Dell Latitude 5500

Setup and specifications guide

Regulatory Model: P80F
Regulatory Type: P80F001

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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

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.

2

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.

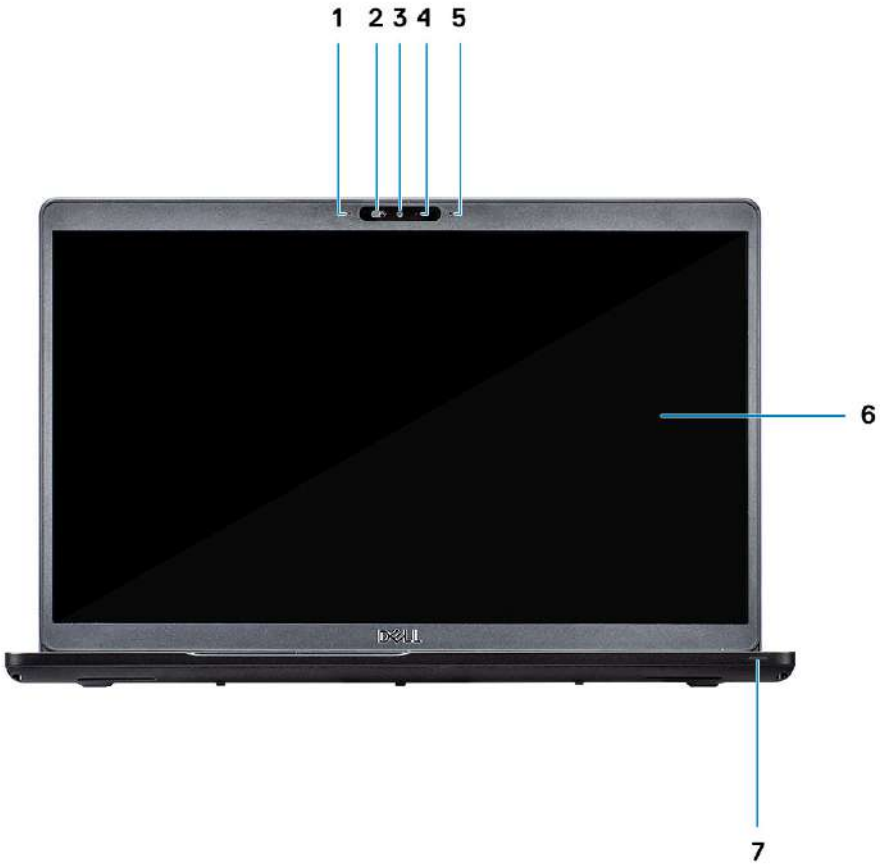
3

Chassis overview

Topics:

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

Display view

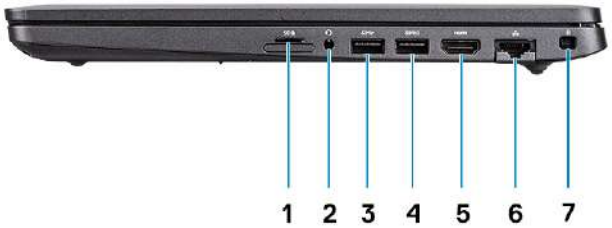


1. Array microphone
2. SafeView shutter
3. Camera
4. Camera status light
5. Array microphone
6. LCD panel
7. LED activity light

Left view

1. Power connector port
2. USB 3.1 Gen 2 (USB Type-C) port with DisplayPort/Thunderbolt (optional)
3. USB 3.1 Gen 1
4. Smart card reader (optional)

Right view



1. microSD card reader
2. Headset/ Microphone port
3. USB 3.1 Gen 1 port
4. USB 3.1 Gen 1 port with PowerShare
5. HDMI port
6. Network port
7. Wedge-shaped lock slot

Palmrest view

1. Power button with optional fingerprint
2. Keyboard
3. Fingerprint reader (optional)
4. Touchpad
5. Trackstick (optional)

Bottom view

1. Thermal vent
2. Service tag label
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
Fn + F5	Turn on/off keyboard backlight	F5 behavior

Table 2. List of keyboard shortcuts(continued)

Keys	Primary behavior	Secondary behavior (Fn + Key)
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	--

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Technical specifications

System information

Table 3. System information

Feature	Specifications
Chipset	Integrated in the processor
DRAM bus width	64-bit
FLASH EPROM	32 MB
PCIe bus	Up to Gen3
External bus frequency	Up to 8 GT/s

Processor

NOTE: Processor numbers are not a measure of performance. Processor availability is subject to change and may vary by region/country.

