\* Note, the fields below the Problem Description are for IT use

Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ID\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

PC Asset tag\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Accessories dropped off: ☐ Docking station ☐ Carrying case/bag

☐ Docking station power cord ☐ Laptop Power cord

Name(s) of anyone else who worked on this problem:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

☐ If a reimage is needed, is all user data and favorites backed up to OneDrive and is it OK to reimage?

Problem Description:

Loaner Asset tag\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Ticket number\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Common Troubleshooting Steps:** ☐ Dell Command | Update

☐ Try all hinge positions ☐ External Monitor **LCD Troubleshooting**

☐ LCD BIST (hold B key, power on) ☐ Dell Pre-Boot Diagnostics (from F12)

☐ Test with Docking Station power button **Power-On Troubleshooting**

☐ Disconnected battery + flea power drain ☐ CMOS reset

☐ Is reimage needed? ☐ Reimage completed ☐ Ready to return to user