Dell OptiPlex 5070 Micro

Setup and Specifications



Notes, cautions, and warnings

i 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 computer

- 1. Connect the keyboard and mouse.
- 2. Connect to your network using a cable, or connect to a wireless network.
- 3. Connect the display.
 - NOTE: If you ordered your computer with a discrete graphics card, the HDMI and the display ports on the back panel of your computer are covered. Connect the display to the discrete graphics card.
- 4. Connect the power cable.
- 5. Press the power button.
- 6. Follow the instructions on the screen to finish Windows setup:
 - a. Connect to a network.



b. Sign-in to your Microsoft account or create a new account.



7. Locate Dell apps.

Table 1. Locate Dell apps

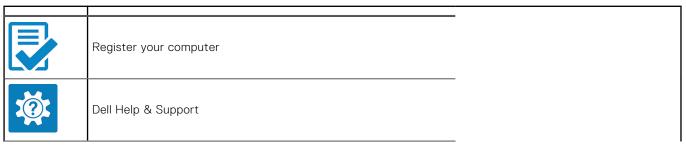


Table 1. Locate Dell apps (continued)





 ${\bf SupportAssist-Check\ and\ update\ your\ computer}$

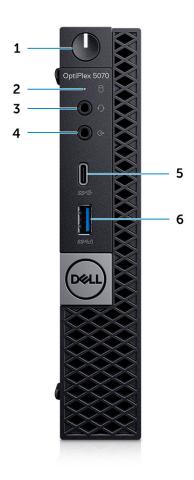
Chassis

This chapter illustrates the multiple chassis views along with the ports and connectors and also explains the FN hot key combinations.

Topics:

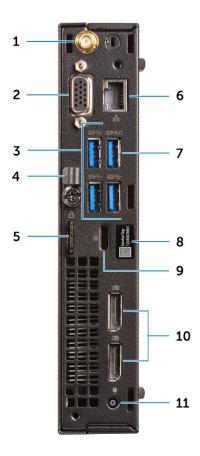
- Front view
- Back view

Front view



- 1. Power button and power light
- 2. Hard drive activity light
- 3. Headset/Universal audio jack port
- 4. Line-out port
- 5. USB 3.1 Gen 2 Type-C port with PowerShare
- 6. USB 3.1 Gen 1 port with PowerShare

Back view



- 1. External antenna connectors (optional)
- 3. USB 3.1 Gen 1 ports (3)
- 5. Padlock ring
- 7. USB 3.1 Gen 1 port (supports Smart Power On)
- 9. Kensington security cable slot
- 11. Power connector port

- 2. DisplayPort/VGA/HDMI 2.0b/DP/ USB Type-C alt mode (optional)
- 4. Cable holder
- 6. Network port
- 8. Service tag
- 10. DisplayPorts (2)

System specifications

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

Topics:

- Chipset
- Memory
- Intel Optane Memory
- Storage
- System board connectors
- External ports and connectors
- Graphics and Video Controller
- Communications—Wireless
- Input devices
- Accessories
- Environmental
- Regulatory and environmental compliance

Chipset

Table 2. Chipset

| | Tower/ Small form factor/ Micro |
|--|---|
| Chipset | Intel Q370 Chipset |
| Non-volatile memory on chipse | et |
| BIOS Configuration Serial Peripheral Interface (SPI) | 256 Mbit (32 MB) located at SPI_FLASH on chipset |
| Trusted Platform Module (TPM) 2.0 Security Device (Discrete TPM Enabled) | 24 KB located at TPM 2.0 on chipset |
| Firmware-TPM (Discrete TPM disabled) | By default the Platform Trust Technology feature is visible to the OS |
| NIC EEPROM | LOM configuration contained within LOM e-fuse – no dedicated LOM EEPROM |

Processor

NOTE: Global Standard Products (GSP) are a subset of Dell's relationship products that are managed for availability and synchronized transitions on a worldwide basis. They ensure the same platform is available for purchase globally. This allows customers to reduce the number of configurations managed on a worldwide basis, thereby reducing their costs. They also enable companies to implement global IT standards by locking in specific product configurations worldwide.

Device Guard (DG) and Credential Guard (CG) are the new security features that are only available on Windows 10 Enterprise today.

Device Guard is a combination of enterprise-related hardware and software security features that, when configured together, will lock a device down so that it can only run trusted applications. If it is not a trusted application, it cannot run.

Credential Guard uses virtualization-based security to isolate secrets (credentials) so that only privileged system software can access them. Unauthorized access to these secrets can lead to credential theft attacks. Credential Guard prevents these attacks by protecting NTLM password hashes and Kerberos Ticket Granting Tickets

