

About Dell Latitude 5420 Laptop

Thoughtful designs.
Trusted performance.



Welcome to a new age of intelligence



About Dell Latitude 5420 Laptop (Specification)

10th Generation Intel Core i5-10310U

8GB, 1x8GB, DDR4 Non-ECC

M.2 512GB PCIe NVMe Class 35 Solid State Drive

14" HD (1366x768) Non-Touch, Anti-Glare, 220nits, Palmrest, Thunderbolt 4

Intel UHD Graphics

4 Cell 63Whr ExpressCharge Capable Battery (1 Year Warranty)

Intel Wi-Fi 6 AX201 2x2 .11ax 160MHz + Bluetooth 5.1

Intel XMM 7360 Global LTE-Advanced

Windows 10 Pro (STF)

ProDeploy Client Suite Imaging Services, Configuration Services

3 Years ProSupport and Next Business Day Onsite Service



About Accessories

SIM card	SIM card from DST or Imagine or Progresif is inserted in each laptop. There is a sticker on the LCD panel to show which SIM card you received.
Backpack	Each laptop is included with a branded backpack.
Arabic sticker	Laptops of MORA users come with an Arabic sticker for keyboard.
Mouse pad	A complementary mouse pad is included with each laptop.
LTE Dongle	Some users who already have laptop are provided with LTE dongle and SIM card.



This unit can be directly plugged into the USB port of the laptop and use it as a 4G modem.

Alternatively, it can be plugged into a USB charger and use WiFi in laptop to connect. Default password is 12345678

About Dell Latitude 5420 Laptop (Right)



1. microSD-card slot
2. Universal audio port
3. USB 3.2 Gen 1 port
4. USB 3.2 Gen 1 port with PowerShare
5. HDMI 2.0 port
6. RJ45 Ethernet port
7. Wedge-shaped lock slot

About Dell Latitude 5420 Laptop (Left)



1. Thunderbolt 4 port with DisplayPort Alt Mode/USB4/Power Delivery
2. Thunderbolt 4 port with DisplayPort Alt Mode/USB4/Power Delivery
3. Air vents
4. Smart card reader slot (optional)

About Dell Latitude 5420 Laptop (Front)



1. Dual-array microphones
2. Privacy shutter
3. Camera
4. Camera status LED
5. Dual-array microphones
6. Display panel
7. Battery diagnostic LED

About Dell Latitude 5420 Laptop (Top Cover)



