

Telex Dispatch Mini PC

Restoring BIOS Boot

Updating SSD Firmware



Telex Mini PC Boot, BIOS and SSD reset instructions

General

This application note is intended to show how to restore the SSD – Solid State Drive back into the BIOS boot-up list and update the SSD firmware.

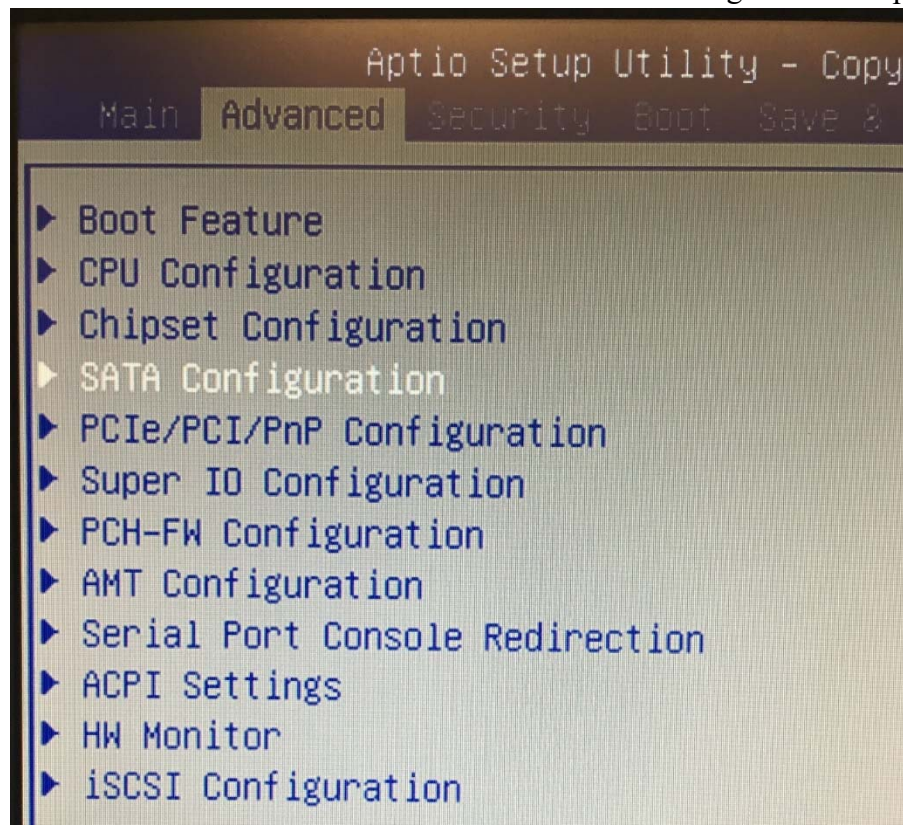
Problem

Telex Mini PC will randomly lose SATA connection to SSD drive and not boot-up. Intel has released a newer firmware that addresses SATA connection communications that should resolve the issue.