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

Table 3. Processor

| Intel Core Processors 9th Gen Core CPUs (Offered offline only) | Tower/ Small Form Factor | Micro | GSP | DG/CG Ready |
|---|-----------------------------------|-------|-----|-------------|
| Intel® Pentium G5420 (2 Cores/4MB/4T/ 3.8GHz/65W); supports Windows 10/Linux | × | | | X |
| Intel® Pentium G5420T (2 Cores/4MB/4T/3.2GHz/35W); supports Windows 10/Linux | | × | | |
| Intel® Pentium G5600 (2 Cores/4MB/4T/ 3.9GHz/65W); supports Windows 10/Linux | × | | | х |
| Intel® Pentium G5600T (2 Cores/4MB/4T/3.3GHz/35W); supports Windows 10/Linux | | × | | |
| Intel® Core™ i3-9100 (4 Cores/6MB/4T/ 3.6GHz to 4.2GHz/65W); supports Windows 10/Linux | × | | | х |
| Intel® Core™ i3-9100T (4 Cores/6MB/4T/3.1GHz to 3.7GHz/35W); supports Windows 10/Linux | | x | | х |
| Intel® Core™ i3-9300 (4 Cores/8MB/4T/ 3.7GHz to 4.3GHz/65W); supports Windows 10/Linux | × | | | х |
| Intel® Core™ i3-9300T (4 Cores/8MB/4T/3.2GHz to 3.8GHz/35W); supports Windows 10/Linux | | × | | Х |
| Intel® Core™ i5-9400 (6 Cores/9MB/6T/ 2.9GHz to 4.1GHz/65W); supports Windows 10/Linux | × | | × | × |
| Intel® Core™ i5-9400T (6 Cores/9MB/6T/ 1.8GHz to 3.4GHz/35W); supports Windows 10/Linux | | × | × | х |
| Intel® Core™ i5-9500 (6 Cores/9MB/6T/ 3.0GHz to 4.4GHz/65W); supports Windows 10/Linux | × | | × | х |
| Intel® Core™ i5-9500T (6 Cores/9MB/6T/ 2.2GHz to 3.7GHz/35W); supports Windows 10/Linux | | x | × | × |
| Intel® Core™ i5-9600 (6 Cores/9MB/6T/ 3.1GHz to 4.6GHz/65W); supports Windows 10/Linux | × | | X | × |
| Intel® Core™ i5-9600T (6 Cores/9MB/6T/2.3GHz to 3.9GHz/35W); supports Windows 10/Linux | | × | x | × |
| Intel® Core™ i7-9700 (8 Cores/12MB/8T/ 3.0GHz to 4.7GHz/65W); supports Windows 10/Linux | × | | × | × |

Table 3. Processor (continued)

| Intel Core Processors 9th Gen Core CPUs (Offered offline only) | Tower/ Small Form Factor | Micro | GSP | DG/CG Ready |
|---|-----------------------------------|-------|-----|-------------|
| Intel® Core™ i7-9700T (8 Cores/12MB/8T/2.0GHz to 4.3GHz/35W); supports Windows 10/Linux | | × | x | x |

Table 4. Processor

| Intel Core Processors 8th Gen Core CPUs (Offered offline only) | Tower | Small Form Factor | Micro | GSP | DG/CG Ready |
|--|-------|-------------------------|-------|-----|----------------|
| Intel Core i7-8700 (6 Cores/12 MB/12T/up to 4.6 GHz/65 W); supports Windows 10/Linux | Yes | Yes | No | GSP | Yes |
| Intel Core i5-8500 (6 Cores/9 MB/6T/up to 4.1 GHz/65 W); supports Windows 10/Linux | Yes | Yes | No | GSP | Yes |
| Intel Core i5-8400 (6 Cores/9 MB/6T/up to 4.0 GHz/65 W); supports Windows 10/Linux | Yes | Yes | No | GSP | Yes |
| Intel Core i3-8300 (4 Cores/8 MB/4T/3.7 GHz/65 W); supports Windows 10/Linux | Yes | Yes | No | | Yes |
| Intel Core i3-8100 (4 Cores/6 MB/4T/3.6 GHz/65 W); supports Windows 10/Linux | Yes | Yes | No | | Yes |
| Intel Pentium Gold G5500 (2 Cores/4 MB/4T/3.8 GHz/65 W); supports Windows 10/Linux | Yes | Yes | No | | Yes |
| Intel Pentium Gold G5400 (2 Cores/4 MB/4T/3.7 GHz/65 W); supports Windows 10/Linux | Yes | Yes | No | | Yes |
| Intel Celeron G4900 (2 Cores/2 MB/2T/up to 3.1 GHz/65 W); supports Windows 10/Linux | Yes | Yes | No | | Yes |
| Intel Core i7-8700T (6 Cores/12 MB/12T/up to 4.0 GHz/35 W); supports Windows 10/Linux | No | No | Yes | GSP | Yes |
| Intel Core i5-8500T (6 Cores/9 MB/6T/up to 3.5 GHz/35 W); supports Windows 10/Linux | No | No | Yes | GSP | Yes |
| Intel Core i5-8400T (6 Cores/9 MB/6T/up to 3.3 GHz/35 W); supports Windows 10/Linux | No | No | Yes | GSP | Yes |
| Intel Core i3-8300T (4 Cores/8 MB/4T/3.2 GHz/35 W); supports Windows 10/Linux | No | No | Yes | | Yes |
| Intel Core i3-8100T (4 Cores/6 MB/4T/3.1 GHz/35 W); supports Windows 10/Linux | No | No | Yes | | Yes |
| Intel Pentium Gold G5500T (2 Cores/4 MB/4T/3.2 GHz/35 W); supports Windows 10/Linux | No | No | Yes | | |
| Intel Pentium Gold G5400T (2 Cores/4 MB/4T/3.1 GHz/35 W); supports Windows 10/Linux | No | No | Yes | | |
| Intel Celeron G4900T (2 Cores/2 MB/2T/2.9 GHz/35 W); supports Windows 10/Linux | No | No | Yes | | |

Memory

(i) NOTE: Memory modules should be installed in pairs of matched memory size, speed, and technology. If the memory modules are not installed in matched pairs, the computer will continue to operate, but with a slight reduction in performance. The entire memory range is available to 64-bit operating systems.

