

Executive Summary

Some ESY22i2 units running Windows 10 have presented random disconnecting issues when use the Wi-Fi interface and only thru a full reboot or manual re-connection is able to reconnect to the Wi-Fi service. The solution to correct this behavior is to upgrade the BIOS and the NIC driver (TB000046) of those units.

This is the procedure to upgrade the BIOS on a ESY22i2.

Tools Needed:

The following material will be required

- USB Thumb Drive
- BIOS Update File(s) Package: <https://tinyurl.com/i2-BIOS-Update-V121>

Action:

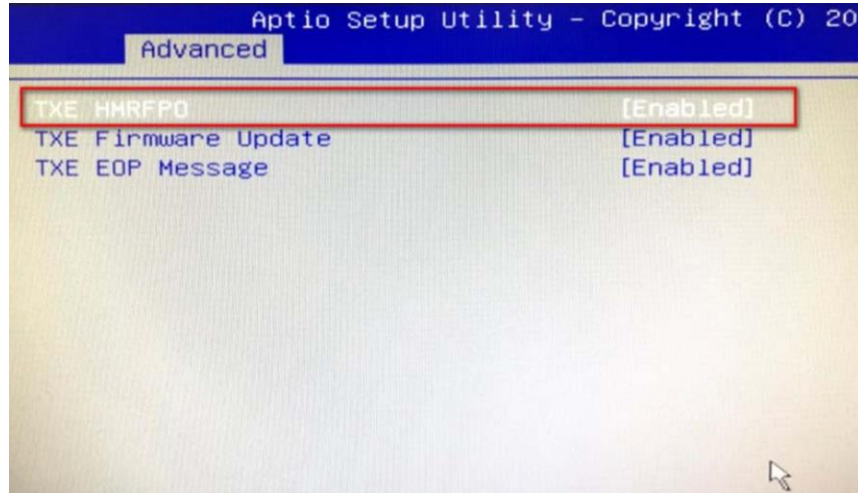
Follow the service procedure steps to update system BIOS

Service Procedure:

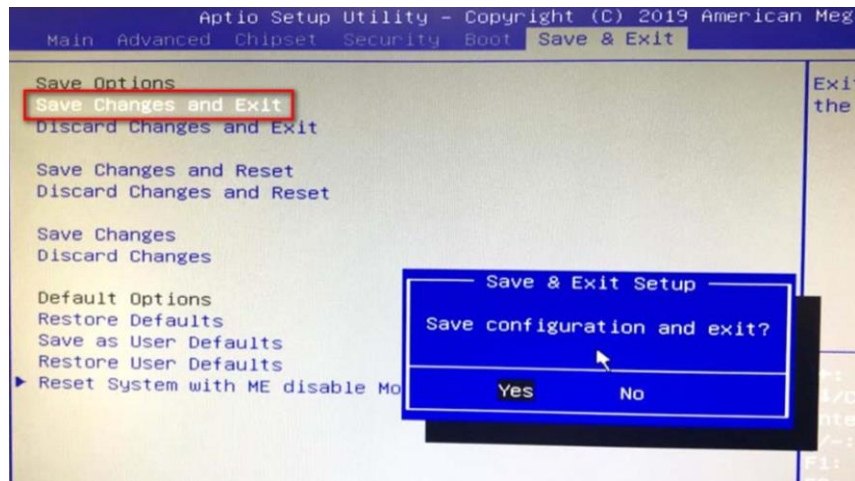
1. Power on the device.
 - a. Press power button on back of unit.
 - b. As system is booting up, press the **DEL** on a connected keyboard to enter the BIOS. (Alternatively, you can touch the **SETUP** icon in the upper right corner of the screen to enter BIOS).