Asset Tag ID : MOE-MORA/ICT/2022/LTN81/01960-14954

Serial No : G93D4M3

Start Date: April 2022

Expiry Date: March 2025

Brusin Support Contact No. : +673 8332266

Brusin Support Email Address : edu.ITsupport@brusin.com

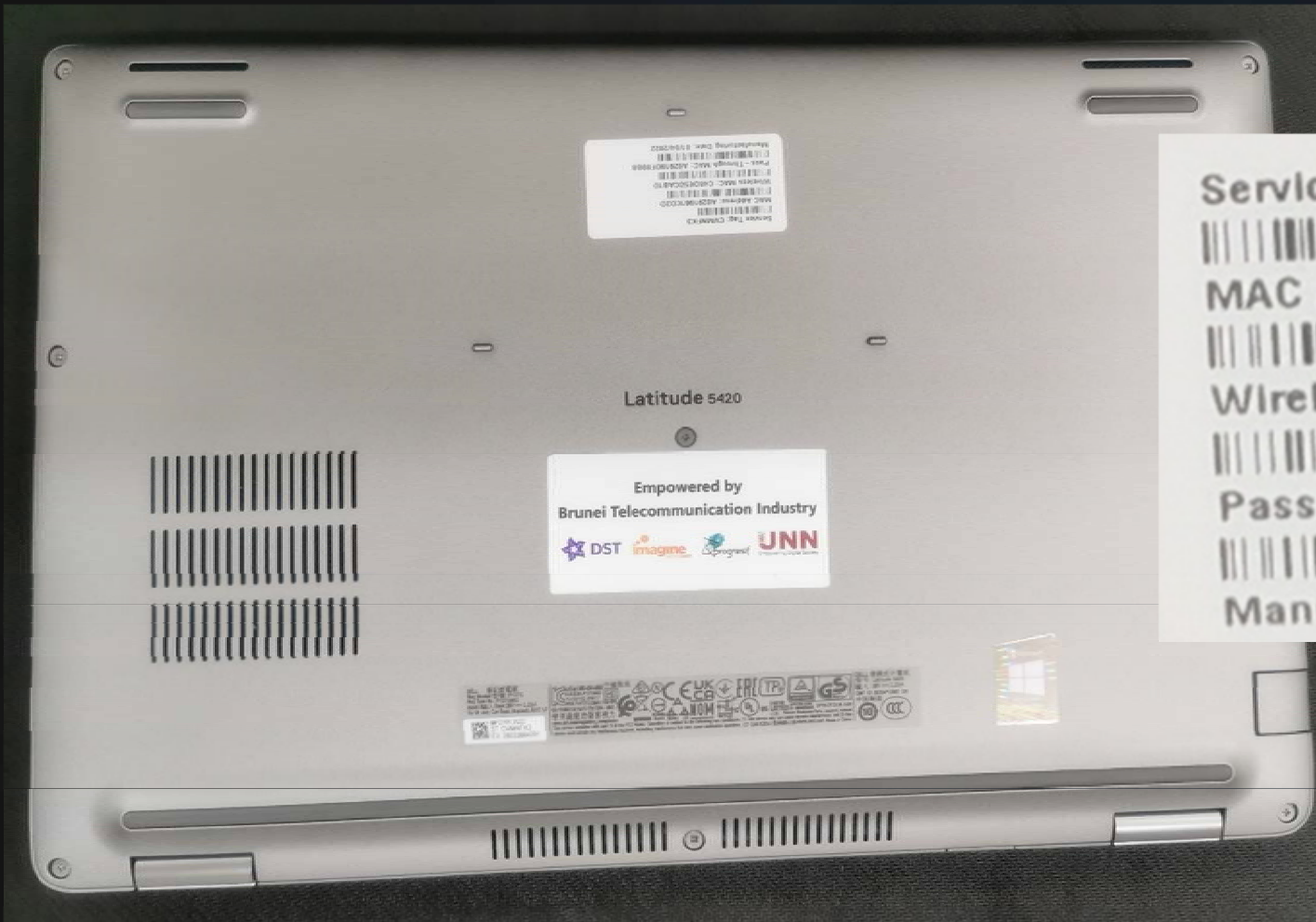


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Do not remove the sticker



About Dell Latitude 5420 Laptop (Bottom Cover)



Service Tag: CVMNFK3
MAC Address: A0291961CD2D
Wireless MAC: C4BDE5DCAB1D
Pass – Through MAC: A02919DF89BB
Manufacturing Date: 01/04/2022

Do not remove the stickers

About Software Included

Name	Publisher	Installed On	Size	Version
 7-Zip 19.00 (x64)	Igor Pavlov	11/1/2021	4.96 MB	19.00
 Adobe Acrobat Reader DC	Adobe Systems Incorporated	10/27/2021	379 MB	21.007.20091
 Audacity 3.0.5	Audacity Team	10/27/2021	113 MB	3.0.5
 Dell Optimizer Service	Dell Inc.	11/1/2021		2.0.651.0
 ExpressConnect Drivers & Services	Rivet Networks	11/1/2021	9.70 MB	1.0.169
 Foxit PDF Reader	Foxit Software Inc.	10/27/2021	569 MB	11.1.0.52543
 GIMP 2.10.28	The GIMP Team	10/27/2021	1.13 GB	2.10.28
 Google Chrome	Google LLC	10/27/2021	77.8 MB	95.0.4638.69
 K-Lite Codec Pack 16.5.0 Full	KLCP	10/27/2021	168 MB	16.5.0
 Microsoft 365 Apps for enterprise - en-us	Microsoft Corporation	10/27/2021		16.0.14430.20306
 Microsoft Edge	Microsoft Corporation	11/1/2021		95.0.1020.40
 Microsoft OneDrive	Microsoft Corporation	11/1/2021	165 MB	21.196.0921.0007
 Microsoft Teams	Microsoft Corporation	10/27/2021	118 MB	1.4.00.26376
 Microsoft Visual C++ 2015-2019 Redistributable (x64)...	Microsoft Corporation	11/1/2021	22.1 MB	14.28.29334.0
 Microsoft Visual C++ 2017 Redistributable (x86) - 14....	Microsoft Corporation	11/1/2021	19.5 MB	14.10.25017.0
 Microsoft Windows Logo		11/1/2021		
 Minecraft: Education Edition	Microsoft Studios	10/27/2021	477 MB	1.14.70.0
 Mozilla Firefox (x64 en-US)	Mozilla	11/1/2021	203 MB	93.0
 Mozilla Maintenance Service	Mozilla	11/1/2021	327 KB	93.0
 OpenShot Video Editor version 2.6.1	OpenShot Studios, LLC	10/27/2021	606 MB	2.6.1
 RapidTyping 5	RapidTyping Software	11/1/2021		5.3
 Scratch 3 3.26.0	Scratch Foundation	11/1/2021	314 MB	3.26.0
 Tux Paint 0.9.26	New Breed Software	10/27/2021	66.9 MB	
 VLC media player	VideoLAN	11/1/2021		3.0.16
 WinRAR 6.02 (64-bit)	win.rar GmbH	11/1/2021		6.02.0
 WinZip 26.0	Corel Corporation	10/27/2021	311 MB	26.0.14610
 Zoom	Zoom	10/27/2021	137 MB	5.8.1581

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Brusin IT Support

Brusin IT support will only accept request from school IT coordinator.
Brusin will do troubleshooting prior to arranging technician onsite.

If laptop physically damaged

If any part of laptop broken or cracked.

