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Re-imaging Guide for Windows

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Notes, cautions, and warnings

NOTE: A NOTE indicates important information that helps you make better use of your product.

CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

WARNING: A WARNING indicates a potential for property damage, personal injury, or death.

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Contents

Chapter 1: Installation overview **4**

Chapter 2: Introduction **5**

Chapter 3: Order of reinstallation **6**

Chapter 4: Updating the BIOS and configuring TPM security **7**
- Updating the BIOS in Windows 7
- Configure Trusted Platform Module (TPM) security 7

Chapter 5: Reinstalling the operating system **8**

Chapter 6: Overview of drivers and applications **9**
- Displaying available drivers and applications for your computer 9

Chapter 7: Reinstalling drivers and applications **10**
- AMD Chipset Device Software 10
- Critical Microsoft Knowledge Base (KB) updates 10
- Graphics driver 10
  - Downloading and installing the graphics driver 10
- Audio driver 11
  - Downloading and installing the audio driver 11
- Dell Optimizer 11
- Wireless Local Network (WLAN) drivers 11
  - Downloading and installing the Wi-Fi driver 11
  - Download and install the chipset driver 12

Chapter 8: .NET Framework **13**

Chapter 9: Getting help and contacting Dell **14**

Chapter 10: Revision history **15**

1

Installation overview

CAUTION: This section covers driver installation and updates as part of the re-imaging process. It is intended for system administrators. Proceed only if you have administrative privileges and are familiar with the required procedures. Incorrect installation or updates can result in permanent data loss.

NOTE: This guide is applicable only to computers shipped with Windows 11.

NOTE: Dell Technologies recommends that you download and install the device drivers from the Dell Drivers & Downloads website. Using third-party sources may lead to performance issues, operating system instability, unexpected shutdowns, or security risks.

Update device drivers after reinstalling the operating system (using CD, DVD, or USB media), or when you experience issues with networking, graphics, audio, or other hardware components. Dell Technologies also recommends updating drivers after performing a factory reset to ensure optimal device functionality.

Updating device drivers can provide the following benefits:

- Improved system performance
- Security updates and risk mitigation
- Enhanced compatibility
- Resolution of device-related issues
- Support for new features

However, if your system is functioning normally and no driver updates are recommended by the operating system, updating drivers may not be necessary and can potentially introduce issues.

Review the details of each driver on the Drivers & Downloads page before proceeding with an update.

2

Introduction

CAUTION: This re-imaging guide is designed for system administrators. Do not attempt to re-image the computer if you are not an administrator or are unsure of the procedures. Failure to follow instructions may result in permanent data loss.

NOTE: This guide is applicable only to computers shipped with Windows 11.

Re-imaging is the process of removing all existing software from a computer and reinstalling the operating system, drivers, and applications. It is typically performed when the system is corrupted, unstable, or affected by malicious software.

This guide provides the steps that are required to re-image your computer using a validated software stack from Dell Technologies. It includes recommended drivers, applications, and system settings to ensure optimal performance and compatibility.

In addition to the components included with the operating system, Dell provides required drivers for certain hardware configurations, such as:

- 1 TB PCIe SSD
- 2 TB PCIe SSD

For best results:

1. Perform re-imaging on a clean operating system installation, not on a previously used image.
2. Ensure BIOS settings (including SATA configuration and modes) are correctly configured.
3. Install the latest available drivers and applications.

3

Order of reinstallation

NOTE: This chapter defines the required installation sequence for drivers and applications after a re-image of your computer. Follow this order to ensure that hardware dependencies are met and the computer operates optimally.

To achieve optimal performance, install the drivers and applications in the following sequence:

1. **BIOS**: Enables the operating system to load into memory and handles the initial setup process.
2. **Windows operating system**: Controls the hardware of the computer, providing a base for all other software to operate.
3. **AMD chipset driver**: Allows Windows to communicate with and adjust settings on components on the system board, which includes:
   - AMD Chipset Device Software
     - I2C Driver
     - GPIO2 Driver
     - PSP Driver
     - MicroPEP Driver
     - PPM Provisioning File Driver
     - Interface Driver
     - PMF Driver
     - NULL Pluton Driver
     - SFH 1.1 Driver
     - AMS Mailbox Driver (for AIM-T)
     - S0i3 Filter Driver (for AIM-T)
4. **Networking and communication drivers**, which include:
   - Wireless Local Area Network (WLAN) adapter driver: Enables and enhances the wireless adapter.
   - Bluetooth driver: Enables and enhances the Bluetooth adapter.
   - For computers shipped with a 4G WWAN configuration: Dell Wireless DW5826e and Qualcomm Snapdragon X12 Firmware and GNSS/GPS IOT Driver.
5. **Latest updates and drivers**: Install using Dell Command Update (DCU).

   NOTE: You can also download and install drivers manually from the Drivers & Downloads.

