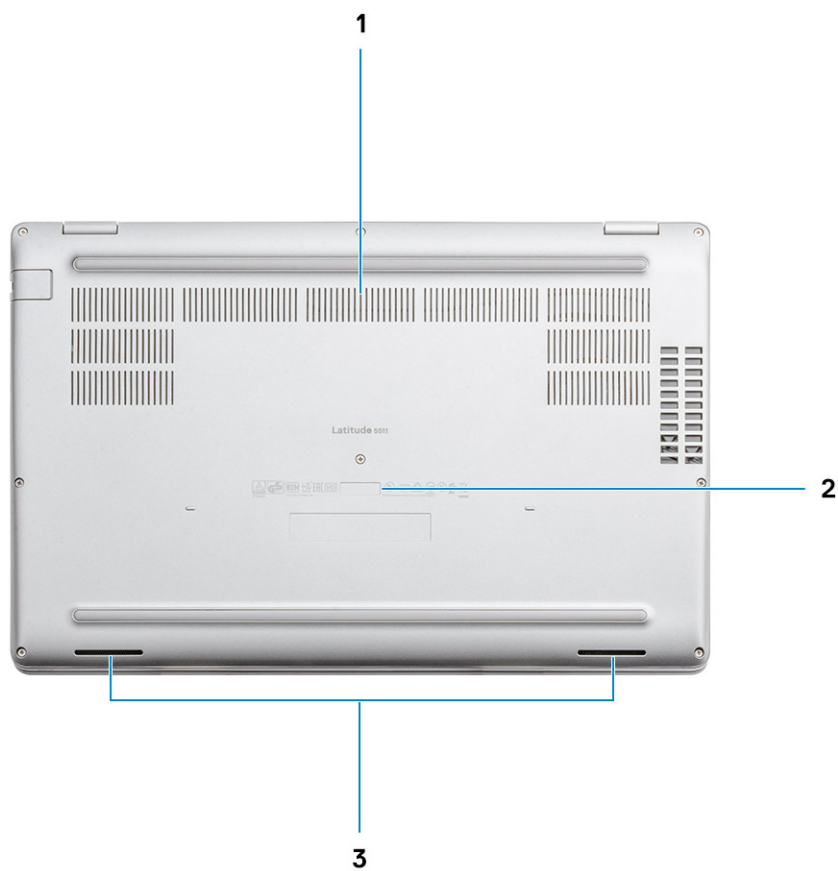
1. Power connector port
2. USB Type-C 3.2 Gen 2 port with DisplayPort 1.4 port/Power Delivery/Thunderbolt
3. USB 3.2 Gen 1 port
4. Fan vents
5. Smart card reader (optional)

Right view



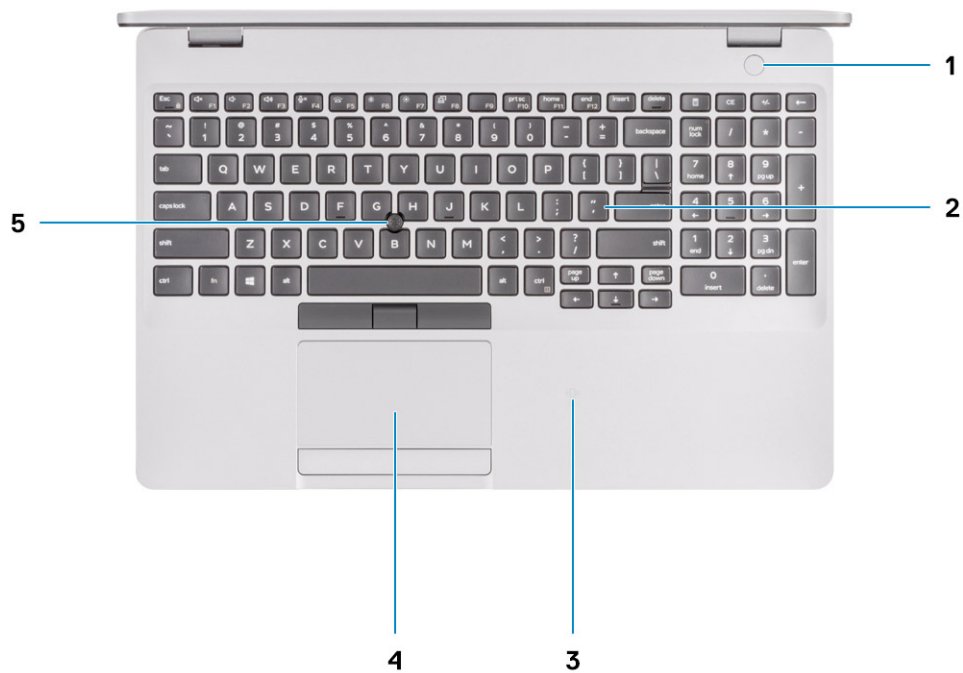
1. microSD card reader
2. micro-SIM card slot
3. Headset/Microphone port
4. USB 3.2 Gen 1 port
5. USB 3.2 port with PowerShare
6. HDMI port
7. Network port
8. Wedge-shaped lock slot