Resetting the BIOS boot drive

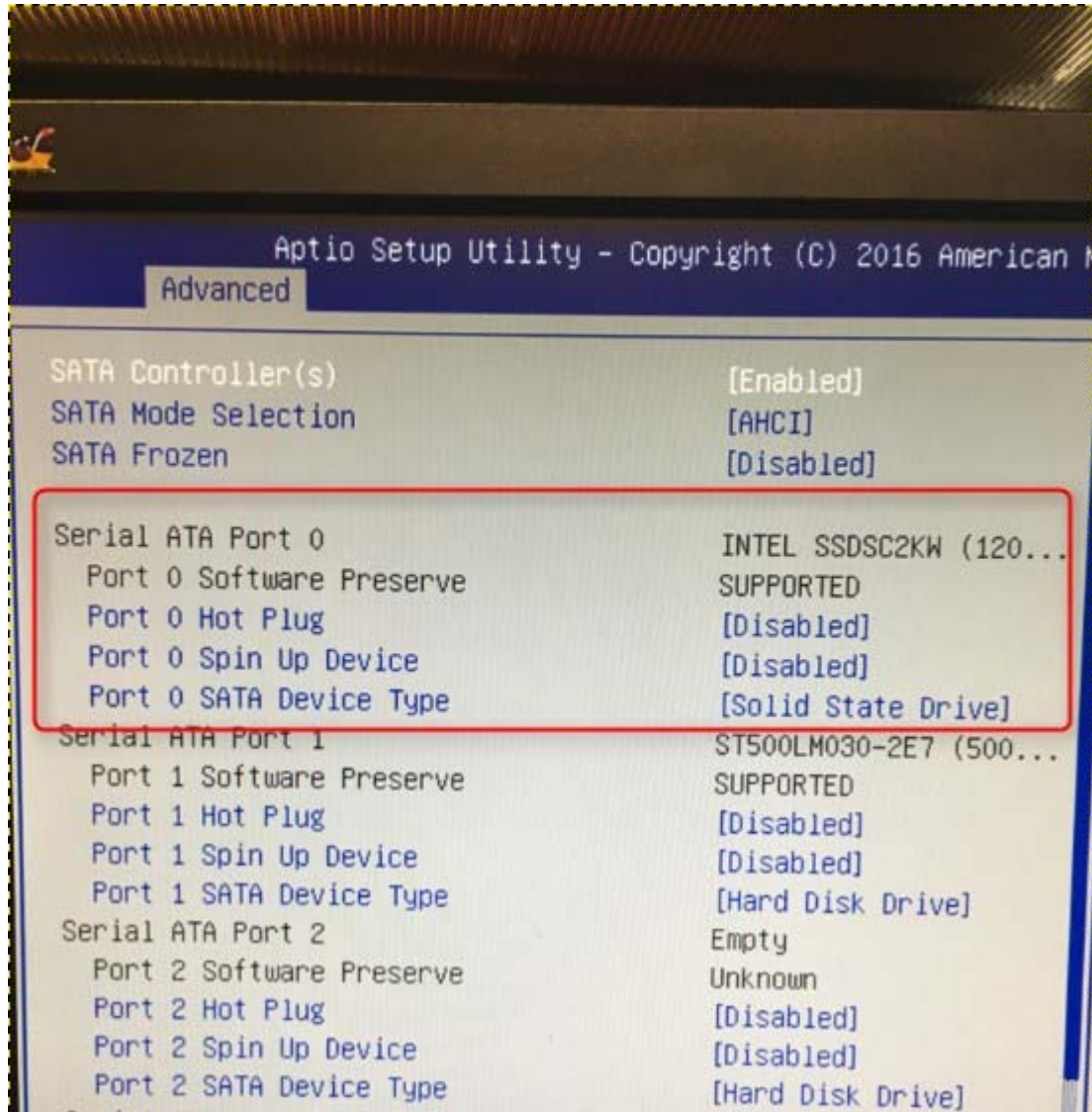
Please go in the BIOS screen by powering ON the PC and press and depress the Delete key on the keyboard during power up until the PC enters BIOS setup.

Go to the Advanced section and arrow down to SATA Configuration setup. Press ENTER key.



See if the SSD drive is listed as Serial ATA Port 0, if yes continue to next step. If not, power the PC down and remove power. Open the case and manually check the SATA cable attached to the SSD drive. Push the cable in a little bit and close up the case.

Power the PC back on and re-enter BIOS. Is the SSD shown? If not the PC needs to be replaced and you should contact Bosch Parts and Repair Department., otherwise continue to next step.