Table 5. Memory

| | Tower | Small Form Factor | Micro | |
|---------------------------------|--|-------------------|-------------|--|
| Type: DDR4 DRAM Non-ECC Memory | 2666 MHz on i5 and i7 processors (performs at 2400 MHz on Celeron, Pent and i3 processors) | | | |
| DIMM Slots | 4 | 4 | 2 (SoDIMM)s | |
| DIMM Capacities | Up to 64 GB | Up to 64 GB | Up to 32 GB | |
| Minimum Memory | 4 GB | 4 GB | 4 GB | |
| Maximum System Memory | 64 GB | 64 GB | 32 GB | |
| DIMMs/Channel | 2 | 2 | 1 | |
| UDIMM support | Yes | Yes | No | |
| Memory configurations: | | | | |
| 4 GB = 1 x 4 GB | Yes | Yes | Yes | |
| 8 GB = 2 x 4 GB and 1 x 8 GB | Yes | Yes | Yes | |
| 16 GB = 2 x 8 G B and 1 x 16 GB | Yes | Yes | Yes | |
| 32 GB = 4 x 8 GB | Yes | Yes | No | |
| 32 GB = 2 x 16 GB | Yes | Yes | Yes | |
| 64 GB = 4 x 16 GB | Yes | Yes | No | |

Intel Optane Memory

(i) NOTE: Intel Optane memory cannot replace DRAM entirely. However, these two memory technologies complement each other within the PC.

Table 6. M.2 16 GB Intel Optane

| | Tower/Small form factor/Micro | | |
|--|------------------------------------|--|--|
| Capacity (TB) | 16 GB | | |
| Dimensions (inches) (W x D x H) | 22 x 80 x 2.38 | | |
| Interface type and Maximum speed | PCIe Gen2 | | |
| MTBF | 1.6 M hours | | |
| Logical Blocks | 28,181,328 | | |
| Power Source: | | | |
| Power Consumption (reference only) | Idle 900 mW to 1.2 W, Active 3.5 W | | |
| Environmental Operating Conditions (Non-Condensing): | | | |
| Temperature Range | 0°C to 70°C | | |

Table 6. M.2 16 GB Intel Optane (continued)

| | Tower/Small form factor/Micro | | |
|--|-------------------------------|--|--|
| Relative Humidity Range | 10 to 90% | | |
| Op Shock (@2 ms) | 1,000G | | |
| Environmental Non-Operating Conditions (Non-Condensing): | | | |
| Temperature Range | -10°C to 70°C | | |
| Relative Humidity Range | 5 to 95% | | |

Storage

Table 7. Storage

| | Tower | Small Form Factor | Micro |
|--|-------------------|----------------------|----------|
| Bays: | | | |
| Optical Drives Supported | 1 Slim | 1 Slim | 0 |
| Hard Drive Bay Supported (Internal) | 1 x 3.5"/2 x2 .5" | 1 x 3.5" or 2 x 2.5" | 1 x 2.5" |
| Hard Drives Supported 3.5"/2.5" (maximum) | 1/2 | 1/2 | 0/1 |
| Interface: | | | |
| SATA 2.0 | 1 | 1 | 0 |
| SATA 3.0 | 3 | 2 | 1 (HDD) |
| M.2 Socket 3 (for SATA / NVMe SSD) | 1 | 1 | 1 |
| M.2 Socket 1 (for WiFi/BT card) | 1 | 1 | 1 |
| 3.5" Drives: | • | | • |
| 3.5 inch 500 GB 7200 RPM Hard Disk Drive | Υ | Υ | N/A |
| 3.5 inch 1 TB SATA 7200 RPM Hard Disk Drive | Υ | Υ | N/A |
| 3.5 inch 2 TB SATA 7200 RPM Hard Disk Drive | Υ | Υ | N/A |
| 2.5" Drives: | • | | • |
| 2.5 inch 500 GB SATA 5400 RPM Hard Disk Drive | Υ | Υ | Υ |
| 2.5 inch 500 GB SATA 7200 RPM Hard Disk Drive | Υ | Υ | Υ |
| 2.5 inch 500GB 7200 RPM FIPS Self Encrypting Opal 2.0 Hard Disk Drive | Υ | Υ | Υ |
| 2.5 inch 1 TB SATA 7200 RPM Hard Disk Drive | Υ | Υ | Υ |
| 2.5 inch 2 TB 5400 RPM SATA Hard Disk Drive | Υ | Υ | Υ |
| 2.5 inch 256 GB SATA Class 20 Solid State Drive ¹ | Υ | Υ | Υ |
| 2.5 inch 512 GB SATA Class 20 Solid State Drive ¹ | Υ | Υ | Υ |
| 2.5 inch 1 TB SATA Class 20 Solid State Drive ¹ | Υ | Υ | Υ |
| M.2 SSD: | | | |
| M.2 1 TB PCIe Class 40 Solid State Drive | Υ | Υ | Υ |
| M.2 256 GB PCle NVMe Class 40 Solid State Drive | Υ | Υ | Υ |
| M.2 512 GB PCle NVMe Class 40 Self Encrypting Opal 2.0 Solid State Drive | Y | Y | Y |

Table 7. Storage (continued)

| | Tower | Small Form Factor | Micro |
|---|-------|-------------------|-------|
| M.2 512 GB PCle NVMe Class 40 Solid State Drive | Υ | Υ | Υ |
| M.2 128 GB PCle NVMe Class 35 Solid State Drive | Υ | Υ | Υ |
| M.2 256 GB PCle NVMe Class 35 Solid State Drive | Υ | Υ | Υ |
| M.2 512 GB PCle NVMe Class 35 Solid State Drive | Υ | Υ | Υ |

¹2.5 Inch Solid State Drives are only available as a secondary storage option and can only be paired with a M.2 Solid State Drive as the Primary Storage Device.