Bottom view



1. Fan vents
2. Service tag label
3. Speakers

Palmrest view



- | | |
|--|-------------|
| 1. Power button with optional fingerprint reader (FPR) | 2. Keyboard |
| 3. NFC/Contactless smart card reader (Optional) | 4. Touchpad |
| 5. Pointstick | |

Technical specifications

Processors

Table 2. Processors

Description	Values		
Processors	10th Generation Intel Core i5-10300H	10th Generation Intel Core i5-10400H	10th Generation Intel Core i7-10850H
Wattage	35 W	35 W	35 W
Core count	4	4	6
Thread count	8	8	12
Speed	Up to 4.5 GHz	Up to 4.6 GHz	Up to 5.1 GHz
Cache	8 MB	8 MB	12 MB
Integrated graphics	Intel UHD Graphics	Intel UHD Graphics	Intel UHD Graphics

Chipset

Table 3. Chipset

Description	Values
Chipset	Intel WM490
Processor	10th Generation Intel Core i5/i7
Flash EPROM	32 MB
PCIe bus	Up to Gen 3.0

Operating system

- Windows 10 Home (64-bit)
- Windows 10 Professional (64-bit)
- Ubuntu 18.04 LTS (64-bit)

Memory

Table 4. Memory specifications

Description	Values
Slots	Two-SODIMM slots
Type	Dual-channel DDR4

Description	Values
Speed	2933 MHz
Maximum memory	64 GB
Minimum memory	4 GB
Configurations supported	<ul style="list-style-type: none">• 4 GB DDR4 at 2933 MHz (1 x 4 GB)• 8 GB DDR4 at 2933 MHz (2 x 4 GB)• 8 GB DDR4 at 2933 MHz (1 x 8 GB)• 16 GB DDR4 at 2933 MHz (2 x 8 GB)• 16 GB DDR4 at 2933 MHz (1 x 16 GB)• 32 GB DDR4 at 2933 MHz (2 x 16 GB)• 32 GB DDR4 at 2933 MHz (1 x 32 GB)• 64 GB DDR4 at 2933 MHz (2 x 32 GB)

System board connectors

Table 5. System board connectors

Feature	Specifications
M.2 Connectors	<ul style="list-style-type: none">• One M.2 2230 Key-E connector• One M.2 2280 Key-M connector• One M.2 3042 Key-B connector

Storage

Your computer supports one of the following configurations:

- One 2.5-inch hard drive
- One M.2 2230/2280 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
- without a M.2 drive, the 2.5-inch hard drive is the primary drive

Table 6. Storage specifications

Form factor	Interface type	Capacity
2.5-inch 5400 rpm SATA hard-disk drive	SATA up to 6 Gbps	1 TB
2.5-inch 7200 rpm SATA hard-disk drive	SATA up to 6 Gbps	up to 1 TB
M.2 2230 solid-state drive PCIe NVMe	PCIe Gen3x4 NVMe, up to 32 Gbps	up to 512 GB
M.2 2280 solid-state drive PCIe NVMe	PCIe Gen3x4 NVMe, up to 32 Gbps	up to 1 TB

Media-card reader

Table 7. Media-card reader specifications

Description	Values
Type	microSD card slot
Cards supported	<ul style="list-style-type: none">• Micro Secure Digital (mSD)

Description	Values
	<ul style="list-style-type: none">• Micro Secure Digital High Capacity (mSDHC)• Micro Secure Digital Extended Capacity (mSDXC)

Audio

Table 8. 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 9. Discrete graphics specifications

Discrete graphics				
Controller	External display support		Memory size	Memory type
NVIDIA GeForce MX250	NA		2 GB	GDDR5

Table 10. Integrated graphics specifications

Integrated graphics			
Controller	External display support	Memory size	Processor
Intel UHD Graphics	HDMI 2.0 port/ USB Type-C with DisplayPort 1.4 port	Shared system memory	10th Generation Intel core i5/i7