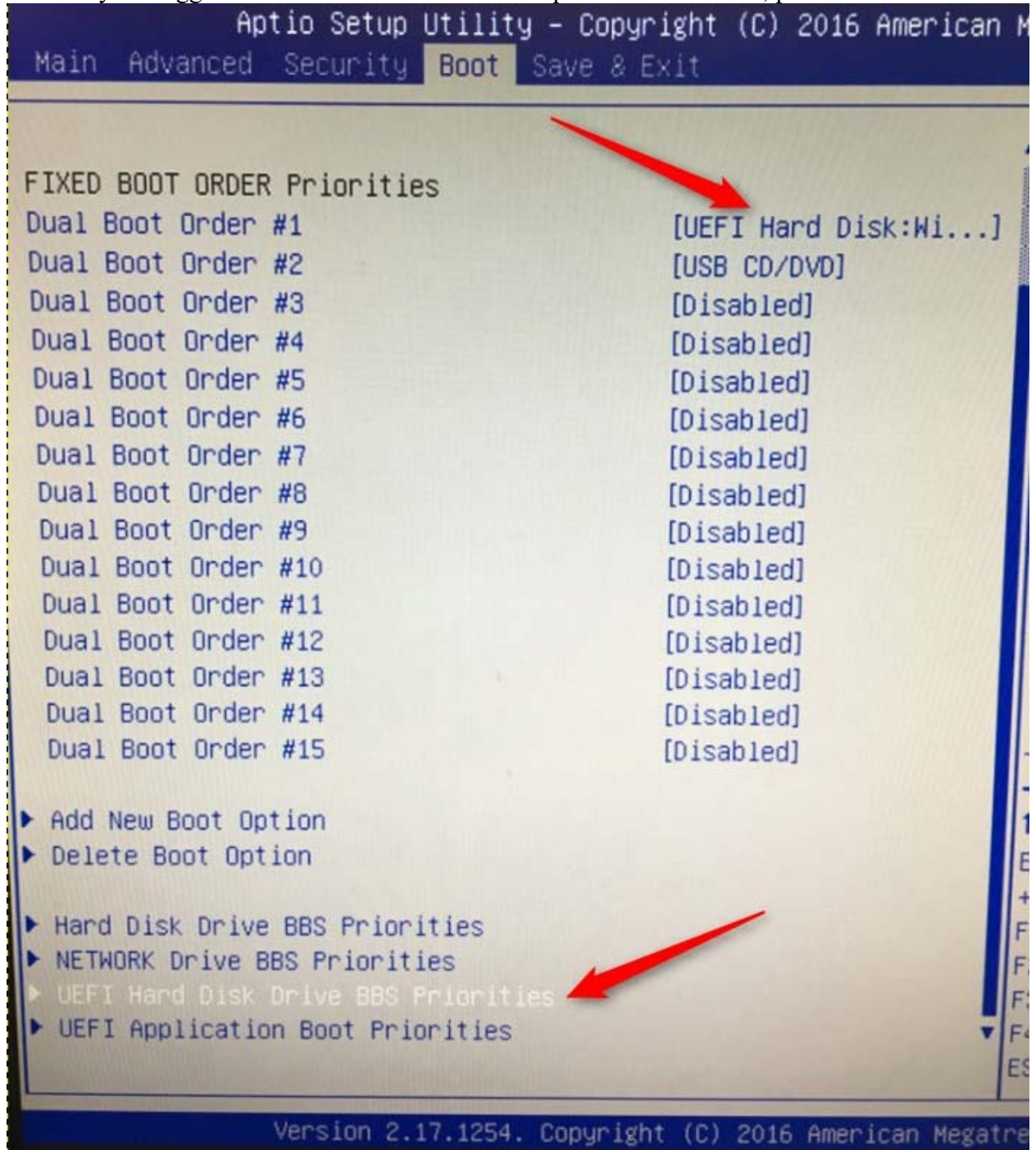


Once the SSD is seen you can then go to the boot menu, Press ESC key to exit SATA setup.

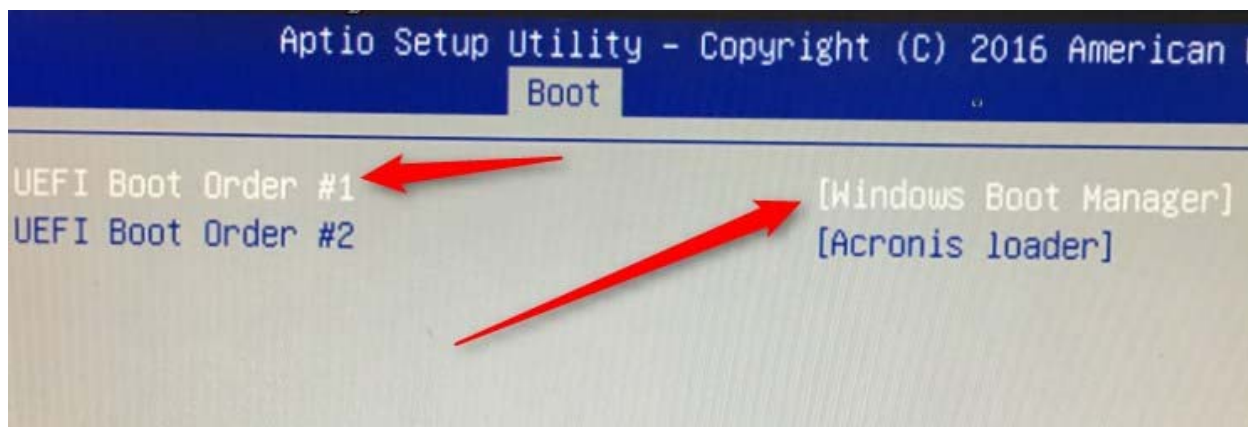
Use arrow keys to select Boot setup, press Enter.

