Windows Devices

- How to Image a Windows Device and Add to Intune

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How to Image a Windows Device and Add to Intune

How to Image a Windows Device and Add to Intune (Intune is only for Brand New Devices out of Box)

1. After unboxing the device. Take asset tag off of blue tape and attach to device (all in one and monitor have their own asset)

2. Make sure the asset is assigned in 1to1 Plus to the end user.

3. Plug up flash drive and Turn on All in One

  If you need to add to Intune as a Brand New Only device do Step 4-6. If imaging only skip to Step 7

4.   When you come up to the screen to pick right country or region- Shift + F10 to open a command prompt.

5.   You will need to find the Drive the flash drive is on- most of the time it is -however you may have to do E, F, etc.

a. D: enter

b. This will tell you drive is not found or you can type in the command line

      i.   If it is a Staff device you will type Staff.cmd and enter

      ii.   If it is a student device you will type student.cmd

   iii.   If it is a Lab you will type Lab.cmd

6.   When it is finished the computer will shut down.

7. Press F12 repeatedly until boot screens comes up

8. Select the Flash Drive (you will see 2 Partitions) Pick Partition 1

9. Click Next at Windows Setup Screen

10. Click Install Now

11. Select Windows 11 Education (top of list and should be automatically selected) Next

12. Click checkbox and Next

13.   Click Custom Install Windows

14.   Delete all drives (highlight drive and click delete) once all deleted click Next

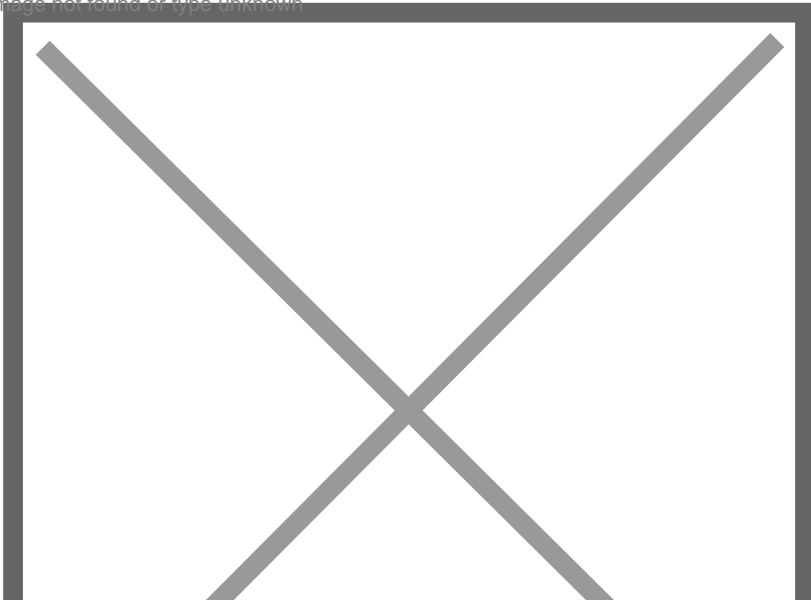15.   Laptop will go through Imaging process

16.   Once AutoPilot is completed you do the setup process steps when ready to give to a User. If it fails you will have to delete the Service Tag in Intune under Devices-Windows. Then start back over at Step 3.
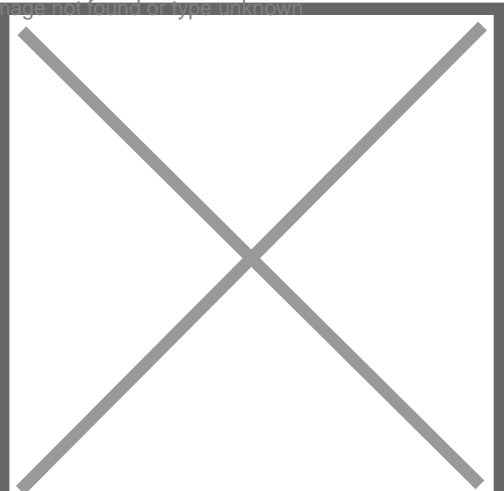
Updating Firmware on Dell

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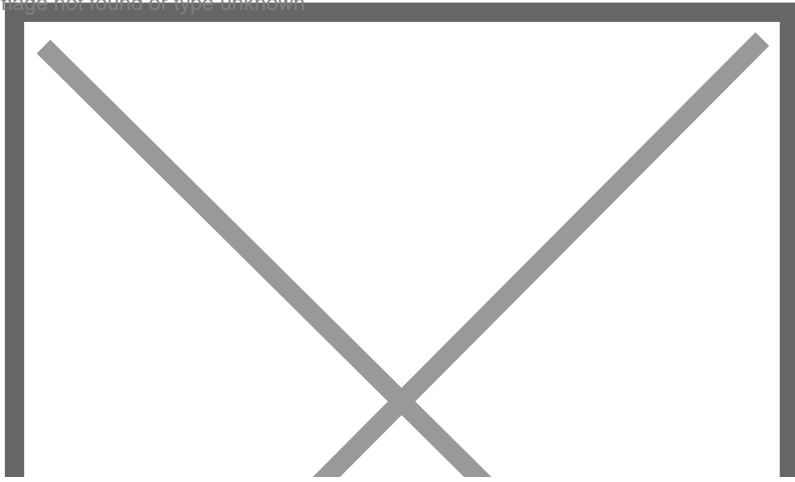2. Use Down Arrow-Under Other Options find BIOS Flash Update - Press Enter