Camera

Table 11. Camera specifications

Description	Values
Number of cameras	One
Type	<ul style="list-style-type: none">• RGB HD camera• Hello IR Webcam
Location	Front camera
Sensor type	CMOS sensor technology
Resolution:	
Still image	5 megapixel

Description	Values
Video	1280 x 720 (VGA/HD) at 30 fps
Diagonal viewing angle	78.6 degrees

Communications

Ethernet

Table 12. Ethernet specifications

Description	Values
Model number	Intel 1219-V/Intel 1219-LM Gigabit Ethernet controller
Transfer rate	10/100/1000 Mbps

Wireless module

Table 13. Wireless module specifications

Description	Values		
Model number	Qualcomm QCA61x4A (DW1820)	Intel AX201	Intel AX201
Transfer rate	Up to 867 Mbps	Up to 2400 Mbps	Up to 2400 Mbps
Frequency bands supported	2.4 GHz/5 GHz	2.4 GHz/5 GHz	2.4 GHz/5 GHz
Wireless standards	<ul style="list-style-type: none"> WiFi 802.11a/b/g Wi-Fi 4 (WiFi 802.11n) Wi-Fi 5 (WiFi 802.11ac) 	<ul style="list-style-type: none"> Wi-Fi 802.11a/b/g Wi-Fi 4 (Wi-Fi 802.11n) Wi-Fi 5 (Wi-Fi 802.11ac) Wi-Fi 6 (Wi-Fi 802.11ax) 	<ul style="list-style-type: none"> Wi-Fi 802.11a/b/g Wi-Fi 4 (Wi-Fi 802.11n) Wi-Fi 5 (Wi-Fi 802.11ac) Wi-Fi 6 (Wi-Fi 802.11ax)
Encryption	<ul style="list-style-type: none"> 64-bit/128-bit WEP AES-CCMP TKIP 	<ul style="list-style-type: none"> 64-bit/128-bit WEP AES-CCMP TKIP 	<ul style="list-style-type: none"> 64-bit and 128-bit WEP 128-bit AES-CCMP TKIP
Bluetooth	Bluetooth 5.0	Bluetooth 5.1	No

Mobile broadband

Table 14. Intel XMM 7360 Global LTE-Advanced

Description	Values
Model number	Intel XMM 7360 Global LTE-Advanced
SIM card (Micro or Nano)	Supported ^{1,2}
eSIM card (Micro or Nano)	Supported ^{1,2}

1. Use of SIM card is supported through external SIM slot, some model support Nano card only.

2. The availability of eSIM functionality is dependent on the region and carrier requirements.

Power adapter

Table 15. Power adapter specifications

Description	Values		
Type	90 W	90 W Type-C	130 W Type-C
Diameter (connector)	7.4 mm	Type-C connector	Type-C connector
Input voltage	100 VAC to 240 VAC	100 VAC to 240 VAC	100 VAC to 240 VAC
Input frequency	50 to 60 Hz	50 to 60 Hz	50 to 60 Hz
Input current (maximum)	1.60 A	1.50 A	1.80 A
Output current (continuous)	4.62 A	<ul style="list-style-type: none"> • 20 V/4.5 A (Continuous) • 15 V/3 A (Continuous) • 9 V/3 A (Continuous) • 5 V/3 A (Continuous) 	<ul style="list-style-type: none"> • 20 V/6.5 A (Continuous) • 5.0 V/1 A (Continuous)
Rated output voltage	19.50 VDC	20 VDC/15 VDC/9 VDC/5 VDC	20 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)
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)

Battery

Table 16. Battery specifications

Description	Values			
Type	3 Cell 51 Whr ExpressCharge capable	4 Cell 68 Whr ExpressCharge capable	4 Cell 68 Whr Long Cycle Life	6 Cell 97 WHr ExpressCharge capable
Voltage	11.40 VDC	15.20 VDC	15.20 VDC	11.40 VDC
Weight (maximum)	0.25 kg (0.55 lb)	0.34 kg (0.75 lb)	0.34 kg (0.75 lb)	0.47 kg (1.04 lb)
Dimensions:				
Height	95.90 mm (3.78 in.)	95.90 mm (3.78 in.)	95.90 mm (3.78 in.)	82.00 mm (3.22 in.)
Width	181 mm (7.13 in.)	233 mm (9.17 in.)	233 mm (9.17 in.)	332 mm (13.1 in.)
Depth	7.05 mm (0.28 in.)	7.05 mm (0.28 in.)	7.05 mm (0.28 in.)	7.70 mm (0.30 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)