Table 4. Processor specifications

Type	UMA Graphics	Discrete Graphics
8th Gen Intel Core i7-8665U processor (8 MB cache, 4 core count/8 threads, 1.9 GHz to 4.8 GHz, 15 W TDP, vPro)	Intel UHD Graphics 620	AMD Radeon 540X
8th Gen Intel Core i5-8365U processor (6 MB cache, 4 core count/8 threads, 1.6 GHz to 4.1 GHz, 15 W TDP, vPro)	Intel UHD Graphics 620	AMD Radeon 540X
8th Gen Intel Core i5-8265U processor (6 MB cache, 4 core count/8 threads, 1.6 GHz to 3.9 GHz, 15 W TDP)	Intel UHD Graphics 620	AMD Radeon 540X
8th Gen Intel Core i3-8145U processor (4 MB cache, 2 core count/4 threads, 2.1 GHz to 3.9 GHz, 15 W TDP)	Intel UHD Graphics 620	NA

Memory

Table 5. Memory specifications

Feature	Specifications
Minimum memory configuration	4 GB

Table 5. Memory specifications(continued)

Feature	Specifications
Maximum memory configuration	32 GB
Number of slots	2 x SoDIMM slots
Maximum memory supported per slot	16 GB
Memory options	• 4 GB (1 x 4 GB) • 8 GB (2 x 4 GB) • 8 GB (1 x 8 GB) • 16 GB (2 x 8 GB) • 16 GB (1 x 16 GB) • 32 GB (2 x 16 GB)
Type	Dual-channel DDR4
Speed	2666 MHz Non-ECC SDRAM operates at 2400 MHz with Intel 8th Gen processors

Storage

Table 6. Storage specifications

Type	Form factor	Interface	Capacity
PCIe Solid-State Drive	M.2 2230 SSD	PCIe Gen 3x2 NVMe, up to 32 Gbps	Upto 512 GB
PCIe Solid-State Drive	M.2 2280 SSD	PCIe Gen 3x4 NVMe, up to 32 Gbps	Upto 1 TB
SATA Solid-State Drive	M.2 2280 SSD	SATA Class 20	Upto 512 GB
SED PCIe Solid-State Drive	M.2 2280 SSD	SED PCIe	Upto 512 GB
HDD	2.5 in.	SATA	• Upto 1 TB; 5400 RPM • Upto 1 TB; 7200 RPM

System board connectors

Table 7. System board connectors

Feature	Specifications
M.2 Connectors	• One M.2 2230 Key-E connector • One M.2 2280 Key-E connector • One M.2 3042 Key-B connector

Media card-reader

Table 8. Media-card reader specifications

Feature	Specifications
Type	Micro SD Card Reader Slot

Table 8. Media-card reader specifications

Feature	Specifications
	Micro SD Card

Audio

Table 9. Audio specifications

Feature	Specifications
Controller	Realtek ALC3204 with Waves MaxxAudio Pro
Stereo conversion	24-bit DAC (Digital-to-Analog) and ADC (Analog-to-Digital)
Type	HD Audio
Speakers	Two
Interface	Internal: • Intel HDA (high-definition audio) External: • 7.1 channel output via HDMI • Digital microphone input on camera module • Headset combo jack (stereo headphones/microphone-in)
Internal speaker amplifier	Integrated in ALC3204 (Class-D 2 W)
External volume controls	Media-control shortcut keys
Speaker output:	Average: 2 W Peak: 2.5 W
Microphone	Digital-array microphones

Video card

Table 10. Video card specifications

Controller	Type	CPU Dependency	Graphics memory type	Capacity	External display support	Maximum resolution
Intel UHD Graphics 620	UMA	• Intel Core i7-8665U CPU (vPro) • Intel Core i5-8365U CPU • Intel Core i5-8265U CPU • Intel Core i3-8145U CPU	Integrated	Shared system memory	HDMI 1.4b port	4096 x 2304 @24 Hz

Table 10. Video card specifications(continued)

Controller	Type	CPU Dependency	Graphics memory type	Capacity	External display support	Maximum resolution
AMD Radeon 540X	Discrete	NA	GDDR5	2 GB	N/A	N/A

Camera (optional)

Table 11. Camera specifications

Feature	Specifications
Camera Type	RGB, HD fixed focus
IR Camera	6 mm IR camera (optional)
Resolution	Still image: HD resolution (1280 x 720) Video: HD resolution (1280 x 720) at 30 fps
Diagonal viewing angle	IR: 87 degree RGB: 78.6 degree
Sensor type	CMOS sensor technology

NOTE: The RBG + IR camera is for Windows Hello application only and other applications cannot use it.

