

Windows Devices

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How to Image a Windows Device

Connect device to power and Internet and power on

Press F12 repeatedly until the system settings

Select the USB flash drive

Once completed all steps- remove flash drive Type EXIT and press enter key

Leave device on until completely finished will be at login screen.

*If device is not in intune or doesn't go to login screen (just sits at the Country screen) then send Ricky a message. Be prepared to possibly have to bring in.

Updating Firmware on Dell

(Instructions are for Latitude 3310)

1. Plug in Power Cable, flash drive, and turn on laptop and press F12 repeatedly.
2. Use Down Arrow-Under Other Options find BIOS Flash Update - Press Enter

_XlhUK1ulpeUxHeX1w5edwHNS1t6BBIA1Z

3. Click Gray Box at top of screen reen (has 3 dashes or dots)

V5HIEoFS_0PogP40rIUlh2z

4. First Option is FS0

nuCr6R83XZzRGHRpwcvSQsPMmGsh8Nu

5. Go to the bottom of the list. Select Latitude_3310_XXXXX.exe and click OK. If doing an different model make sure you have the correct hardware for that model. If you don't see the exe on FS0 go through FS1, FS2, etc to find it.

6. There will be a message to please wait.

7. There will be a message to ask if you are sure. Press Yes
NCGCbR_Q1AchutPWu5Odw3NG0xtMQfJNyt

8. Laptop will restart.

JimMvXhGUjHCGv8ZKj7Cl.

9. This is the screen you will be looking for to see the progress.

0. When finished the laptop will restart and it is done.

Dell Diagnostic LED Blink Codes

Diagnostic LEDs

Instead of beep codes, errors are indicated via the bicolor Battery Charge/Status LED. A specific blink pattern is followed by flashing a pattern of flashes in amber, followed by white. The pattern then repeats.

The diagnostic pattern will consist of a two-digit number being represented by a first group of LED blinks (1 through 9) in amber, followed by a 1.5 second pause with the LED off, and then a second group of LED blinks (1 through 9) in white. This is then followed by a three second pause, with the LED off, before repeating over again. Each LED blink takes 1.5 seconds.

The system will not shutdown when displaying the Diagnostic Error Codes.

Diagnostic Error Codes will always supersede any other use of the LED. For instance, on laptops, battery codes for Low Battery or Battery Failure situations will not be displayed when Diagnostic Error Codes are being displayed.

Table 1. Diagnostic LEDs

BLINKING PATTERN		PROBLEM DESCRIPTION	SUGGESTED RESOLUTION
AMBER	WHITE		
2	1	CPU failure	Replace the system board.
2	2	System board failure (included BIOS corruption or ROM error)	Flash latest BIOS version. If problem persists, replace the system board.
2	3	No memory/RAM detected	Confirm that the memory module is installed properly. If problem persists, replace the memory module.
2	4	Memory/RAM failure	Replace the memory module.
2	5	Invalid memory installed	Replace the memory module.

BLINKING PATTERN		PROBLEM DESCRIPTION	SUGGESTED RESOLUTION
AMBER	WHITE		
2	6	System board/Chipset error	Replace the system board.
2	7	LCD failure	Replace the LCD module.
2	8	LCD Power rail failure	Replace the system board.
3	1	CMOS battery failure	Replace the RTS battery.
3	2	PCI or Video card/chip failure	Replace the system board.
3	3	BIOS Recovery Image not found	Flash latest BIOS version. If problem persists, replace the system board.
3	4	BIOS Recovery Image found but invalid	Flash latest BIOS version. If problem persists, replace the system board.

For diagnostics pattern 2-amber, 8-white connect an external monitor to isolate between system board or graphics controller failure.