Description	Values			
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)	<p>4Hrs hours (when the computer is off)</p> <p>i NOTE: Control the 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, <i>Me and My Dell</i> on www.dell.com/</p> <p>i NOTE: Control the 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 <i>Me and My Dell</i> on www.dell.com/</p>	<p>4Hrs hours (when the computer is off)</p> <p>i NOTE: Control the 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, <i>Me and My Dell</i> on www.dell.com/</p> <p>i NOTE: Control the 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 <i>Me and My Dell</i> on www.dell.com/</p>	<p>4 Hrs hours (when the computer is off)</p> <p>i NOTE: Control the 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, <i>Me and My Dell</i> on www.dell.com/</p> <p>i NOTE: Control the 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 <i>Me and My Dell</i> on www.dell.com/</p>	<p>4 Hrs hours (when the computer is off)</p> <p>i NOTE: Control the 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, <i>Me and My Dell</i> on www.dell.com/</p> <p>i NOTE: Control the 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 <i>Me and My Dell</i> on www.dell.com/</p>
Life span (approximate)	300 discharge/charge cycles	300 discharge/charge cycles	1000 discharge/charge cycles	300 discharge/charge cycles

Description	Values			
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

Table 17. Dimensions and weight

Description	Values
Height:	
Front	22.48 mm
Rear	24.92 mm
Width	359.10 mm
Depth	236.25 mm
Weight	1.89 kg (4.16 lb)

NOTE: The weight of your system depends on the configuration ordered and the manufacturing variability.

Ports and connectors

Table 18. External ports and connectors

Description	Values
External:	
Network	One RJ-45 port
USB	<ul style="list-style-type: none"> Two USB 3.2 Gen 1 (Type-A) port One USB 3.2 Gen 1 (Type-A) port with PowerShare One USB 3.2 Gen 2 (Type-C) port with DisplayPort 1.4/Thunderbolt
Audio	One Universal Audio Jack
Video	One HDMI 2.0b port
Power adapter port	One 7.4 mm barrel-type power connector port/One Type-C power port
Security	One Wedge-shaped lock slot
Card slot	Micro SD card slot

Table 19. Internal ports and connectors

Description	Values
Internal:	
One M.2 Key-M (2280 or 2230) for solid-state drive	<ul style="list-style-type: none"> One M.2 2230 slot for solid-state drive 128 GB/256 GB/512 GB
One M.2 2230 Key-E for WLAN	<ul style="list-style-type: none"> 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
	<p>NOTE: To learn more about the features of different types of M.2 cards, see the knowledge base article SLN301626.</p>

Touchpad

Table 20. Touchpad specifications

Feature	Specifications
Resolution	1221 x 661
Dimensions	<ul style="list-style-type: none"> Width: 101.7 mm (4.00 in.) Height: 55.2 mm (2.17 in.)
Multi-touch	Supports 5-finger multi-touch
	<p>NOTE: For more information about touchpad gestures for Windows 10, see the Microsoft knowledge base article 4027871 at support.microsoft.com.</p>

Table 21. Supported gestures

Supported gestures	Windows 10
Cursor moving	Supported
Clicking/ tapping	Supported
Click and drag	Supported
2-finger scroll	Supported
2-finger Pinch/ Zoom	Supported
2-finger tap (Right Clicking)	Supported
3-finger tap (Invoke Cortana)	Supported
3-finger swipe up (See all open windows)	Supported
3-finger swipe down (Show the desktop)	Supported
3-finger swipe right or left (Switch between open windows)	Supported
4-finger tap (Invoke Action Center)	Supported
4-finger swipe right or left (Switch virtual desktops)	Supported

Display

Table 22. Display specifications

Description	Values			
Type	High Definition (HD)	Full High Definition (FHD)	Full High Definition (FHD)	Full high Definition (FHD)
Panel technology	Wide Viewing Angle (WVA)	Wide Viewing Angle (WVA)	Wide Viewing Angle (WVA)	Wide Viewing Angle (WVA)
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	1366x768	1920 x 1080	1920 x 1080	1920 x 1080
Megapixels	1049088	2073600	2073600	2073600
Pixels per Inch (PPI)	100	141	141	141
Color Gamut (CG)	NTSC 45%	NTSC 45%	NTSC 45%	NTSC 72%
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	40/40 +/- degrees	80/80 +/- degrees	80/80 +/- degrees	80/80 +/- degrees
Vertical View Angle	10(U)/30(D) +/- degrees	80(U)/80(D) +/- degrees	80(U)/80(D) +/- degrees	80(U)/80(D) +/- degrees
Pixel Pitch	0.252X0.252 mm	0.179X0.179 mm	0.179X0.179 mm	0.179X0.179 mm
Power Consumption (maximum)	4.20 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