Communication

Table 12. Communication specifications

Feature	Specifications
Network adapter	Integrated Connection I219-V 10/100/1000 Mb/s Ethernet (RJ-45) • 8th Generation Intel® Core i5-8365U • 8th Generation Intel® Core i7-8665U Integrated Connection I217-LM 10/100/1000 Mb/s Ethernet (RJ-45) • 8th Generation Intel® Core i3-8145U • 8th Generation Intel® Core i5-8265U

Mobile Broadband

Table 13. Mobile Broadband

Specifications
Intel XMM 7360 Global LTE-Advanced

Wireless

Table 14. Wireless specifications

Specifications
Intel Dual Band Wireless AC 9560 (802.11ac) 2x2 + Bluetooth 5.0
Qualcomm QCA61x4A 802.11ac Dual Band (2x2) Wireless Adapter + Bluetooth 4.2
Intel Wi-Fi 6 AX200 2x2 .11ax 160 MHz + Bluetooth 5.0 (Optional)

Ports and connectors

Table 15. Ports and connectors

Feature	Specifications
Memory card reader	• One MicroSD card reader
SIM card reader	One micro SIM card slot
USB	• Three USB 3.1 Gen 1 (Type-A) ports • One USB Type-C 3.1 Gen 2 port with DisplayPort/Thunderbolt 3(optional)
Security	Noble wedge lock slot
Audio	One headset (headphone and microphone combo) port
Video	One HDMI 1.4b port (supports up to 4k @30 Hz)
Network adapter	RJ-45, 10/100/1000, with LED indicator

Display

Table 16. Display specifications

Feature	Specifications
Type	• 15.6 in. HD (1366 x 768), antiglare (16:9), WLED, non-touch, 220 nits • 15.6 in. FHD Wide viewing angle (1920 x 1080), antiglare (16:9) WLED, non-touch, 220 nits • 15.6 in. FHD Wide viewing angle (1920 x 1080), Embedded touch display with antiglare, 220 nits (optional) • 15.6 in. FHD Wide viewing angle (1920 x 1080), antiglare (16:9) WLED, non-touch, 300 nits, aluminum LCD backcover (optional) • 15.6 in. FHD Wide viewing angle (1920 x 1080), Embedded touch display with antiglare, 220 nits, aluminum LCD backcover (optional)
Height (Active area)	193.6 mm (7.622 in.)
Width (Active area)	344.2 mm (13.551 in.)
Diagonal	394.91 mm (15.55 in.)

Table 16. Display specifications(continued)

Feature	Specifications
Pixels Per Inch (PPI)	100 141 (optional)
Contrast ratio	500:1 (Typ.) 700:1 (Typ.) (optional)
Luminance/Brightness (typical)	220 Nits 300 Nits
Refresh rate	60 Hz
Horizontal viewing angle (min)	+/- 40 degrees (HD) +/- 80 degrees (FHD) (optional)
Vertical viewing angle (min)	top/bottom = 10/30 degrees (HD) +/- 80 degrees (FHD)(optional)
Power consumption (max)	4.2 W 6.2 W (optional)

Keyboard

Table 17. Keyboard specifications

Feature	Specifications
Number of keys	• 102 (U.S. and Canada) • 103 (UK) • 106 (Japan)
Size	Full sized • 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

Touchpad

Table 18. Touchpad specifications

Feature	Specifications
Resolution	1221 x 661
Dimensions	• Width: 101.7 mm (4.00 in.) • Height: 55.2 mm (2.17 in.)
Multi-touch	Supports 5-finger multi-touch

Table 18. Touchpad specifications(continued)

Feature	Specifications
	NOTE: For more information about touchpad gestures for Windows 10, see the Microsoft knowledge base article 4027871 at support.microsoft.com.

Fingerprint reader—optional

Table 19. Fingerprint reader specifications

Feature	Specifications
Type	FPR in power button FPR on palmrest
Sensor technology	Capacitive
Sensor resolution	363 PPI 508 DPI
Sensor area	Diameter: 10 mm 12.8 mm x 18 mm

Operating system

Table 20. Operating system

Feature	Specifications
Operating systems supported	• Windows 10 Home (64 bit) • Windows 10 Professional (64bit) • Ubuntu 18.04 LTS (64 bit)

