**Basic Troubleshooting**

1. Many issues can be remediated by running Windows updates, driver updates and updating the BIOS\UEFI. Please make sure you have checked for Driver and BIOS\UEFI updates from [www.dell.com\support](http://www.dell.com\support) or by running the Dell Command Update app <https://www.dell.com/support/kbdoc/en-us/000177325/dell-command-update>
2. Run onboard Dell Diagnostics for HDD, chipsets, Fan, video and other tests
   * Boot Dell computer into boot options menu pressing F12 at Dell splash screen.
   * Choose Diagnostics with arrow keys and hit enter follow on screen prompts and respond appropriately to complete the diagnostics.
   * Quick Diagnostics will run and if it finds nothing it will give you option to run a more in-depth diagnostic.
   * If Dell onboard diagnostics find an error take a photo of the error to include in the hardware repair request and let the Diagnostic continue to run incase there are multiple errors.
3. Dell requires a picture that includes all four corners of the screen to be visible in one picture if requested repair includes:

* LCD
* Microphone
* Webcam

1. Video issues

* Run driver updates.
* Test with a known good external screen to determine if it is the internal lcd or the GPU that is the issue.
* Take picture of dead pixels, Lines or other visible lcd issues to submit with repair request.
* If external video is the issue, try other known good external lcd.
* Check and or replace video cables.

1. Camera troubleshooting

* Does the Camera show up in “Device Manager”?
* If not in “Device Manager” is the Camera enabled in the BIOS?
* Have you tried <https://webcamtests.com/> to see if it sees and can test the Camera?
* Have you reset the BIOS\UEFI to default? Resetting the BIOS or UEFI to factory default settings can help resolve any BIOS or UEFI issues that might be preventing your camera from functioning. <https://www.dell.com/support/kbdoc/en-us/000125291/how-to-restore-the-bios-system-setup-defaults-on-a-dell-product>
* Run the Dell onboard Pre-Boot Diagnostics test to see if it finds a faulty Camera.
* Have you tried testing with an external Camera?

1. Microphone troubleshooting

* Does the Microphone show up in “Device Manager”?
* Is the Microphone disabled in the Bios\UEFI or muted in the OS?
* Does the microphone work in Teams or Zoom and or both?

1. Laptop, Dock or Power brick not charging

* Try a separate known good Power supply\Power Brick.
* Update the Drivers for the Docking Station.
* Do a Dock reset by unplugging the Docking Station from power and from the laptop.

then hold down the power button on the Dock for 2 minutes to make sure the flea energy is discharged, and this will reset the dock.

1. Touchpad issue

* Verify touchpad is enabled in the Bios\UEFI
* Re-install and or update Touchpad Driver

1. Cosmetic Damage

* Obtain picture of the parts showing the physical damage
* Run on Board diagnostics to ensure the damage is cosmetic only.
* Note: Cometic damage is covered by the Accidental Damage coverage which will replace items broken by accident once per 12 months period as per Dell’s Accidental Damage coverage terms.
* Out of warranty repair can be completed if computer in question does not have accidental coverage. The hardware repair team can request a quote from Dell for the appropriate parts and work with customer on purchase and installation.

1. Wireless and wired network issues

* Verify Network registration is in place and correct were applicable.
* Test wired connection with known good cable.
* Reset dock if connected through dock and test network.
* Check, re-install or update appropriate network drivers.

1. Bluetooth issue

* Does Bluetooth show up in “Device Manager”?
* Re-install\Update Bluetooth drivers
* Try other know good Bluetooth device.

1. Usb ports not working

* Check for physical damage and dirt. Blow out or clean port.
* Try a known good usb device in the port in question.
* Check for and re-install\update drivers.

1. Computer is running slow

* Update Drivers and update BIOS\UEFI
* Run Pre-boot Diagnostics record errors if any are found take a picture for repair request.
* RE-build\RE-image Computer to fresh version of OS

1. Docking Station troubleshooting

* Does the Docking station show up in “Device Manager”?
* Do a Dock reset by unplugging the Docking Station from power and from the laptop.

then hold down the power button on the Dock for 2 minutes to make sure the flea energy is discharged, and this will reset the dock.

* Check for updated drivers or re-install drivers.
* Connect to Laptop and boot into BIO\UEFI and check for Dock settings. Docking stations can have certain security blocks turned on in the BIOS\UEFI by default.

1. RE-Image\RE-Build

* If all troubleshooting has been exhausted and repairs have been completed re-imaging and or re-building is required to request any other parts if completed and device still has errors, we can ship out to the Dell Depot for deeper diagnostics and repair.