Keyboard

Table 23. Keyboard specifications

Feature	Specifications
Number of keys	<ul style="list-style-type: none"> • 102 (U.S. and Canada) • 103 (UK) • 106 (Japan)
Size	Full sized

Feature	Specifications
	<ul style="list-style-type: none"> • X= 18.6 mm (0.73 in.) key pitch • Y= 19.05 mm (0.75 in.) key pitch
Backlit keyboard	Optional (backlit and Non-backlit)
Layout	QWERTY

Fingerprint reader in Power Button

Table 24. Fingerprint reader specifications

Description	Values
Sensor technology	Capacitive
Sensor resolution	363 dpi
Sensor pixel size	76 x 100

Fingerprint reader

Table 25. Fingerprint reader specifications

Description	Values
Sensor technology	Capacitive
Sensor resolution	508 dpi
Sensor pixel size	256 x 360

Sensor and control specifications

Table 26. Sensor and control specifications

Specifications
1. Free fall sensor on motherboard
2. Hall Effect Sensor (Detects when the lid is closed)

Security options—Contacted smartcard reader

Table 27. Contacted smartcard reader

Title	Description	Dell ControlVault 3 Smartcard reader
ISO 7816 -3 Class A Card Support	Reader capable of reading 5V powered smartcard	Yes
ISO 7816 -3 Class B Card Support	Reader capable of reading 3V powered smartcard	Yes
ISO 7816 -3 Class C Card support	Reader capable of reading 1.8V powered smartcard	Yes
ISO 7816-1 Compliant	Specification for the reader	Yes

Title	Description	Dell ControlVault 3 Smartcard reader
ISO 7816 -2 Compliant	Specification for smartcard device physical characteristics (size, location of connection points, etc.)	Yes
T=0 support	Cards support character level transmission	Yes
T=1 support	Cards support block level transmission	Yes
EMVCo Compliant	Compliant with EMVCo (for electronic payment standards) smartcard standards as posted to www.emvco.com	Yes
EMVCo Certified	Formally certified based on EMVCO smartcard standards	Yes
PC/SC OS interface	Personal Computer/Smart Card specification for integration of hardware readers into personal computer environments	Yes
CCID driver compliance	Common driver support for Integrated Circuit Card Interface Device for OS level drivers.	Yes
Windows Certified	Device certified by WHCK	Yes
FIPS 201 (PIV/HSPD-12) Compliant via GSA	Device compliant with FIPS 201/PIV/HSPD-12 requirements	Yes

Security options—Contactless smartcard reader

Table 28. Contactless smartcard reader

Title	Description	Dell ControlVault 3 Contactless Smartcard reader with NFC
Felica Card Support	Reader and software capable of supporting Felica contactless cards	Yes
ISO 14443 Type A Card Support	Reader and software capable of supporting ISO 14443 Type A contactless cards	Yes
ISO 14443 Type B Card Support	Reader and software capable of supporting ISO 14443 Type B contactless cards	Yes
ISO/IEC 21481	Reader and software capable of supporting ISO/IEC 21481 compliant contactless cards and tokens	Yes
ISO/IEC 18092	Reader and software capable of supporting ISO/IEC 21481 compliant contactless cards and tokens	Yes
ISO 15693 Card Support	Reader and software capable of supporting ISO15693 contactless cards	Yes
NFC Tag Support	Supports reading and processing of NFC compliant tag information	Yes
NFC Reader Mode	Support for NFC Forum Defined Reader mode	Yes
NFC Writer Mode	Support for NFC Forum Defined Writer mode	Yes
NFC Peer-to-Peer Mode	Support for NFC Forum Defined Peer to Peer mode	Yes
EMVCo Compliant	Compliant with EMVCO smartcard standards as posted to www.emvco.com	Yes

Title	Description	Dell ControlVault 3 Contactless Smartcard reader with NFC
EMVCo Certified	Formally certified based on EMVCO smartcard standards	Yes
NFC Proximity OS Interface	Enumerates NFP (Near Field Proximity) device for OS to utilize	Yes
PC/SC OS interface	Personal Computer/Smart Card specification for integration of hardware readers into personal computer environments	Yes
CCID driver compliance	Common driver support for Integrated Circuit Card Interface Device for OS level drivers	Yes
Windows Certified	Device certified by Microsoft WHCK	Yes
Dell ControlVault support	Device connects to Dell ControlVault for usage and processing	Yes

NOTE: 125 Khz proximity cards are not supported.