System board connectors

i NOTE: See Detailed Engineering Specifications for maximum card dimensions.

Table 8. System board connectors

| | Tower | Small Form Factor | Micro |
|--|---------------|-------------------|---------------|
| PCIe x16 Slot(s) ¹ | 1 | 1 | 0 |
| PCle x16/x4 Slot(s) ² | 1x16 | 1 x4 open ended | 0 |
| PCle x1 Slot(s) ² | 2 | 0 | 0 |
| Serial ATA (SATA) ³ | 4 | 3 | 1 |
| M.2 Socket 3 ⁴ (for SSD) | 1 - 2280/2230 | 1 - 2280/2230 | 1 - 2280/2230 |
| M.2 Socket 1 ⁵ (for WiFi/BT card) | 1 - 2230 | 1 - 2230 | 1 – 2230 |

¹ PCle x16 Slots (Support Standard Rev 3.0)

External ports and connectors

NOTE: Tower supports Full Height (FH) cards and Small Form Factor supports Low Profile (LP) cards. See chassis diagrams section for port/connector locations.

Table 9. External ports and connectors

| | Tower | Small Form Factor | Micro |
|---|---------|-------------------|---------|
| USB 2.0 (SmartPower On) | 2 Rear | 2 Rear | 0 |
| USB 3.1 Gen 1 (Front/Rear/Internal) | 1/4/0 | 1/4/0 | 0/3/0 |
| USB 3.1 Gen 1 (SmartPower On) | 0 | 0 | 1 Rear |
| USB 3.1 Gen 1 PowerShare | 0 | 0 | 1 Front |
| USB 2.0 port | 1 Front | 1 Front | 0 |
| USB 2.0 PowerShare (2A max) | 1 Front | 1 Front | 0 |
| USB 3.1 Gen 2 Type C with PowerShare | 1 Front | 1 Front | 1 Front |

² PCle x16 (1 x 4), PCle x1 Slots, M.2 Slot (Support Standard Rev 3.0)

³ Serial ATA (Tower/Small Form Factor support one Gen2 port for ODD and the rest of the ports support Gen3)

⁴ M.2 Socket3: Support SATA & PCle interface

⁵ M.2 Socket1: Support Intel CNVi or USB2.0/PCle

Table 9. External ports and connectors (continued)

| | Tower | Small Form Factor | Micro |
|--|--|--|---|
| Serial port | Optional | Optional | 2 Options: #1 - Serial port in option port, #2 Serial & PS/2 via fan out cable |
| Network Connector (10/100/1000 RJ-45) | 1 Rear | 1 Rear | 1 Rear |
| PS/2 | Optional | Optional | Optional |
| Video: | | | |
| DisplayPort 1.2 | 2 Rear (3rd optional video out: HDMI 2.0, DP, VGA, USB Type C (with DP Alt Mode)) | 2 Rear (3rd optional video out: HDMI 2.0, DP, VGA, USB Type C (with DP Alt Mode)) | 2 Rear (3rd optional video out: HDMI 2.0, DP, VGA, USB Type C (with DP Alt Mode)) |
| Support for Dual 50 W Graphics | Yes | N/A | N/A |
| Support for Dual 25 W Graphics | N/A | Yes | N/A |
| Audio: | | | |
| Rear panel Mic-in/Line-in, Line-out | 1 x Line-out | 1 x Line-out | N/A |
| Universal Audio Jack | 1 x UAJ | 1 x UAJ | 1 x UAJ and 1 x Line-out |

Graphics and Video Controller

i NOTE: Tower supports Full Height (FH) cards and Small Form Factor supports low profile (LP) cards.

Table 10. Graphics and Video Controller

| | Tower | Small Form Factor | Micro |
|--|-------------------|-------------------|-------------------|
| Intel UHD 630 Graphics [with 9th Generation Core i3/i5/i7 CPU-GPU combo] | Integrated on CPU | Integrated on CPU | Integrated on CPU |
| Intel UHD 610 Graphics [with 9th Generation Pentium CPU-GPU combo] | Integrated on CPU | Integrated on CPU | Integrated on CPU |
| Enhanced Graphic/ Video Options | • | • | |
| 2 GB AMD Radeon R5 430 | Optional | Optional | Not available |
| 2 GB NVIDIA GeForce GT 730 | Optional | Optional | Not available |
| 4 GB AMD Radeon RX 550 | Optional | Optional | Not available |
| 2 GB Dual AMD Radeon R5 430 | Optional | Optional | Not available |
| 4 GB Dual AMD Radeon RX 550 | Optional | Not available | Not available |

Communications—Wireless

Table 11. Communications—Wireless

| | Tower/Small Form Factor/Micro |
|--|-------------------------------|
| Qualcomm QCA9377 Dual-band 1x1 802.11ac Wireless with MU-MIMO + Bluetooth 4.1 | Yes |
| Qualcomm QCA61x4A Dual-band 2x2 802.11ac Wireless with MU-MIMO + Bluetooth 4.2 | Yes |

Table 11. Communications—Wireless (continued)

| | Tower/Small Form Factor/Micro |
|---|-------------------------------|
| Intel Wireless-AC 9560, Dual-band 2x2 802.11ac Wi-Fi with MU-MIMO + Bluetooth 5 | Yes |
| Internal Wireless Antennas | Yes |
| External Wireless Connectors and Antenna | Yes |
| Support for 802.11n and 802.11ac wireless NIC | Yes via M.2 |
| Energy-Efficient Ethernet capability" as specified in IEEE 802.3az-2010. | Yes |