Battery

Table 21. Battery

Feature	Specifications					
Type	3-cell lithium-ion (42 WHr) ExpressCharge		3-cell lithium-ion (51 WHr) ExpressCharge		4-cell lithium-ion (68 WHr) ExpressCharge	
Dimension	Width Depth Height	95.9 mm (3.78 in.) 181 mm (7.13 in.) 7.05 mm (0.28 in.)	Width Depth Height	95.9 mm (3.78 in.) 181 mm (7.13 in.) 7.05 mm (0.28 in.)	Width Depth Height	95.9 mm (3.78 in.) 233 mm (9.17 in.) 7.05 mm (0.28 in.)
Weight (maximum)	200 g (0.44 lb)		250 g (0.55 lb)		340 g (0.75 lb)	
Voltage	11.40 VDC		11.40 VDC		7.6 VDC	

Table 21. Battery(continued)

Feature	Specifications					
Life span	300 discharge/charge cycles		300 discharge/charge cycles		300 discharge/charge cycles (standard pack) 1000 discharge/charge cycles (LCL pack)	
Charging time when the computer is off (approximate)	Standard charge	0°C to 50°C: 4 hours	Standard charge	0°C to 50°C: 4 hours	Standard charge	0°C to 50°C: 4 hours
	Express Charge	0°C to 15°C: 4 hours 16°C to 45°C: 2 hours 46°C to 50°C: 3 hours	Express Charge	0°C to 15°C: 4 hours 16°C to 45°C: 2 hours 46°C to 50°C: 3 hours	Express Charge	0°C to 15°C: 4 hours 16°C to 45°C: 2 hours 46°C to 50°C: 3 hours
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.	
Temperature range: Operating	Charge: 0°C to 50°C, 32°F to 122°F Discharge: 0°C to 60°C, 32°F to 139°F		Charge: 0°C to 50°C (32°F to 122°F) Discharge: -20°C to 60°C (-40°F to 139°F)		Charge: 0°C to 50°C, 32°F to 122°F Discharge: 0°C to 60°C, 32°F to 139°F	
Temperature range: Storage	-20°C to 60°C (-4°F to 140°F)		-20°C to 60°C (-40°F to 140°F)		-20°C to 60°C (-4°F to 140°F)	
Coin-cell battery	CR-2032		CR-2032		CR-2032	

Power adapter

Table 22. Power adapter specifications

Feature	Specifications	
Type	E5 65 W	E5 90 W
Input Voltage	100 VAC - 240 VAC	100 VAC - 240 VAC
Input current (maximum)	1.5 A	1.6 A
Adapter size	Dimensions In Inches: 0.87 x 2.60 x 4.17 In mm: 22 x 66 x 106	Dimensions In Inches: 0.87 x 2.60 x 5.12 In mm: 22 x 66 x 130
Barrel	7.4 mm	7.4 mm
Weight	0.23 kg (0.51 lb)	0.32 kg (0.70 lb)
Input frequency	50 Hz to 60 Hz	50 Hz to 60 Hz
Output current	3.34 A (continuous)	4.62 A (continuous)
Rated output voltage	19.5 VDC	19.5 VDC

Table 22. Power adapter specifications(continued)

Feature	Specifications	
Temperature range (Operating)	0°C to 40°C (32°F to 104°F)	0°C to 40°C (32°F to 104°F)
Temperature range (Non-Operating)	-40°C to 70°C (-40°F to 158°F)	-40°C to 70°C (-40°F to 158°F)

Sensor and control specifications

Table 23. Sensor and control specifications

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

Dimensions and weight

Table 24. Dimensions and weight

Feature	Specifications
Height	Front: 20.3 mm (0.79 in.) Rear: 22 mm (0.86 in.)
Width	359.1 mm (14.1 in.)
Depth	236.25 mm (9.3 in.)
Weight	1.82 kg (4.03 lb)

Computer environment

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

Table 25. Computer environment

	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) **NOTE: Maximum dew point temperature = 26°C**	0% to 95% (non-condensing) **NOTE: Maximum dew point temperature = 33°C**
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 10,000 ft)	-15.2 m to 10,668 m (-50 ft to 35,000 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.

‡ Measured using a 2 ms half-sine pulse when the hard-drive head is in parked position.

