

# GSD. Hardware - How to optimize the noise level and battery performance of a DELL laptop

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General Information:

Possible symptoms/errors:

How to optimize the noise level and battery performance of a DELL laptop.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Occasionally, the fans of notebooks may be perceived as loud, or the processor may have higher loads. It is also possible that the battery performance may fluctuate. This can have various physical and technical causes and depends on various factors, for example:

CPU-intensive applications. Higher temperatures due to external influences / in the office. Placing the device in a warmer place, e.g., near heaters. Installation of updates and applications and checks against threats such as viruses. Particularly with video conferences and the resulting need to calculate images, a high load is placed on the system. This can be dependent on the number of conference joiners.

What has already been done?

FNC adjusted the Windows power management at driver level to change the load on the machine. An improvement of approx. 20 % was achieved.

What exactly can user do?

User can adjust the system cooling policy on their device if necessary. This option dynamically adjusts the processor clock and fan speed and performance for laptops/notebooks. To avoid overwriting any power settings user has already made, this option will not automatically be distributed to all clients.

1.) Advise the user to click [Start] in Windows and to enter powercfg.cpl.

2.) Ask them to select Change Plan Settings.

3.) Then, to select Change Power Settings.

4.) Advise the user to open the [Processor Power Management] menu and [System Cooling policy]. Ask them to make sure that [On Battery] and [AC Power] are set to "Passive".

If necessary, user can install the "Dell Power Manager" if it is not already installed. This tool manages settings for the cooling fan to manage the power, surface temperature of the computer and fan noise. User can choose how they want the power and battery life to be and customize it to their needs.

Because DELL provides the tool as a Windows app, it is not actively distributed to all devices. Fresenius has activated this app for users in the store.

1.) Advise the user to click [Start] and enter Microsoft Store.

2.) Then, to search and install the Dell Power Manager.

3.) Ask the user to open Dell Power Manager from the Windows Start menu after installation.

4.) Ask them to select Thermal Management on the left side and to select the Quiet profile.

What are the next steps?

The responsible IT support team is in contact with the manufacturer to obtain further optimizations at the driver level. Furthermore, it is planned to have a recertification of the operating system "Netcare Windows 10" in the 4th quarter of 2020. This will also examine which approaches can be implemented in order to achieve - if available and necessary - possible improvements for all end users.

Will optimizations developed in the future be actively distributed to user's device?

If technically possible, the necessary settings will be adjusted automatically.

Assignment Group:

FDT IT Workplace Delivery (HG)

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A