- Report to respective school IT coordinator immediately.
- IT coordinator report to unit ICT of MOE or MORA

If keyboard spilled with water / liquid.

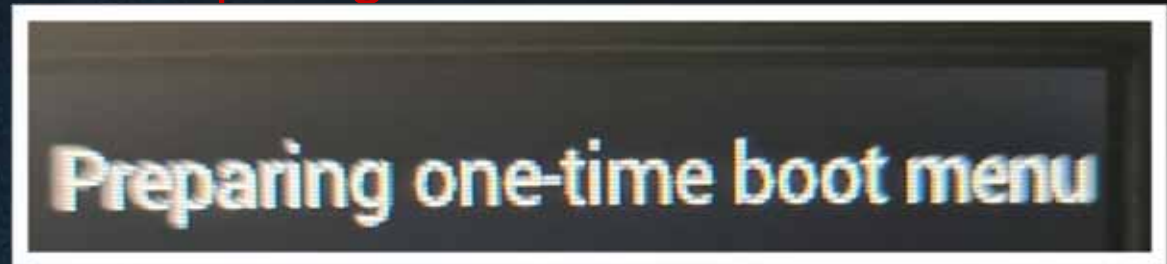
- Switch off immediately (press the power button for 10 – 20 seconds.)
- Turn laptop keyboard facing down.
- Use a cloth to soak the water / liquid.
- Report to respective school IT coordinator immediately.
- IT coordinator report to unit ICT of MOE or MORA.



Enter Boot Menu



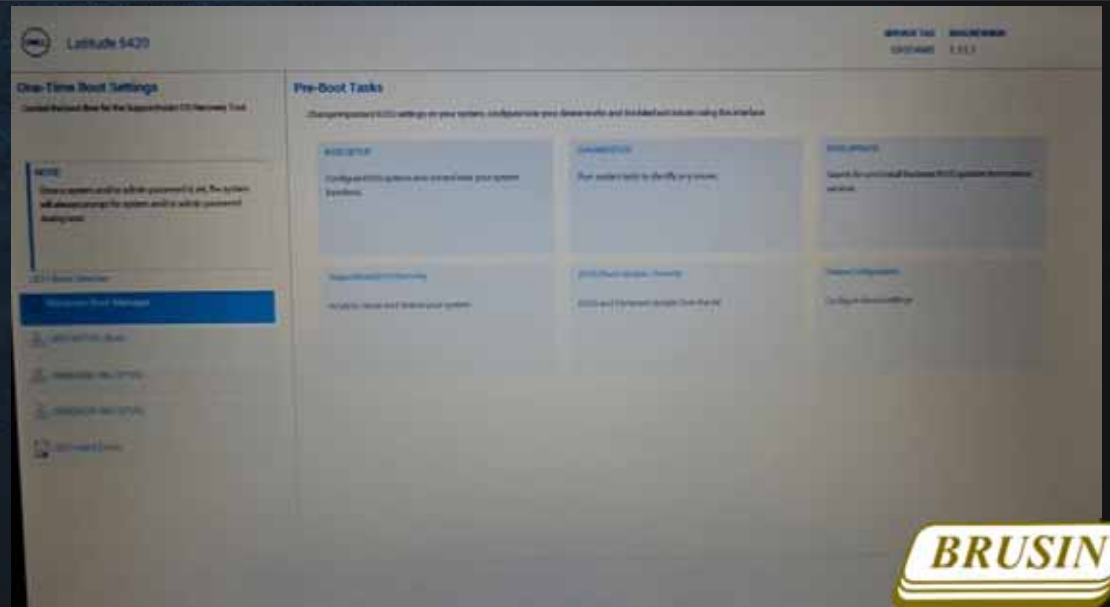
- 1 Immediately after power on, press **F12** (multiple times) until the screen show “Preparing one-time boot menu”



The screen will show “One-Time Boot Settings” and “Pre-Boot Tasks” menu

- BIOS Setup
- **Diagnostics**
- BIOS Update
- **SupportAssist OS Recovery**
- BIOS Flash Update – Remote
- Device Configuration

2



Pre-boot System Assessment (PSA) (After Enter Boot Menu)

Click “Diagnostics”

Alternate: Press “fn” key  and power on  to start diagnostics.

1

2

3

Important: Provide the details shown as Results when need hardware support.

If requested by helpdesk personal to run “Advanced Test”, click here. (This test can take 30 to 50 minutes)

4

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Recover Image Introduction

Important:

All data in C: drive will be lost.

Recommend you backup user data before recover image.