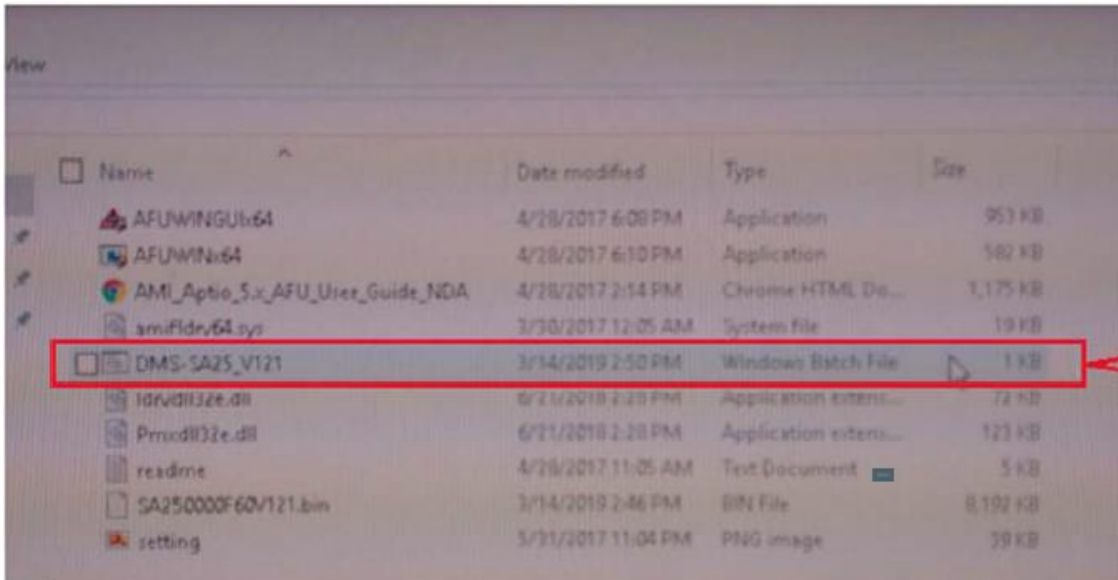
2. Enable TXE Setting.
 - a. Navigate to menu option: **Advanced -> Security -> Configuration -> TXE HMRFP0**
 - b. **“Enable”** the setting.



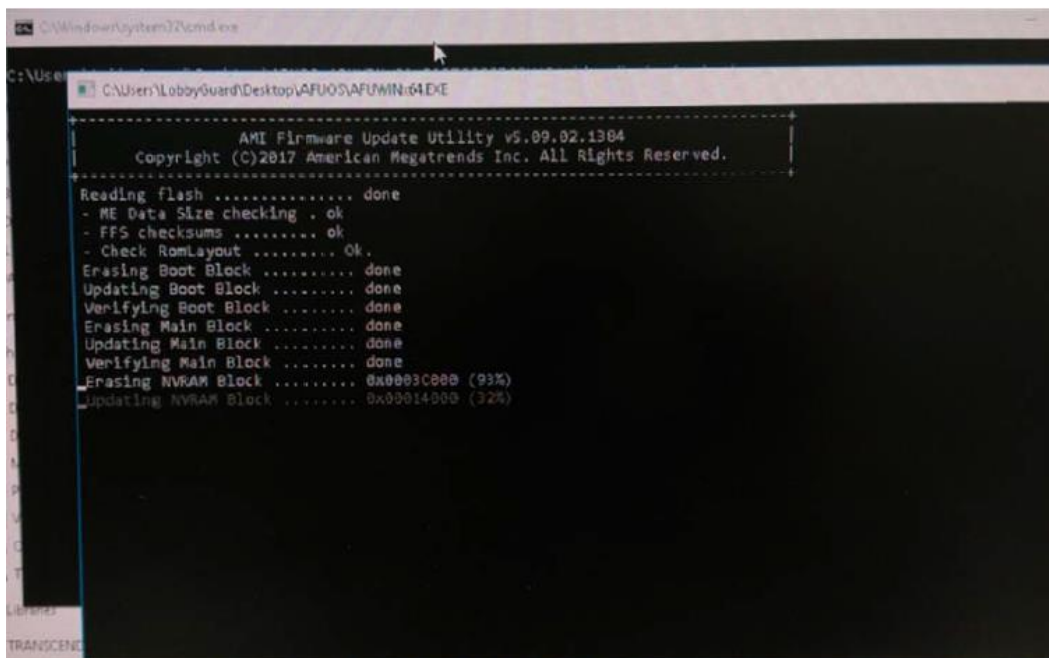
3. Save the BIOS changes.
 - a. Navigate to menu option: **Save & Exit -> Save Changes and Exit**
 - b. **“Yes”** – to commit the changes