Input devices

Table 12. Input devices

| | Tower/ Small Form Factor/ Micro |
|--|---------------------------------|
| Dell Business Multimedia Keyboard KB522 | Optional |
| Dell Multimedia Keyboard KB216 | Optional |
| Dell Smartcard Keyboard KB813 | Optional |
| Dell Wireless Mouse WM326 | Optional |
| Dell Wireless Keyboard and Mouse KM636 | Optional |
| Dell Premier Wireless Keyboard WK717 | Optional |
| Dell Premier Wireless Keyboard and Mouse KM717 | Optional |
| Dell Premier Wireless Mouse WM527 | Optional |
| Dell Laser Scroll USB 6-Buttons Silver and Black Mouse | Optional |
| Dell Optical Mouse MS116 | Optional |
| Dell Palm Rest for KB216 and KM636 | Optional |

Accessories

Table 13. Accessories

| Accessories | Tower | Small Form Factor | Micro Form Factor |
|--|-------|----------------------|-------------------|
| Cable Covers - chassis designed with hooks for removable and securable cover | Yes | Yes | Yes |
| Dust Filters includes a cleaning maintenance reminder in BIOS | Yes | Yes | Yes |
| Basic Stand | No | No | Vertical Stand |
| Dual Monitor Stand | No | Yes | Yes |
| Dual Monitor Arm | Yes | Yes | Yes |
| Single Monitor Arm | Yes | Yes | Yes |
| Slim Single Monitor Arm | Yes | Yes | Yes |
| Desktop AIO Stands includes custom cable cover, handle, VESA adapter bracket | No | Yes | Yes |

Table 13. Accessories (continued)

| Accessories | Tower | Small Form Factor | Micro Form Factor |
|----------------------|-------|----------------------|-------------------|
| Desktop Micro Mounts | No | No | Yes |
| Expansion Module | No | No | DVD RW |
| VESA Mounting | No | No | Yes |

Environmental

Table 14. Environmental

| | Tower/ Small Form Factor/ Micro |
|----------------------------------|--|
| Recyclable packaging | × |
| MultiPack packaging | Optional, US only |
| Energy Efficient Power Supply | Optional Bronze and Platinum ¹ available/Standard |

i NOTE: 1Power Supplies not available in all countries.

Regulatory and environmental compliance

Product related conformity assessment and regulatory authorizations including Product Safety, Electromagnetic Compatibility (EMC), Ergonomics, and Communication Devices relevant to this product may be viewed at www.dell.com/regulatory_compliance. The Regulatory_Datasheet for this product is located at http://www.dell.com/regulatory_compliance.

Details of Dell's environmental stewardship program to conserve product energy consumption, reduce or eliminate materials for disposal, prolong product life span and provide effective and convenient equipment recovery solutions may be viewed at www.dell.com/environment. Product related conformity assessment, regulatory authorizations, and information encompassing Environmental, Energy Consumption, Noise Emissions, Product Materials Information, Packaging, Batteries, and Recycling relevant to this product may be viewed by clicking the Design for Environment link on the webpage.

Table 15. Regulatory/Environmental Certifications

| | Tower | SFF | Micro |
|--|-------|-----|-------|
| Energy Star 7.0/7.1 Compliant (Windows & Ubuntu) | Yes | Yes | Yes |
| EPEAT 2018 Bronze Rated Configurations | Yes | Yes | Yes |
| NFPA 99 Leakage Current Spec (Dell ENG0011750) | Yes | Yes | Yes |
| TCO 8.0 | Yes | Yes | Yes |
| BFR / PVC Free: (aka Halogen Free): The system shall comply with the limits defined in Dell specification ENV0199 - BFR/CFR/PVC-Free Specification | No | No | Yes |
| California Energy Commission (CEC) MEPs - Internal PSU Requirements | Yes | Yes | No |
| Br/CL Reduction: | Yes | Yes | Yes |
| Plastic parts above 25 grams shall not contain greater than 1000 ppm chlorine or greater than 1000 ppm bromine at the homogenous level. | | | |
| Following can be excluded: | | | |
| - Printed circuit boards, cable and wiring, fans, and electronic components | | | |
| Anticipated Required Criteria for EPEAT Revision Effective 1H 2018 | | | |
| Minimum 2% Post-Consumer Recycled (PCR) plastics as standard in product. | Yes | No | No |

Table 15. Regulatory/Environmental Certifications (continued)

| | Tower | SFF | Micro |
|---|-------|-----|-------|
| Anticipated Required Criteria for EPEAT Revision Effective 1H 2018 | | | |
| Higher level % Post-Consumer Recycled (PCR) plastics in product: | Yes | No | No |
| * DT, Workstations, Thin Clients - 10% | | | |
| * Integrated Desktop Computers (AIO) 15% | | | |
| (Anticipated 1 Optional point in the EPEAT Revision for higher level PCR) | | | |

System setup

System setup enables you to manage your desktop hardware and specify BIOS level options. From the System setup, you can:

- Change the NVRAM settings after you add or remove hardware
- View the system hardware configuration
- Enable or disable integrated devices
- Set performance and power management thresholds
- Manage your computer security

Topics:

- BIOS overview
- Entering BIOS setup program
- Navigation keys
- One time boot menu
- System setup options
- Updating the BIOS
- System and setup password
- Clearing BIOS (System Setup) and System passwords

BIOS overview

The BIOS manages data flow between the computer's operating system and attached devices such as hard disk, video adapter, keyboard, mouse, and printer.