Make sure Dual Boot Order #1 has UEFI: Hard disk:Windows boot manager.

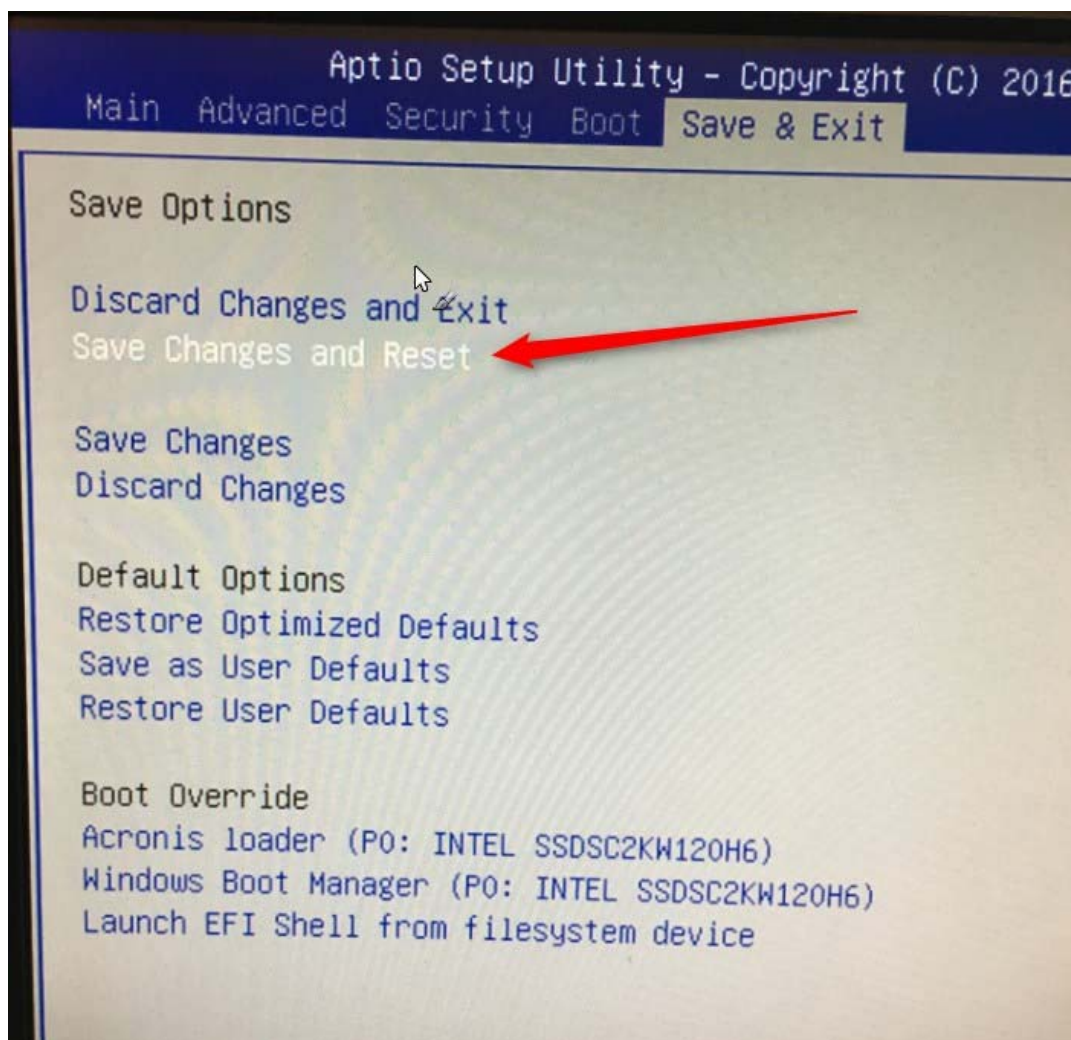
If you don't see this option, you will need to change the UEFI hard disk BBS priorities. Use arrow keys to toggle down till UEFI hard disk BBS priorities is selected, press Enter.