Note:

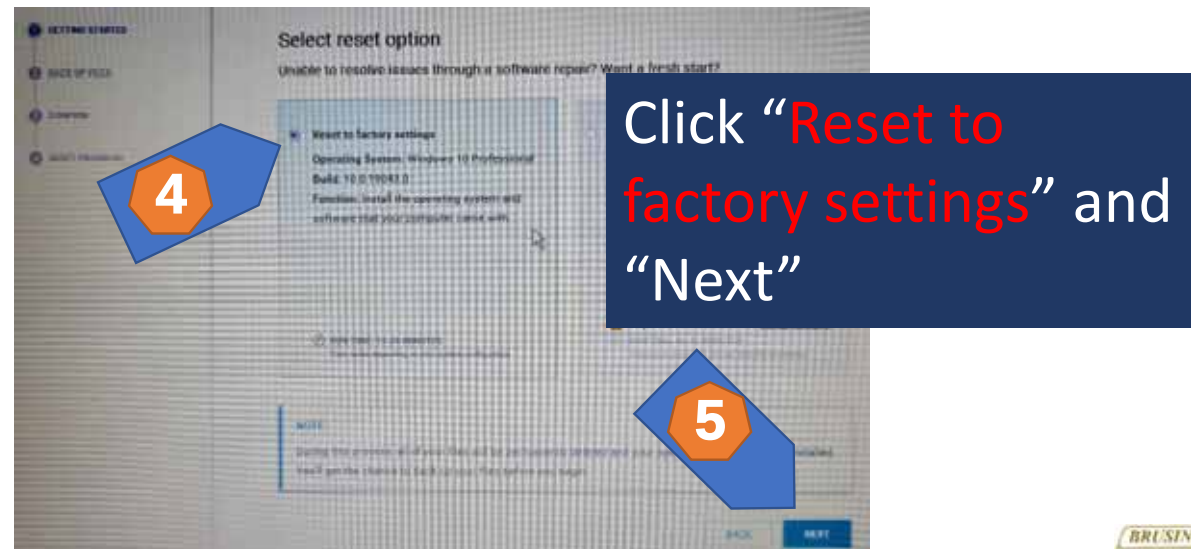
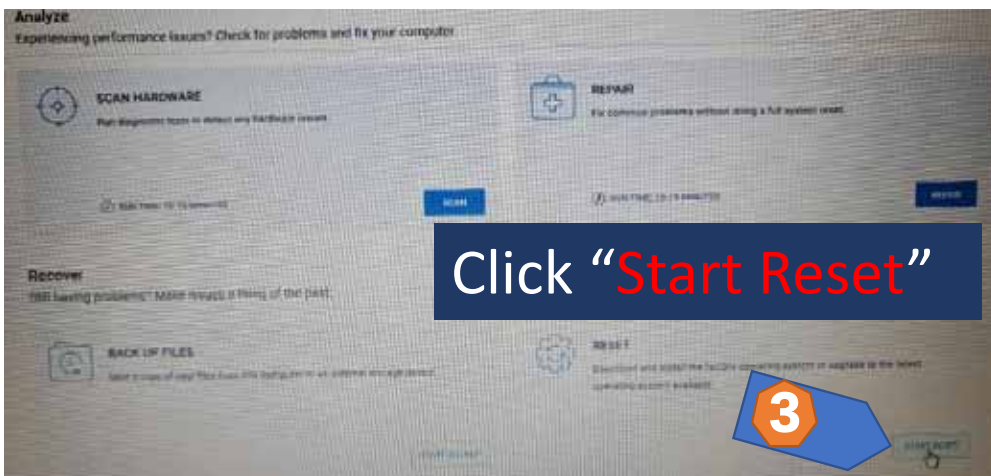
Recovery image stored by Dell factory is Windows 10, drivers, Dell tools and application requested by MOE & MORA

Remark:

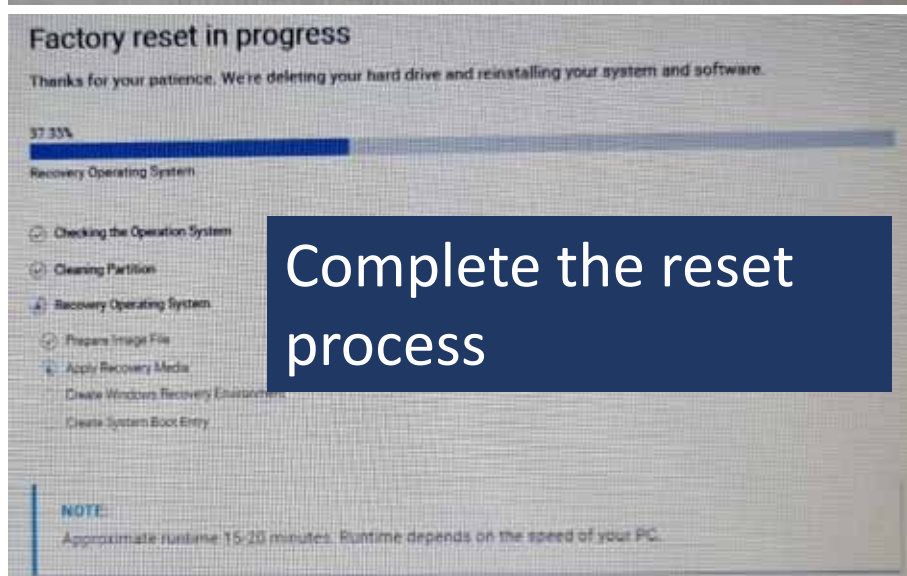
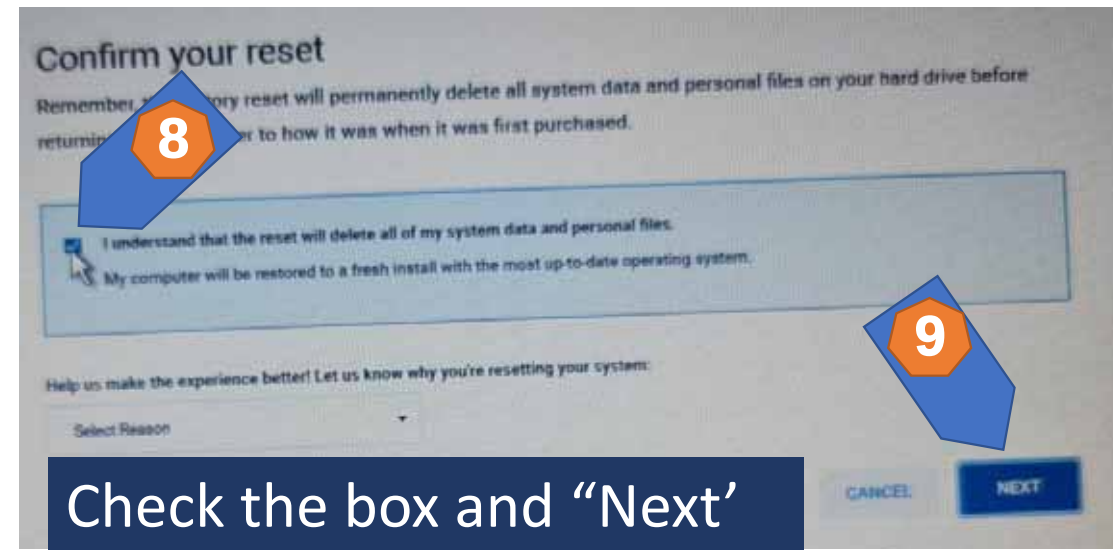
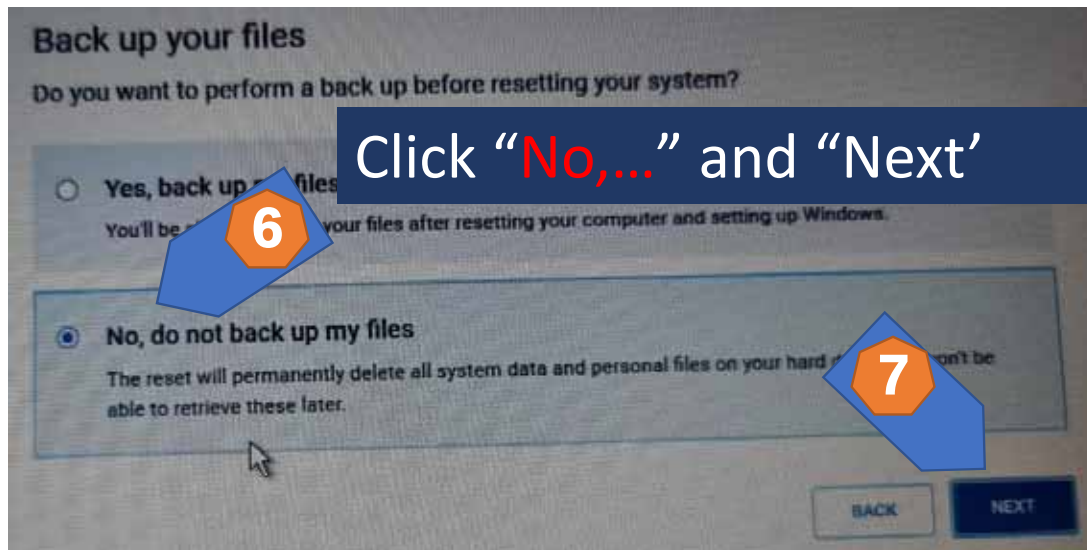
Data in D: drive *may* not be affected.



Recover Image (Slide 1) (After Enter Boot Menu)



Recover Image (Slide 2)



When prompted, you may choose
"I don't have internet" & "Continue with
limited setup"

Continue until image is fully recovered.