6. **Critical Microsoft updates**: Run Windows Update to download and install critical patches that fix and optimize the operating system.Windows release information.
7. **Graphics driver**:
   - Enhances and optimizes video performance.
   - Enables and provides additional functionality not included in the native Microsoft VGA driver, including:
     - User-customizable power management features
     - Portability and behavioral profiles
     - Multiple-monitor support
8. **Audio driver**: Enables and enhances the audio controller.
9. **Dell applications**, which include:
   - Dell Command Update application
   - Dell Optimizer

4

Updating the BIOS and configuring TPM security

Updating the BIOS ensures system stability, compatibility with hardware changes, and proper functionality of security features such as the Trusted Platform Module (TPM).

Updating the BIOS in Windows

Dell recommends updating the BIOS when a new version is available or after replacing the system board.

1. Go to Dell Support Site.
2. In the **Search support** field, enter the Service Tag, Serial Number, Service Request, Model, or Keyword of your computer, and then click **Search**.

   NOTE: If you do not know the Service Tag or other system details, use SupportAssist to automatically identify your computer. You can also click **Browse all products** to locate the system manually.

3. Click **Drivers & Downloads**.
4. From the **Operating system** drop-down list, select the operating system that is installed on your computer.
5. From the **Category** drop-down list, select **BIOS**.
6. Select the latest version of BIOS, and click **Download**.
7. After the download is complete, browse the folder where you saved the BIOS update file.
8. Double-click the BIOS update file icon and follow the on-screen instructions.

   For more information, see Dell Support Site.

Configure Trusted Platform Module (TPM) security

TPM provides hardware-based security by storing encryption keys and sensitive system data. TPM must be enabled in the BIOS setup program before it can be used by the operating system.

1. Turn on or restart your computer.
2. When the Dell logo appears, press F2 to enter the BIOS setup program.
   The BIOS setup program is displayed.
3. On the left pane, select **Security**.
4. Configure the TPM settings as required:
   - **TPM 2.0 security On**: Enables and activates the TPM.
   - **Clear**: Clears all information that is stored in the TPM.
5. Save the settings and exit.

5

Reinstalling the operating system

This computer is validated for use with the Windows operating system. If you need to reset or reinstall Windows, please review the following guidelines:

Back up your data first: Before starting the reinstallation process, Dell Technologies strongly recommends backing up all personal files and data on your computer. For information about securing your files, search the Microsoft support for instructions on how to back up Windows.

For information about securing your files, search the Microsoft Knowledge Base article for instructions on how to back up Windows.

6

Overview of drivers and applications

Drivers and applications are software that enables the Windows operating system to communicate with the hardware devices and software that is installed on your computer. Hardware components such as video cards, sound cards, and network adapters require the correct drivers to function properly and to allow configuration of hardware settings.

Windows includes generic drivers for many devices; however, device-specific drivers may need to be installed separately for optimal performance. Dell Technologies recommends downloading drivers from the Drivers & Downloads and applications from the Dell Download Center to ensure compatibility with your system.

Displaying available drivers and applications for your computer

1. Turn on your computer.
2. Go to the Dell Support Site.
3. In the **Search support** field, enter the Service Tag, Serial Number, Service Request, Model, or Keyword of your computer, and then click **Search**.

   NOTE: If you do not know the Service Tag or other system details, use SupportAssist to automatically identify your computer. You can also click **Browse all products** to locate the system manually.

4. Click **Drivers & Downloads**.
5. From the **Operating system** drop-down list, select the version of Windows installed on your computer. A list of compatible drivers and available applications for your system is displayed.

7

Reinstalling drivers and applications

Installing drivers in the correct sequence is critical after reinstalling the Windows operating system on your Dell computer. The correct order ensures that devices are detected properly and function as expected. In certain scenarios, you may also need to reinstall or update a specific device driver to resolve hardware or performance issues.

For more information, see the Dell knowledge base article at the Dell Support Site.

NOTE: The Windows operating system includes touchpad drivers; additional touchpad driver installation is not required.

NOTE: The Windows operating system includes the webcam driver. For video capture or streaming features, install third-party webcam software if required.

Dell Technologies recommends installing drivers and applications in the sequence outlined in the following sections.

AMD Chipset Device Software

The Windows operating system may not include the latest AMD Chipset Device Software for Dell computers. The AMD Chipset Device Software is available at the Dell Support Site.

Critical Microsoft Knowledge Base (KB) updates

Dell Technologies recommends installing all the latest available KB updates on your computer. KB updates are automatically downloaded and installed when Windows Updates are enabled and can also be manually downloaded and installed from the Microsoft support site. For more information, see Windows release information.

Graphics driver

The Windows operating system includes the VGA-graphics driver only. For optimal graphics performance, install the Dell graphics driver applicable to your computer from the Dell Support Site.

Downloading and installing the graphics driver

1. Turn on your computer.
2. Go to the Dell Support Site.
3. In the **Search support** field, enter the Service Tag, Serial Number, Service Request, Model, or Keyword of your computer, and then click **Search**.