Entering BIOS setup program

- 1. Turn on your computer.
- 2. Press F2 immediately to enter the BIOS setup program.
 - NOTE: If you wait too long and the operating system logo appears, continue to wait until you see the desktop. Then, turn off your computer and try again.

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.

Table 16. Navigation keys

| 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. |

Table 16. Navigation keys (continued)

| Keys | Navigation |
|------|---|
| | NOTE: For the standard graphics browser only. |
| | 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. |

One time boot menu

To enter one time boot menu, turn on your computer, and then press F12 immediately.

NOTE: It is recommended to shutdown the computer if it is on.

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

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

System setup options

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

General options

Table 17. General

| Option | Description | |
|-----------------------|---|--|
| System Information | Displays the following information: System Information: Displays BIOS Version, Service Tag, Asset Tag, Ownership Tag, Ownership Date, Manufacture Date, and the Express Service Code. Memory Information: Displays Memory Installed, Memory Available, Memory Speed, Memory Channel Mode, Memory Technology, DIMM 1 Size,, and DIMM 2 Size. PCI Information: Displays Slot1_M.2, Slot2_M.2 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 SATA-0, , , SATA 4, M.2 PCIe SSD-0, LOM MAC Address, Video Controller, Audio Controller, Wi-Fi Device, and Bluetooth Device. | |
| 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. | |
| Advanced Boot Options | Allows you to select the Enable Legacy Option ROMs option, when in UEFI boot mode. By default, this option is selected. • Enable Legacy Option ROMs—Default • Enable Attempt Legacy Boot | |

Table 17. General (continued)

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

System information

Table 18. System Configuration

| Option | Description | |
|-------------------------|--|--|
| Integrated NIC | Allows you to control the on-board LAN controller. The option 'Enable UEFI Network Stack' is not selected by default. The options are: • Disabled • Enabled • Enabled w/PXE (default) NOTE: Depending on the computer and its installed devices, the items listed in this section may or may not appear. | |
| 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-0 (enabled by default) SATA-4 M.2 PCIe SSD-0 | |
| 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 Front USB Ports • Enable Rear USB Ports All the options are enabled by default. | |
| Front USB Configuration | Allows you to enable or disable the front USB ports. All the ports are enabled by default. | |
| Rear USB Configuration | Allows you to enable or disable the back USB ports. All the ports are enabled by default. | |
| USB PowerShare | This option allows you to charge the external devices, such as mobile phones, music player. This option is disabled by default. | |
| Audio | Allows you to enable or disable the integrated audio controller. The option Enable Audio is selected by default. • Enable Microphone • Enable Internal Speaker Both the options are selected by default. | |
| Dust Filter Maintenance | Allows you to enable or disable BIOS messages for maintaining the optional dust filter installed in your computer. BIOS will generate a pre-boot reminder to clean or replace the dust filter based on the interval set. The option Disabled is selected by default. • Disabled • 15 days | |

Table 18. System Configuration (continued)

| Option | Description |
|--------|--|
| | • 30 days |
| | 30 days60 days90 days |
| | 90 days |
| | • 120 days |
| | 120 days150 days180 days |
| | • 180 days |

Video screen options

Table 19. Video

| Option | Description |
|-----------------|--|
| Primary Display | Allows you to select the primary display when multiple controllers are available in the system. • Auto (default) • Intel HD Graphics (i) NOTE: If you do not select Auto, the on-board graphics device will be present and enabled. |

Security

Table 20. 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-0 Password | Allows you to set, change, and delete the computer's internal 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 disabled 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) | |

Table 20. Security (continued)

| Option | Description | |
|-------------------------|--|--|
| | 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: | |
| | DisabledEnabled (default) | |
| Absolute | This field lets you to Enable, Disable or Permanently Disable the BIOS module interface of the optional Absolute Persistence Module service from Absolute Software. | |
| Chassis Intrusion | This field controls the chassis intrusion feature. | |
| | Choose any one of the option: | |
| | Disabled (default)EnabledOn-Silent | |
| 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 options

Table 21. Secure Boot

| Option | Description | |
|-----------------------|--|--|
| Secure Boot Enable | Allows you to enable or disable Secure Boot feature • Secure Boot Enable This option is not selected by default. | |
| 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 | |

Table 21. Secure Boot (continued)

| Description | |
|--|--|
| Reset All Keys- Resets to default setting | |
| Delete All Keys- 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 options

Table 22. 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 23. 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 |
| 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. |

Table 23. Performance (continued)

| Option | Description |
|----------------------|--|
| | 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