Add APN

Right Click

2

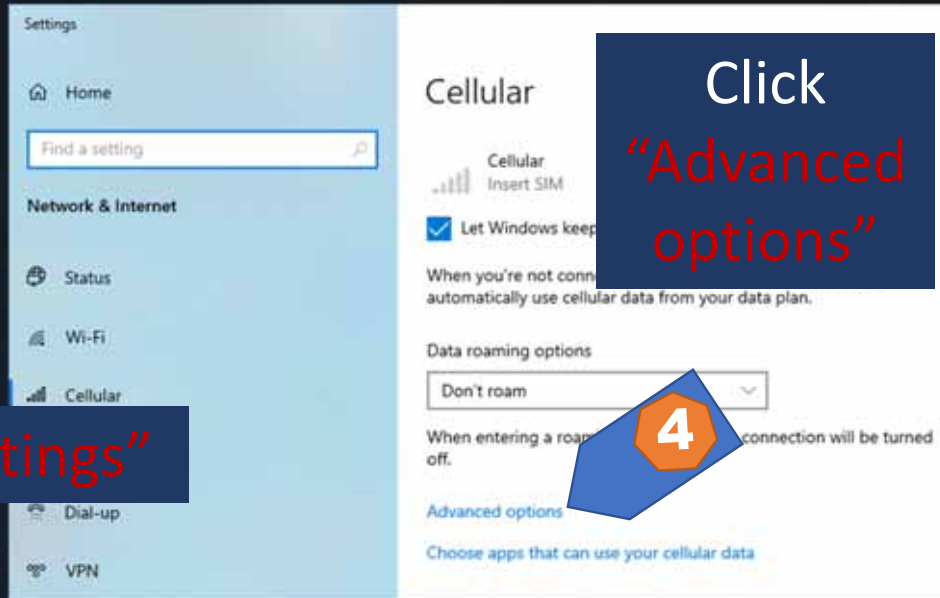
Click "Settings"

1

Left Click

OR

Alternate: Search "Cellular"



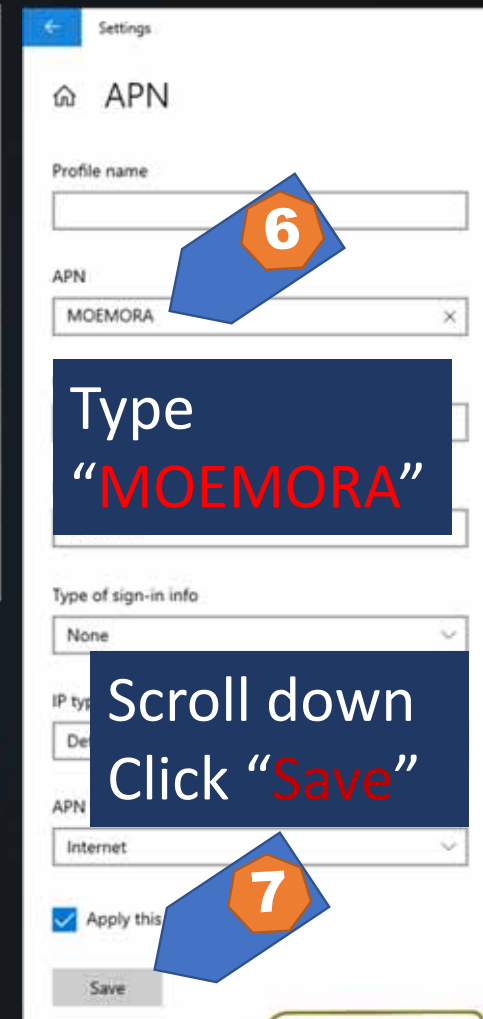
Click
"Advanced
options"

4

APN settings

5

Click "Add an APN"



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If Sound From Laptop Speaker Choppy / Cracking

Right click on Start button
Or
Search "Device Manager"

Uninstall "Speaker .."

Do "Scan for ..."

You can see
speaker and
Realtek reappear

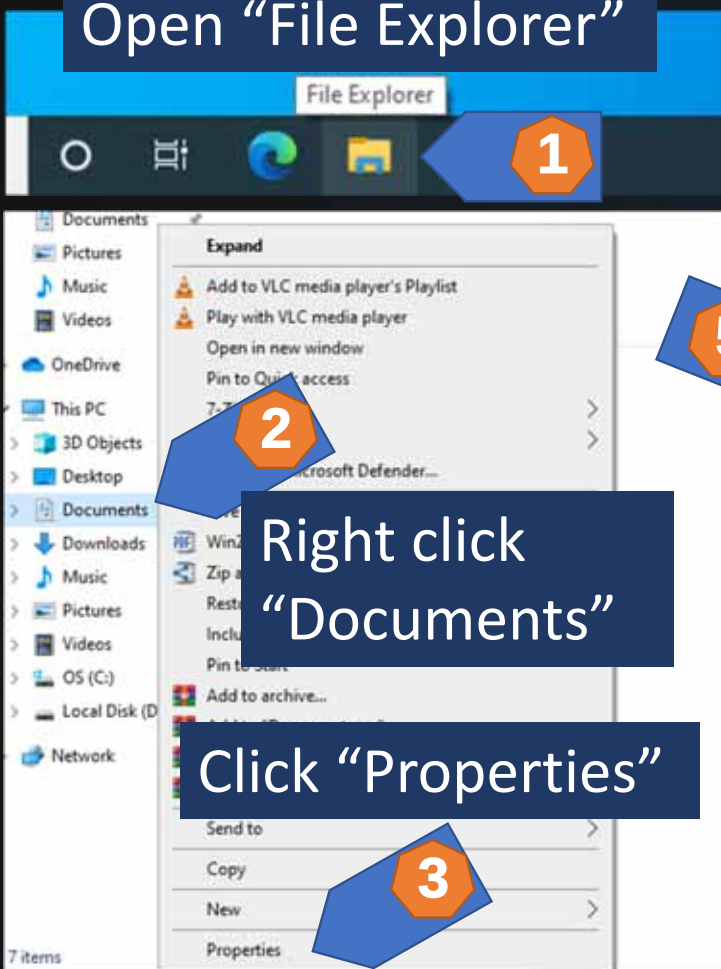
Uninstall "Realtek .."