4. Upgrade the BIOS
 - a. Boot into the Operating System
 - b. Navigate to provided BIOS upgrade file(s)
 - c. Double-click the file: "**DMS-SA25_V121**"

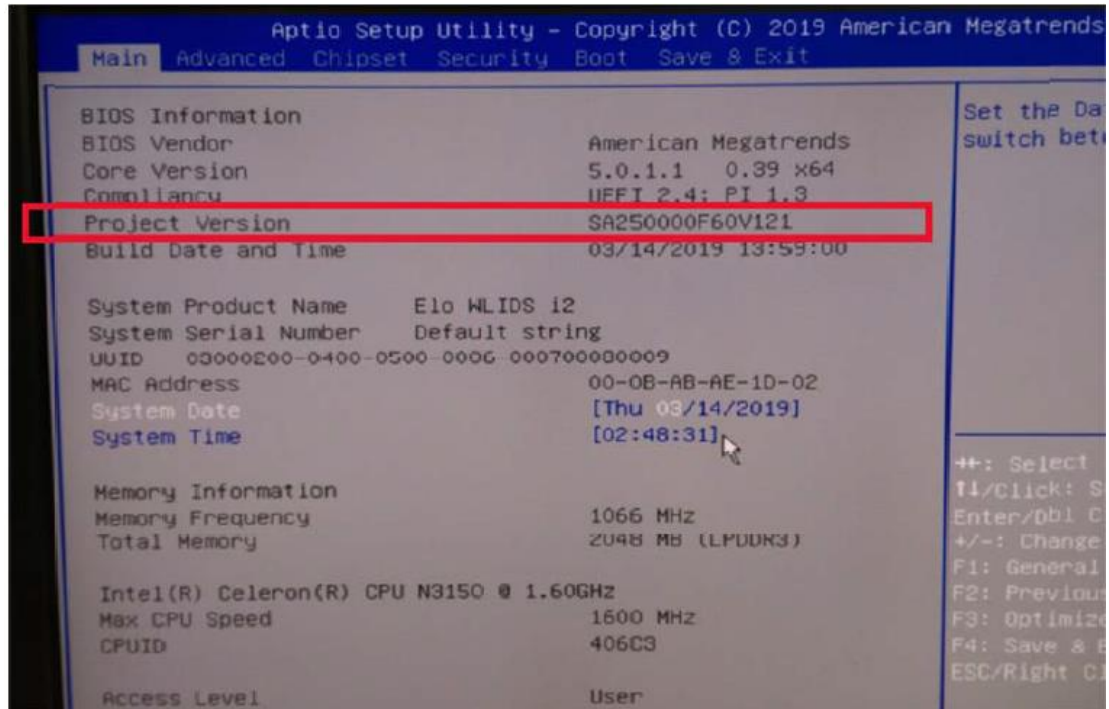


- d. Allow the process to run. When the update is successful the system will prompt to reboot. Allow to system to fully process update



5. Verify BIOS Update.

- a. After the DEVICE restarts press "**Delete**" on the Keyboard
- b. Menu option "**Main**"
- c. Verify the BIOS – "**Project Version**" SA250000F60V121



Operation	Description	Time
BIOS Update	Utilize F/W	0.5 hr.