Security

Table 26. Security

Feature	Specifications
Trusted Platform Module (TPM) 2.0	Integrated on the system board
Firmware TPM	Optional
Windows Hello Support	Yes, optional fingerprint on power button Optional IR camera
Cable lock	Noble lock
Dell Smartcard Keyboard	Optional
FIPS 140-2 certification for TPM	Yes
ControlVault 3 Advanced Authentication with FIPS 140-2 Level 3 Certification	Yes, for FPR, SC and CSC/NFC
Fingerprint Reader Only	Touch Fingerprint reader in power button tied to ControlVault 3
Contacted Smart Card and ControlVault 3	FIPS 201 Smart card reader certification/SIPR

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
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

Table 27. Contacted smartcard reader(continued)

Title	Description	Dell ControlVault 3 Smartcard reader
CCID driver compliance	Common driver support for Integrated Circuit Card Interface Device for OS level drivers.	Yes
Windows Certified	Device certified by Micrsoft 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
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

Table 28. Contactless smartcard reader(continued)

Title	Description	Dell ControlVault 3 Contactless Smartcard reader with NFC
Windows Certified	Device certified by Microsoft WHCK	Yes
Dell ControlVault support	Device connects to Dell ControlVault for usage and processing	Yes
Prox (Proximity) (125kHz) Card support	Reader and software capable of supporting Prox/Proximity/125kHz contactless cards	No

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	
	SCE7.0 FIPS 144K	
Oberthur	idOnDemand - OCS5.2 80K	Yes
	ID-One Cosmo 64 RSA D V5.4 T=0 card	

Security Software

Table 30. Security Software specifications

Specifications
Dell Client Command Suite
Optional Dell Data Security and Management Software • Dell Endpoint Security Suite Enterprise • Dell Data Guardian • Dell Encryption Enterprise • Dell Encryption Personal • Dell Threat Defense • MozyPro or MozyEnterprise

Table 30. Security Software specifications(continued)

Specifications
• RSA NetWitness Endpoint • RSA SecurID Access • VMware Workspace ONE • Absolute Endpoint Visibility and Control

5

Software

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

Topics:

- Downloading drivers

Downloading 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.

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 31. 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 • Always

Table 31. General (continued)

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

.

System information

Table 32. 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

Table 32. System Configuration (continued)

Option	Description
	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: • 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 33. 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)
Absolute	This field lets you Enable, Disable or Permanently Disable the BIOS module interface of the optional Absolute Persistence Module service from Absolute Software.

Table 33. Security(continued)

Option	Description
	• 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 34. 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 35. 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 36. 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
MEBX Hotkey	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.

Option	Description
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. • 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

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 outlet.

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: https://www.dell.com/support/article/sln153694

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: https://www.dell.com/support/article/sln143196/

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 Return.
6. The system will boot to a Diag C:\> prompt.
7. Run the file by typing the full filename e.g. O9010A12.exe and press Return.
8. The BIOS Update Utility will load, follow the instructions on screen.

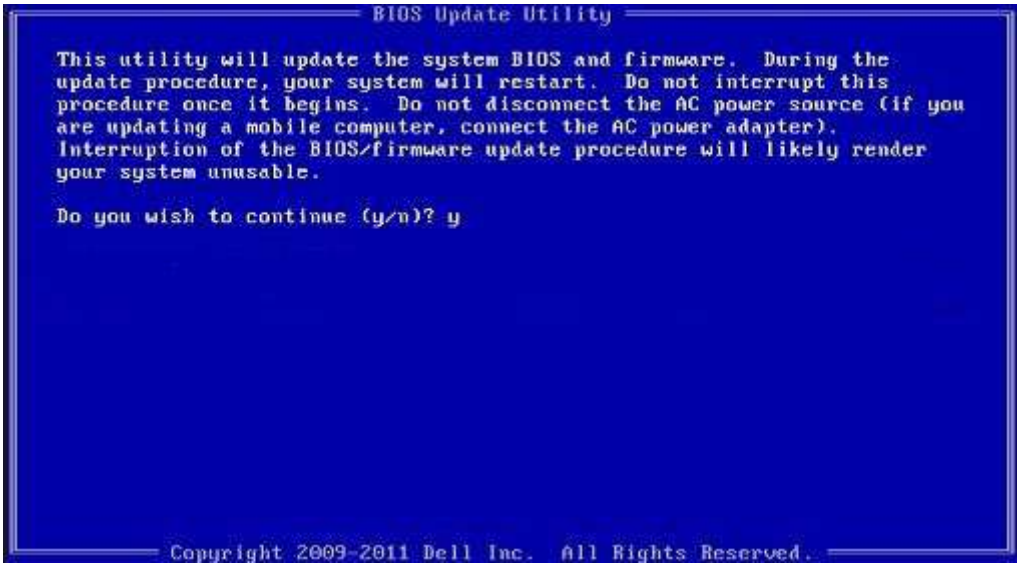

Figure 1. DOS BIOS Update Screen

System and setup password

Table 37. 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 re-boot.

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

Ensure that the **Password Status** is Unlocked (in the System Setup) before attempting to delete or change the existing System and/or 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/or 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 reboot.

7

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.