Table 29. Supported cards

Manufacturer	Card	Supported
HID	jCOP readertest3 A card (14443a)	Yes
	1430 1L	
	DESFire D8H	
	iClass (Legacy)	
	iClass SEOS	
NXP/Mifare	Mifare DESFire 8K White PVC Cards	Yes
	Mifare Classic 1K White PVC Cards	
	NXP Mifare Classic S50 ISO Card	
G&D	idOnDemand - SCE3.2 144K	Yes
	SCE6.0 FIPS 80K Dual+ 1 K Mifare	
	SCE6.0 nonFIPS 80K Dual+ 1 K Mifare	
	SCE6.0 FIPS 144K Dual + 1K Mifare	
	SCE6.0 nonFIPS 144K Dual + 1 K Mifare	
Oberthur	idOnDemand - OCS5.2 80K	Yes
	ID-One Cosmo 64 RSA D V5.4 T=0 card	

Security

Table 30. 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 31. 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 32. 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)*	0.66 GRMS	1.30 GRMS
Shock (maximum)	140 G†	160 G†
Altitude (maximum)	0 m to 3048 m (4.64 ft to 5518.4 ft)	0 m to 10668 m (4.64 ft to 19234.4 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.

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.

Some keys on your keyboard have two symbols on them. These keys can be used to type alternate characters or to perform secondary functions. The symbol that is shown on the lower part of the key sees the character that is typed out when the key is pressed. If you press shift and the key, the symbol that is shown on the upper part of the key is typed out. For example, if you press **2**, 2 is typed out; if you press **Shift + 2**, @ is typed out.

The keys F1-F12 at the top row of the keyboard are function keys for multimedia control. Press the function key to invoke the task. For example, pressing F1 mutes the audio (see the table below).

However, if the function keys F1-F12 are needed for specific software applications, multimedia functionality can be disabled by pressing **Fn + Esc**. Next, multimedia control can be invoked by pressing **Fn** and the respective function key. For example, mute audio by pressing **Fn + F1**.












NOTE: You can also define the primary behavior of the function keys (F1–F12) by changing Function Key Behavior in BIOS setup program.

Table 33. List of keyboard shortcuts

Function key	Redefined key (for multimedia control)	Behavior
		Mute audio
		Decrease volume
		Increase volume
		Play previous track/chapter
		Play/Pause
		Play next track/chapter
		Switch to external display
		Search
		Turn on keyboard backlit (optional). NOTE: Non-backlit keyboards have F10 function key without the backlit icon and does not support the backlit function.
		Decrease brightness
		Increase brightness

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

Table 34. List of keyboard shortcuts

Function key	Behavior
	Pause/Break
	Sleep
	Toggle scroll lock
	Toggle between power and battery-status light/hard-drive activity light
	System request
	Open application menu
	Click Fn-key lock
	Page up
	Page down
	Home
	End

Software

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

Topics:

- [Downloading Windows drivers](#)

Downloading Windows drivers

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.

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.
Tab	Moves to the next focus area.

Keys

Navigation

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
i **NOTE: XXXX denotes the SATA drive number.**

- Optical Drive (if available)
- SATA Hard Drive (if available)
- Diagnostics
i **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

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

General options

Table 35. General

Option	Description
System Information	Displays the following information: <ul style="list-style-type: none"> • 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. <ul style="list-style-type: none"> • Always, Except Internal HDD—Default • Always, Except Internal HDD&PXE • Always • Never

Option	Description
Date/Time	Allows you to set the date and time settings. Changes to the system date and time take effect immediately.

System information

Table 36. System Configuration

Option	Description
Integrated NIC	Allows you to configure the on-board LAN controller. <ul style="list-style-type: none">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. <ul style="list-style-type: none">Disabled = The SATA controllers are hiddenAHCI = SATA is configured for AHCI modeRAID ON = SATA is configured to support RAID mode (selected by default)
Drives	Allows you to enable or disable the various drives on-board: <ul style="list-style-type: none">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: <ul style="list-style-type: none">Enable USB Boot SupportEnable External USB Port All the options are enabled by default.
Thunderbolt Adapter Configuration	This section allows Thunderbolt Adapter Configuration. <ul style="list-style-type: none">Thunderbolt-is enabled by defaultEnable Thunderbolt Boot Support-is disabledNo security-is disabledUser configuration-enabled by defaultSecure connect-is disabledDisplay port and USB Only-is disabled
USB PowerShare	This option configures the USB PowerShare feature behavior. <ul style="list-style-type: none">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 USB 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. <ul style="list-style-type: none">Enable MicrophoneEnable Internal Speaker Both the options are selected by default.
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:

Option	Description
	<ul style="list-style-type: none"> • Disabled • Dim • Bright-enabled by default
Keyboard Backlight Timeout on AC	<p>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:</p> <ul style="list-style-type: none"> • 5 sec • 10 sec-enabled by default • 15 sec • 30 sec • 1 min • 5 min • 15 min • Never
Keyboard Backlight Timeout on Battery	<p>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:</p> <ul style="list-style-type: none"> • 5 sec • 10 sec-enabled by default • 15 sec • 30 sec • 1 min • 5 min • 15 min • Never
Unobtrusive Mode	<ul style="list-style-type: none"> • Enable Unobtrusive Mode (disabled by default) <p>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.</p>
Miscellaneous Devices	<p>Allows you to enable or disable the following devices:</p> <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • System Unique MAC Address (disabled by default) • Integrated NIC 1 MAC Address • Disabled <p>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.</p>

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 37. 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	<p>This option lets you bypass the System (Boot) Password and the internal HDD password prompts during a system restart.</p> <ul style="list-style-type: none"> 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). <p>i 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.</p>
Password Change	<p>This option lets you determine whether changes to the System and Hard Disk passwords are permitted when an administrator password is set.</p> <p>Allow Non-Admin Password Changes - This option is enabled by default.</p>
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	<p>Allows you to control whether the Trusted Platform Module (TPM) is visible to the operating system.</p> <ul style="list-style-type: none"> 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) <p>Choose any one option:</p> <ul style="list-style-type: none"> Disabled Enabled (default)
Absolute	<p>This field lets you Enable, Disable or Permanently Disable the BIOS module interface of the optional Absolute Persistence Module service from Absolute Software.</p> <ul style="list-style-type: none"> Enabled - This option is selected by default. Disabled Permanently Disabled
OROM Keyboard Access	<p>This option determines whether users are able to enter Option ROM configuration screen via hotkeys during boot.</p> <ul style="list-style-type: none"> Enabled (default) Disabled One Time Enable

Option	Description
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 38. Secure Boot

Option	Description
Secure Boot Enable	Allows you to enable or disable Secure Boot feature <ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> PK (default) KEK db dbx If you enable the Custom Mode , the relevant options for PK, KEK, db, and dbx appear. The options are: <ul style="list-style-type: none"> 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 Keys- Deletes all the keys <p>NOTE: If you disable the Custom Mode, all the changes made will be erased and the keys will restore to default settings.</p>

Intel Software Guard Extensions

Table 39. 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: <ul style="list-style-type: none"> Disabled Enabled Software controlled—Default

Option	Description
Enclave Memory Size	This option sets SGX Enclave Reserve Memory Size Click one of the following options: <ul style="list-style-type: none">• 32 MB• 64 MB• 128 MB—Default



Performance

Table 40. 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. <ul style="list-style-type: none">• All—Default• 1• 2• 3
Intel SpeedStep	Allows you to enable or disable the Intel SpeedStep mode of processor. <ul style="list-style-type: none">• Enable Intel SpeedStep This option is set by default.
C-States Control	Allows you to enable or disable the additional processor sleep states. <ul style="list-style-type: none">• C states This option is set by default.
Intel TurboBoost	Allows you to enable or disable the Intel TurboBoost mode of the processor. <ul style="list-style-type: none">• Enable Intel TurboBoost This option is set by default.
Hyper-Thread Control	Allows you to enable or disable the HyperThreading in the processor. <ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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: <ul style="list-style-type: none">• Disabled

Option	Description
	<ul style="list-style-type: none">· Every Day· Weekdays· Select Days <p>Default setting: Disabled</p>
USB Wake Support	<p>Allows you to enable USB devices to wake the system from Standby.</p> <p> 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.</p> <ul style="list-style-type: none">· Enable USB Wake Support
Wireless Radio Control	<p>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).</p> <ul style="list-style-type: none">· Control WLAN radio - is disabled
Wake on LAN	<p>Allows you to enable or disable the feature that powers on the computer from the Off state when triggered by a LAN signal.</p> <ul style="list-style-type: none">· Disabled· LAN Only· LAN with PXE Boot <p>Default setting: Disabled</p>
Block Sleep	<p>This option lets you to block entering to sleep in OS environment. When enabled system won't go to sleep.</p> <p>Block Sleep - is disabled</p>
Peak Shift	<p>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.</p> <ul style="list-style-type: none">· Enable peak shift—is disabled· Set battery threshold (15% to 100%) - 15 % (enabled by default)
Advanced Battery Charge Configuration	<p>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.</p> <p>Enable Advanced Battery Charge Mode- is disabled</p>
Primary Battery Charge Configuration	<p>Allows you to select the charging mode for the battery. The options are:</p> <ul style="list-style-type: none">· 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 <p>If Custom Charge is selected, you can also configure Custom Charge Start and Custom Charge Stop.</p> <p> NOTE: All charging mode may not be available for all the batteries. To enable this option, disable the Advanced Battery Charge Configuration option.</p>