   NOTE: If you do not have the Service Tag, Serial Number, Service Request, Model, or Keyword, use the SupportAssist feature to automatically identify your computer. You can also click **Browse all products** to manually browse for your computer.

4. Click **Drivers & Downloads**.
5. From the **Category** drop-down list, select **Video**.
6. Click **Download** to download the preferred graphics driver for your computer.
7. After the download is complete, go to the folder where you saved the graphics driver file.
8. Double-click the graphics driver file icon and follow the on-screen instructions.

Audio driver

The Windows operating system does not include the audio driver recommended by Dell. Install the HD audio driver available for download from the Dell Support Site.

Downloading and installing the audio driver

1. Turn on your computer.
2. Go to the Dell Support Site.
3. In the **Search support** field, enter the Service Tag, Serial Number, Service Request, Model, or Keyword of your computer, and then click **Search**.

   NOTE: If you do not have the Service Tag, Serial Number, Service Request, Model, or Keyword, use the SupportAssist feature to automatically identify your computer. You can also click **Browse all products** to manually browse for your computer.

4. Click **Drivers & Downloads**.
5. From the **Category** drop-down list, select **Audio**.
6. Click **Download** to download the preferred audio driver for your computer.
7. After the download is complete, go to the folder where you saved the audio driver file.
8. Double-click the audio driver file icon and follow the on-screen instructions.

Dell Optimizer

Dell Optimizer is an application that is designed to enhance computer performance and productivity by optimizing settings for power, battery, display, and presence detection. It also provides access to applications purchased with your new computer.

For more information, see *Dell Optimizer User's Guide* at Dell Support Site.

Wireless Local Network (WLAN) drivers

The Windows operating system does not provide native-device driver support for WLAN controllers on Dell computers. To obtain wireless network functionality, install the relevant WLAN drivers from the Dell Support Site.

Downloading and installing the Wi-Fi driver

1. Turn on the computer.
2. Go to the Dell Support Site.
3. In the **Search support** field, enter the Service Tag, Serial Number, Service Request, Model, or Keyword of your computer, and then click **Search**.

   NOTE: If you do not have the Service Tag, Serial Number, Service Request, Model, or Keyword, use the SupportAssist feature to automatically identify your computer. You can also click **Browse all products** to manually browse for your computer.

4. Click **Drivers & Downloads**.
5. From the **Category** drop-down list, select **Network, Ethernet & Wireless**.
6. Click **Download** to download the preferred Wi-Fi controller and Bluetooth drivers for your computer.
7. After the download is complete, go to the folder where you saved the driver files.
8. Double-click the file icon of each driver file, and follow the on-screen instructions.

Download and install the chipset driver

1. Turn on the computer.
2. Go to the Dell Support Site.
3. In the **Search support** field, enter the Service Tag, Serial Number, Service Request, Model, or Keyword of your computer, and then click **Search**.

   NOTE: If you do not have the Service Tag, Serial Number, Service Request, Model, or Keyword, use the SupportAssist feature to automatically identify your computer. You can also click **Browse all products** to manually browse for your computer.

4. Click **Drivers & Downloads**.
5. From the **Category** drop-down list, select **Chipset**.
6. Click **Download** to download the chipset driver for your computer.
7. After the download is complete, go to the folder where you saved the chipset driver file.
8. Double-click the chipset driver file icon and follow the on-screen instructions.

8

.NET Framework

The .NET Framework is a Microsoft software framework that is bundled with the Windows operating system. It provides a runtime environment and libraries required for applications developed for the Windows platform.

9

Getting help and contacting Dell

Self-help resources

You can get information and help on Dell products and services using these self-help resources:

Table 1. Self-help resources

Self-help resources	Resource location
Information about Dell products and services	Dell Site
Tips	
Contact Support	In Windows search, type `Contact Support`, and press Enter.
Online help for operating system	Windows Support Site
Access top solutions, diagnostics, drivers and downloads, and learn more about your computer through videos, manuals, and documents.	Your Dell computer is uniquely identified using a Service Tag or Express Service Code. To view relevant support resources for your Dell computer, enter the Service Tag or Express Service Code at Dell Support Site. For more information about how to find the Service Tag for your computer, see Locate the Service Tag on your computer.
Dell knowledge base articles	1. Go to Dell Support Site. 2. On the menu bar at the top of the Support page, select **Support** > **Support Library**. 3. In the Search field on the Support Library page, type the keyword, topic, or model number, and then click or tap the search icon to view the related articles.

Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see Dell Support Site.

NOTE: Availability of the services may vary depending on the country or region, and product.

NOTE: If you do not have an active Internet connection, you can find contact information in your purchase invoice, packing slip, bill, or Dell product catalog.

10

Revision history

Tracks all updates that are made to the document. It typically includes the date of change, version number, and a brief description of the modification. This log helps maintain transparency, accountability, and a clear timeline of progress.

Table 2. Revision history

Revision	Date	Description
A00	May 2026	Original publish date.