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Best Practices – Change Document Location to D: drive

1 Save all user data in D: drive. You may change location of “My Document”

Open “File Explorer”



Right click
“Documents”

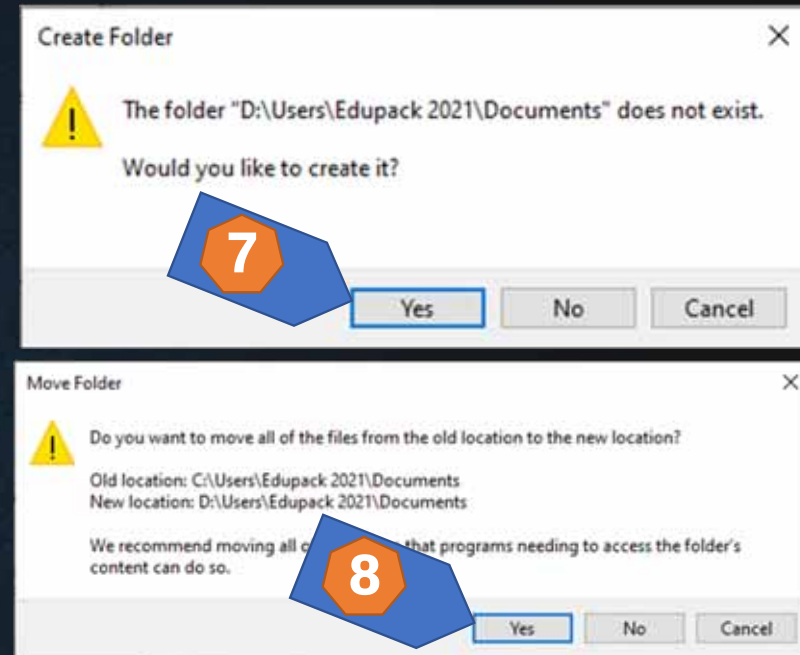
Click “Properties”



Select “Location”

Change **C** to **D**

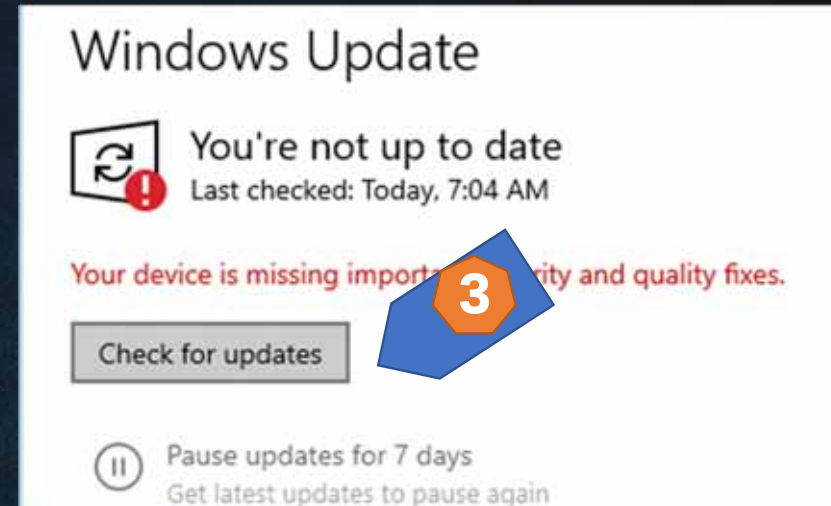
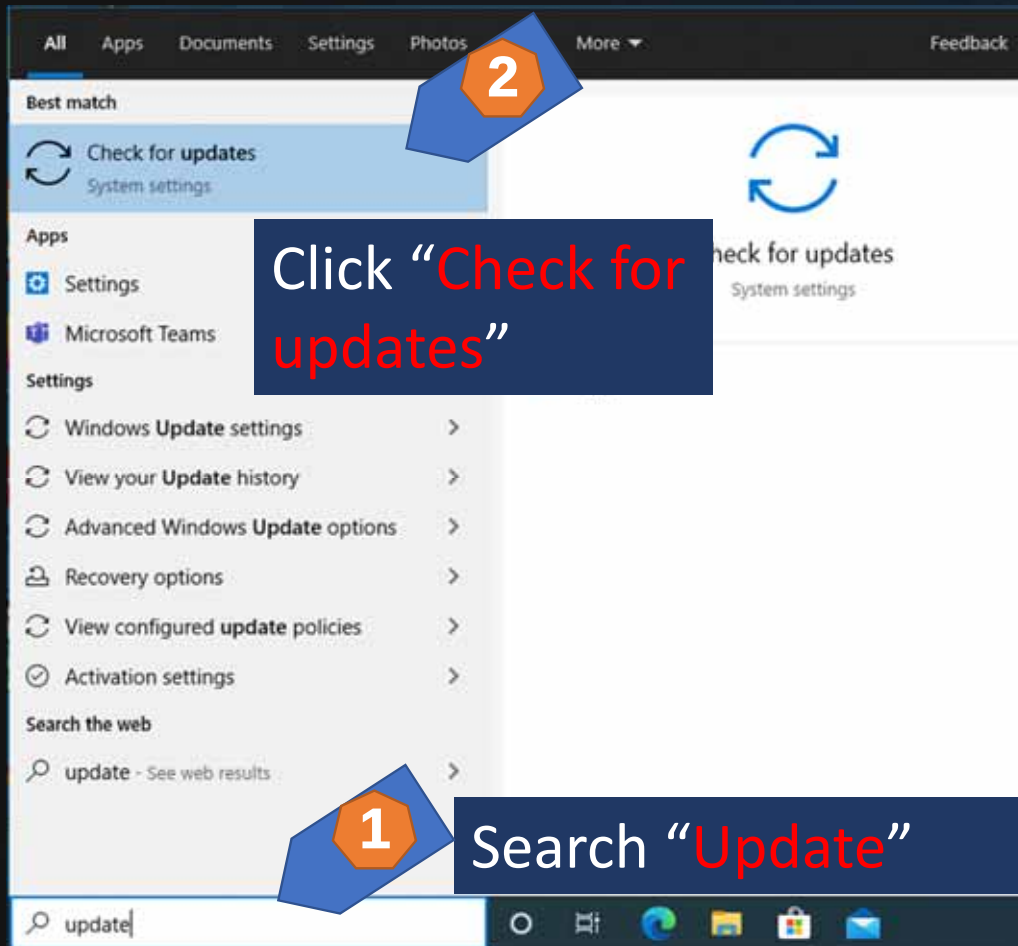
Click “Apply”