POST behavior

Option	Description
Adapter Warnings	<p>Allows you to enable or disable the system setup (BIOS) warning messages when you use certain power adapters.</p> <p>Default setting: Enable Adapter Warnings</p>
Numlock Enable	<p>Allows you to enable the Numlock option when the computer boots.</p> <p>Enable Network. This option is enabled by default.</p>

Option	Description
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: <ul style="list-style-type: none">• 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: <ul style="list-style-type: none">• Minimal• Thorough—enabled by default• Auto
Extended BIOS POST Time	Allows you to create an extra preboot delay. The options are: <ul style="list-style-type: none">• 0 seconds—enabled by default.• 5 seconds• 10 seconds
Full Screen Log	<ul style="list-style-type: none">• Enable Full Screen Logo—not enabled
Warnings and errors	<ul style="list-style-type: none">• 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. <ul style="list-style-type: none">• 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. <ul style="list-style-type: none">• Enable USB Provision - disabled by default
MEBx Hotkey	Allows you to specify whether the MEBx Hotkey function should enable, during the system boot. <ul style="list-style-type: none">• 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. 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. <ul style="list-style-type: none">• WLAN• Bluetooth All the options are enabled by default.
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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: <ul style="list-style-type: none">• 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. <ul style="list-style-type: none">• 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. <ul style="list-style-type: none">• 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


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.

 **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.**

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

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 \(DDDP\)](#)**

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.

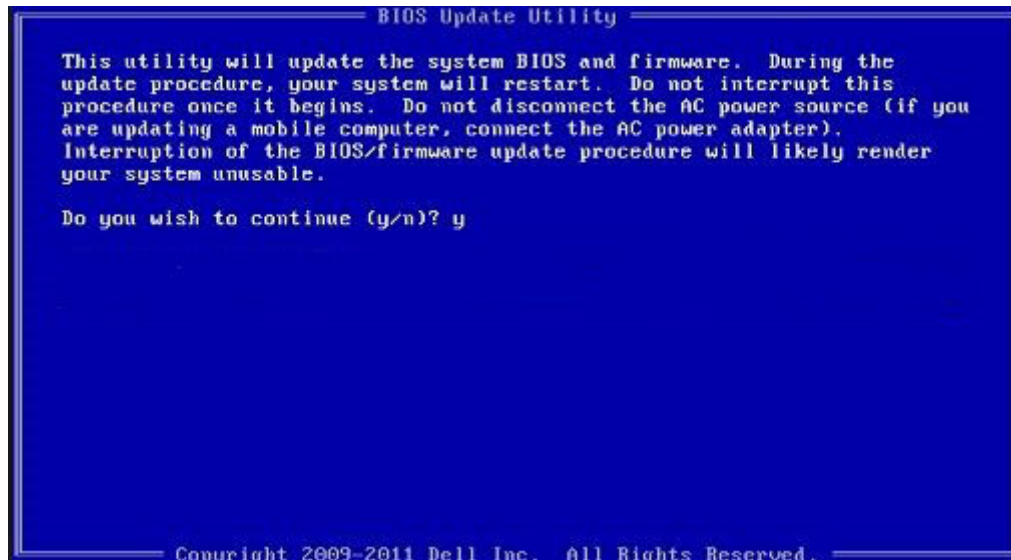


Figure 1. DOS BIOS Update Screen

System and setup password

Table 41. 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

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


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

- In the **System BIOS** or **System Setup** screen, select **Security** and press **Enter**.
The **Security** screen is displayed.
- 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, ("), (+), (,), (-), (.), (/), (:), ([), (\), (]), (').
- Type the system password that you entered earlier in the **Confirm new password** field and click **OK**.
- Press **Esc** and a message prompts you to save the changes.
- Press **Y** to save the changes.
The computer reboots.

Deleting or changing an existing system setup password

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.

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


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.

Getting help

Topics:

- [Contacting Dell](#)

Contacting Dell

 **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.**

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:

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.