Table 24. Power Management

| Option | Description |
|--|---|
| AC Recovery | Determines how the system responds when AC power is re-applied after a power loss. You can set the AC Recovery to: Power Off Power On Last Power State This option is Power Off by default. |
| Enable Intel Speed Shift Technology | Allows you to enable or disable Intel Speed Shift Technology support. The option Enable Intel Speed Shift Technology is set by default. |
| Auto On Time | Sets time to automatically turn on the computer. Time is kept in standard 12-hour format (hour:minutes:seconds). Change the startup time by typing the values in the time and AM/PM fields. (i) NOTE: This feature does not work if you turn off your computer using the switch on a power strip or surge protector or if Auto Power is set to disabled. |
| Deep Sleep Control | Allows you to define the controls when Deep Sleep is enabled. • Disabled • Enabled in S5 only • Enabled in S4 and S5 This option is Enabled in S4 and S5 by default. |
| USB Wake Support | Allows you to enable the USB devices to wake the computer from standby mode. The option "Enable USB Wake Support" is selected by default |
| Wake on LAN/WWAN | This option allows the computer to power up from the off state when triggered by a special LAN signal. This feature only works when the computer is connected to AC power supply. Disabled - Does not allows the system to power on by special LAN signals when it receives a wake-up signal from the LAN or wireless LAN. LAN or WLAN - Allows the system to be powered on by special LAN or wireless LAN signals. LAN Only - Allows the system to be powered on by special LAN signals. LAN with PXE Boot - A wakeup packet sent to the system in either the S4 or S5 state, that will cause the system to wake-up and immediately boot to PXE. WLAN Only - Allows the system to be powered on by special WLAN signals. This option is Disabled by default. |
| Block Sleep | Allows you to block entering to sleep (S3 state) in OS environment. This option is disabled by default. |

Post behavior

Table 25. POST Behavior

| Option | Description | |
|-----------------------|---|--|
| Numlock LED | Allows you to enable or disable the Numlock feature when your computer starts. This option is enabled by default. | |
| Keyboard Errors | Allows you to enable or disable the keyboard error reporting when the computer starts. The option Enable Keyboard Error Detection is enabled by default. | |
| Fast Boot | This option can speed up the boot process by bypassing some compatibility steps: Minimal — The system boots quickly, unless the BIOS has been updated, memory changed, or the previous POST did not complete. Thorough — The system does not skip any steps in the boot process. Auto — This allows the operating system to control this setting (this works only when the operating system supports Simple Boot Flag). This option is set to Thorough by default. | |
| Extend BIOS POST Time | This option creates an additional pre-boot delay. • 0 seconds (default) • 5 seconds • 10 seconds | |
| Full Screen Logo | This option will display full screen logo if your image match screen resolution. The option Enable Full Screen Logo is not set by default. | |
| Warnings and Errors | This option causes the boot process to only pause when warning or errors are detected. Choose any one of the option: Prompt on Warnings and Errors Continue on Warnings Continue on Warnings and Errors | |

Manageability

Table 26. Manageability

| Option | Description |
|---------------|---|
| USB provision | This option is not selected by default. |
| MEBx Hotkey | This option is selected by default. |

Virtualization support

Table 27. Virtualization Support

| Option | Description |
|-------------------|---|
| Virtualization | This option specifies whether a Virtual Machine Monitor (VMM) can utilize the additional hardware capabilities provided by the Intel Virtualization technology. |
| | Enable Intel Virtualization Technology |
| | This option is set by default. |
| VT for Direct I/O | Enables or disables the Virtual Machine Monitor (VMM) from utilizing the additional hardware capabilities provided by the Intel Virtualization technology for direct I/O. |
| | Enable VT for Direct I/O |
| | This option is set by default. |

Table 27. Virtualization Support (continued)

| Option | Description |
|-------------------|--|
| Trusted Execution | This option specifies whether a Measured Virtual Machine Monitor (MVMM) can utilize the additional hardware capabilities provided by Intel Trusted Execution Technology. |
| | Trusted Execution |
| | This option is not set by default. |

Wireless options

Table 28. Wireless

| Option | Description |
|------------------------|--|
| Wireless Device Enable | Allows you to enable or disable the internal wireless devices. |
| | The options are: |
| | WLAN/WiGig |
| | Bluetooth |
| | All the options are enabled by default. |

Maintenance

Table 29. Maintenance

| 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. | |
| SERR Messages | Controls the SERR message mechanism. This option is set by default. Some graphics cards require that the SERR message mechanism be disabled. | |
| BIOS Downgrade | Allows you to flash previous revisions of the system firmware. | |
| | Allow BIOS Downgrade | |
| | This option is set by default. | |
| Data Wipe | Allows you to securely erase data from all internal storage devices. • Wipe on Next Boot | |
| | | |
| | This option is not set by default. | |
| Bios Recovery | BIOS Recovery from Hard Drive—This option is set by default. Allows you to recover the corrupted BIOS from a recovery file on the HDD or an external USB key. | |
| | BIOS Auto-Recovery— Allows you to recover the BIOS automatically. | |
| | (i) NOTE: BIOS Recovery from Hard Drive field should be enabled. | |
| | Always Perform Integrity Check—Performs integrity check on every boot. | |
| First Power On Date | Allows you the set Ownership date. The option Set Ownership Date is not set by default. | |

System logs

Table 30. System Logs

| Option | Description | |
|-------------|---|--|
| BIOS events | Allows you to view and clear the System Setup (BIOS) POST events. | |

Advanced configuration

Table 31. Advanced configuration

| Option | Description |
|--------|---|
| ASPM | Allows you to set the ASPM level. • Auto (default) - There is handshaking between the device and PCI Express hub to determine the best ASPM mode supported by the device • Disabled - ASPM power management is turned off at all time • L1 Only - ASPM power management is set to use L1 |

Updating the BIOS

Updating the BIOS in Windows

- 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 re-install. For more information on this subject, search in the Knowledge Base Resource at www.dell.com/support.
- 1. Go to www.dell.com/support.
- 2. Click Product support. In the Search support box, enter the Service Tag of your computer, and then click Search.
 - NOTE: If you do not have the Service Tag, use the SupportAssist feature to automatically identify your computer. You can also use the product ID or manually browse for your computer model.
- 3. Click Drivers & Downloads. Expand Find drivers.
- **4.** Select the operating system installed on your computer.
- 5. In the Category drop-down list, select BIOS.
- 6. Select the latest version of BIOS, and click **Download** to download the BIOS file for your computer.
- 7. After the download is complete, browse the folder where you saved the BIOS update file.
- **8.** Double-click the BIOS update file icon and follow the on-screen instructions. For more information, search in the Knowledge Base Resource at www.dell.com/support.