You may do similar change
to Pictures, Music & Video

Best Practices – Windows Update

2 When system prompts for update, do it or manually run update.



Follow the instructions and install all updates.

FAQ

SHORTCUT KEYS



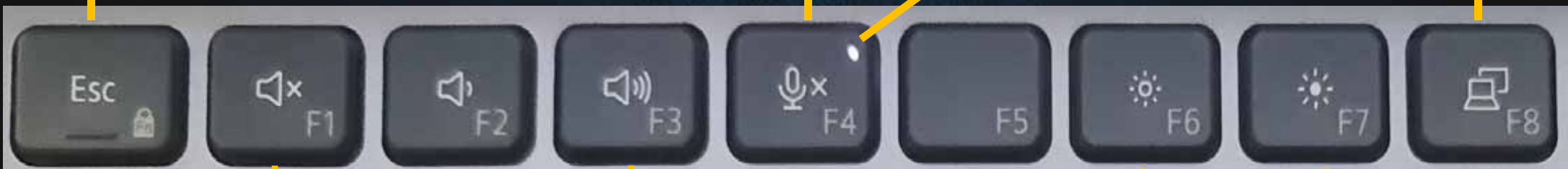
Press “fn” key and following

Function
key lock

Mic Mute

Mic Mute Indicator

Project

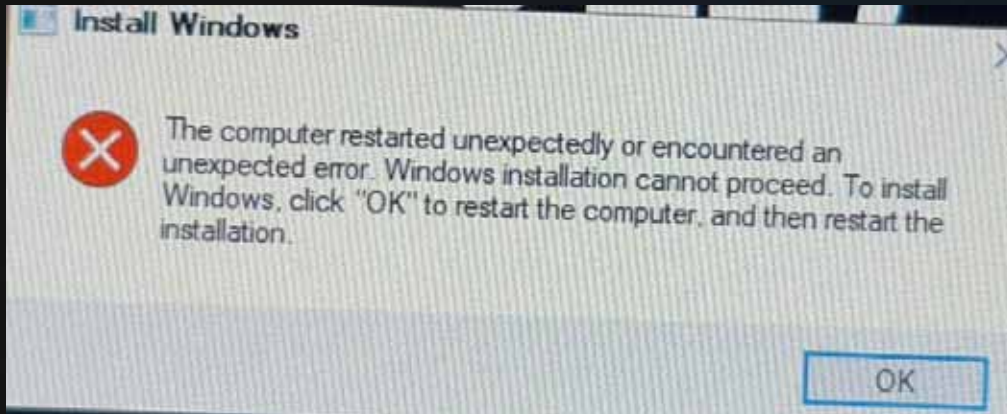


Volume Mute, Down & Up

Screen brightness
Decrease, Increase

During Teams call others cannot hear you, please check if the Mic is muted

FAQ



System show error "Install Windows"
Solution: Recover Image



e-Education Solution

Thank You



Terima Kasih

Let the transformation begin