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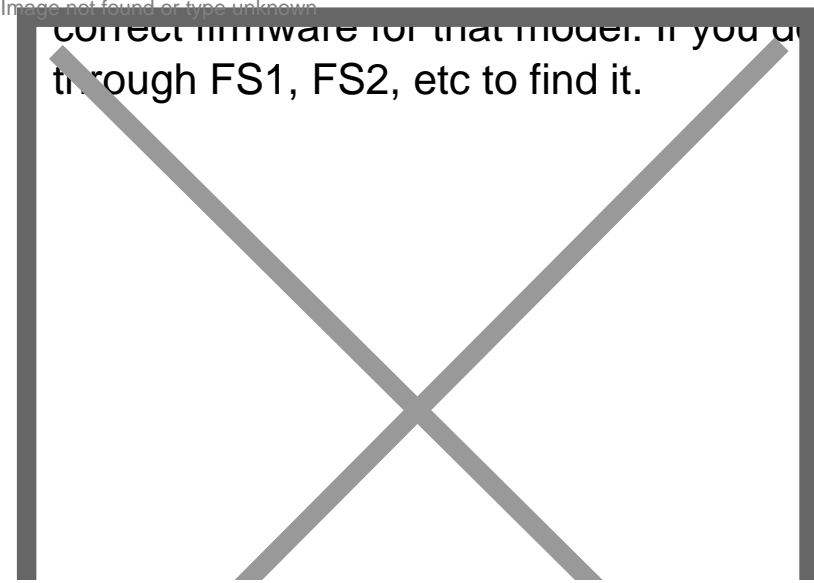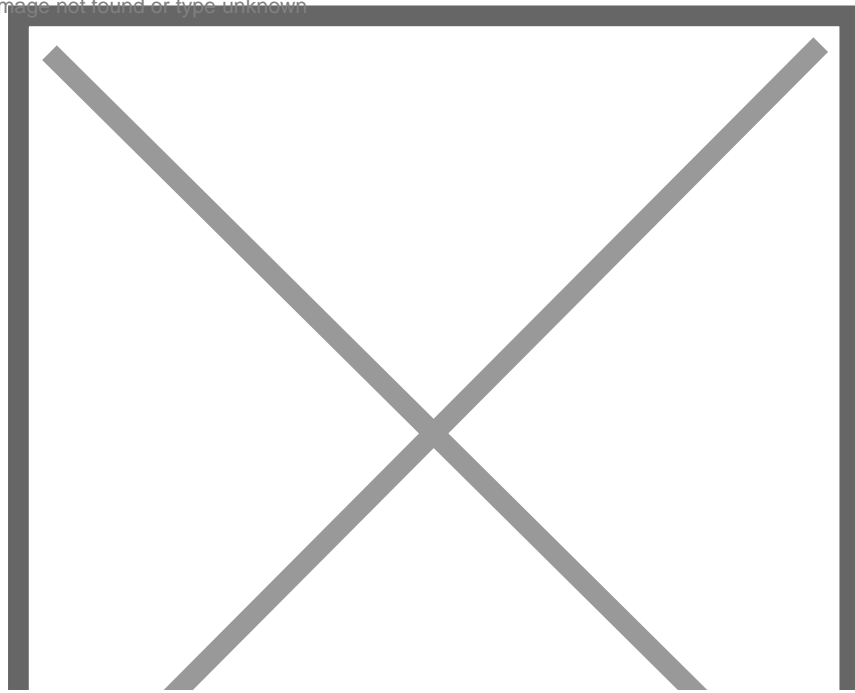

4. First Option is FS0

5. Go to the bottom of the list. Select Latitude_3310_1.22.0.exe and click OK. If doing an different model make sure you have the correct firmware for that model. If you don't see the exe on FS0 go through FS1, FS2, etc to find it.

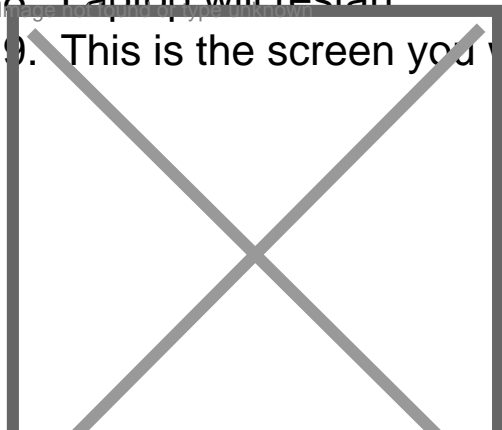6. There will be a message to please wait.

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

8. Laptop will restart.

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.

| BLINKING PATTERN | | PROBLEM DESCRIPTION | SUGGESTED RESOLUTION |
AMBER	WHITE		
2	4	Memory/RAM failure	Replace the memory module.
2	5	Invalid memory installed	Replace the memory module.
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.