Updating the BIOS in Linux and Ubuntu

To update the system BIOS on a computer that is installed with Linux or Ubuntu, see the knowledge base article 000131486 at www.dell.com/support.

Updating the BIOS using the USB drive in Windows

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 re-install. For more information on this subject, search in the Knowledge Base Resource at www.dell.com/support.

- 1. Follow the procedure from step 1 to step 6 in Updating the BIOS in Windows to download the latest BIOS setup program file.
- 2. Create a bootable USB drive. For more information, search in the Knowledge Base Resource at www.dell.com/support.
- 3. Copy the BIOS setup program file to the bootable USB drive.
- 4. Connect the bootable USB drive to the computer that needs the BIOS update.
- 5. Restart the computer and press F12.
- 6. Select the USB drive from the One Time Boot Menu.
- 7. Type the BIOS setup program filename and press **Enter**. The **BIOS Update Utility** appears.
- 8. Follow the on-screen instructions to complete the BIOS update.

Updating the BIOS from the F12 One-Time boot menu

Update your computer BIOS using the BIOS update.exe file that is copied to a FAT32 USB drive and booting from the F12 One-Time boot menu.

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 re-install. For more information on this subject, search in the Knowledge Base Resource at www.dell.com/support.

BIOS Update

You can run the BIOS update file from Windows using a bootable USB drive or you can also update the BIOS from the F12 One-Time boot menu on the computer.

Most of the Dell computers built after 2012 have this capability, and you can confirm by booting your computer to the F12 One-Time Boot Menu to see if BIOS FLASH UPDATE is listed as a boot option for your computer. If the option is listed, then the BIOS supports this BIOS update option.

(i) NOTE: Only computers with BIOS Flash Update option in the F12 One-Time boot menu can use this function.

Updating from the One-Time boot menu

To update your BIOS from the F12 One-Time boot menu, you need the following:

- USB drive formatted to the FAT32 file system (key does not have to be bootable)
- BIOS executable file that you downloaded from the Dell Support website and copied to the root of the USB drive
- AC power adapter that is connected to the computer
- Functional computer battery to flash the BIOS

Perform the following steps to perform the BIOS update flash process from the F12 menu:

CAUTION: Do not turn off the computer during the BIOS update process. The computer may not boot if you turn off your computer.

- 1. From a turn off state, insert the USB drive where you copied the flash into a USB port of the computer.
- 2. Turn on the computer and press F12 to access the One-Time Boot Menu, select BIOS Update using the mouse or arrow keys then press Enter.
 - The flash BIOS menu is displayed.
- 3. Click Flash from file.
- 4. Select external USB device.
- 5. Select the file and double-click the flash target file, and then click Submit.
- 6. Click Update BIOS. The computer restarts to flash the BIOS.
- 7. The computer will restart after the BIOS update is completed.

System and setup password

Table 32. System and setup password

| Password type | Description |
|-----------------|--|
| System password | Password that you must enter to log in to your system. |
| | 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.

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

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

i 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 F12 immediately after a power-on or reboot.

- 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.
- At least one special character: ! " # \$ % & '() * + , . / :; < = > ? @ [\]^_`{|}
- Numbers 0 through 9.
- Upper case letters from A to Z.
- Lower case letters from a to z.
- 3. Type the system password that you entered earlier in the Confirm new password field and click OK.
- 4. Press Esc and save the changes as prompted by the pop-up message.
- **5.** Press Y to save the changes. The computer restarts.

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 F12 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**, update, or delete the existing system password, and press Enter or Tab.
- 4. Select Setup Password, update, or delete the existing setup password, and press Enter or Tab.
 - NOTE: If you change the System and/or Setup password, reenter 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 restarts.

Clearing BIOS (System Setup) and System passwords

To clear the system or BIOS passwords, contact Dell technical support as described at www.dell.com/contactdell.

NOTE: For information on how to reset Windows or application passwords, refer to the documentation accompanying Windows or your application.

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 .
- 2. Go to Dell.com/support.
- 3. Click Product Support, enter the Service Tag of your, and then click Submit.
 - NOTE: If you do not have the Service Tag, use the auto detect feature or manually browse for your model.
- 4. Click Drivers and Downloads.
- 5. Select the operating system installed on your .
- 6. Scroll down the page and select the driver to install.
- 7. Click **Download File** to download the driver for your .
- 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 device drivers

Verify if the system device drivers are already installed in the system.

Serial IO driver

Verify if the drivers for Touchpad, IR camera, and keyboard and are installed.



Figure 1. Serial IO driver

Security drivers

Verify if the security drivers are already installed in the system.



USB drivers

Verify if the USB drivers are already installed in the computer.

Universal Serial Bus controllers

Intel(R) USB 3.1 eXtensible Host Controller - 1.10 (Microsoft)

USB Root Hub (USB 3.0)

Network adapter drivers

Verify if the Network adapter drivers are already installed in the system.

Realtek Audio

Verify if audio drivers are already installed in the computer.

¶ Sound, video and game controllers

Intel(R) Display Audio

Realtek Audio

Storage controller

Verify if the storage control drivers are already installed in the system.

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.