Select UEFI Boot Order #1, press enter and select Windows Boot Manager.



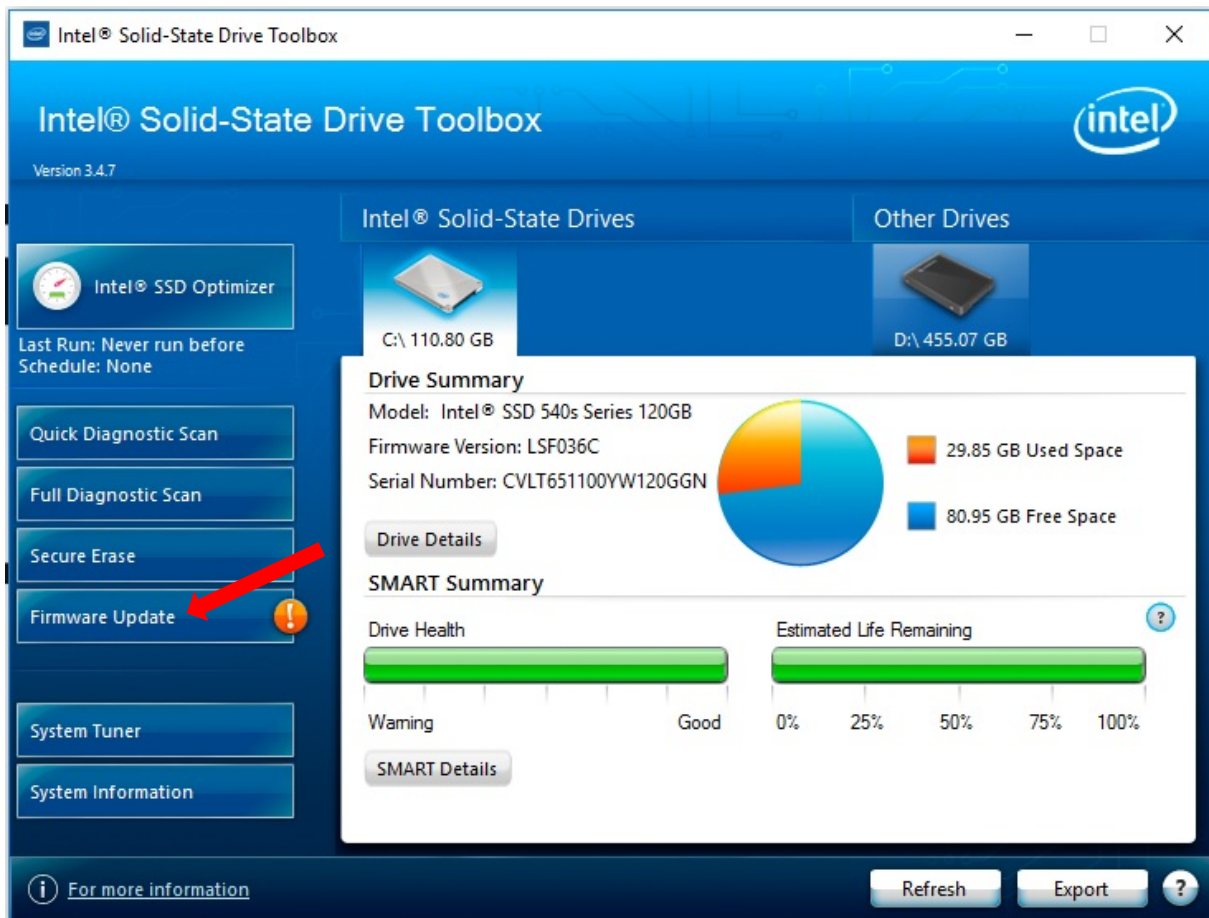
Press Esc and use arrow keys to select Save and Exit. Save changes and Reset. The PC should now restart and Boot-up.



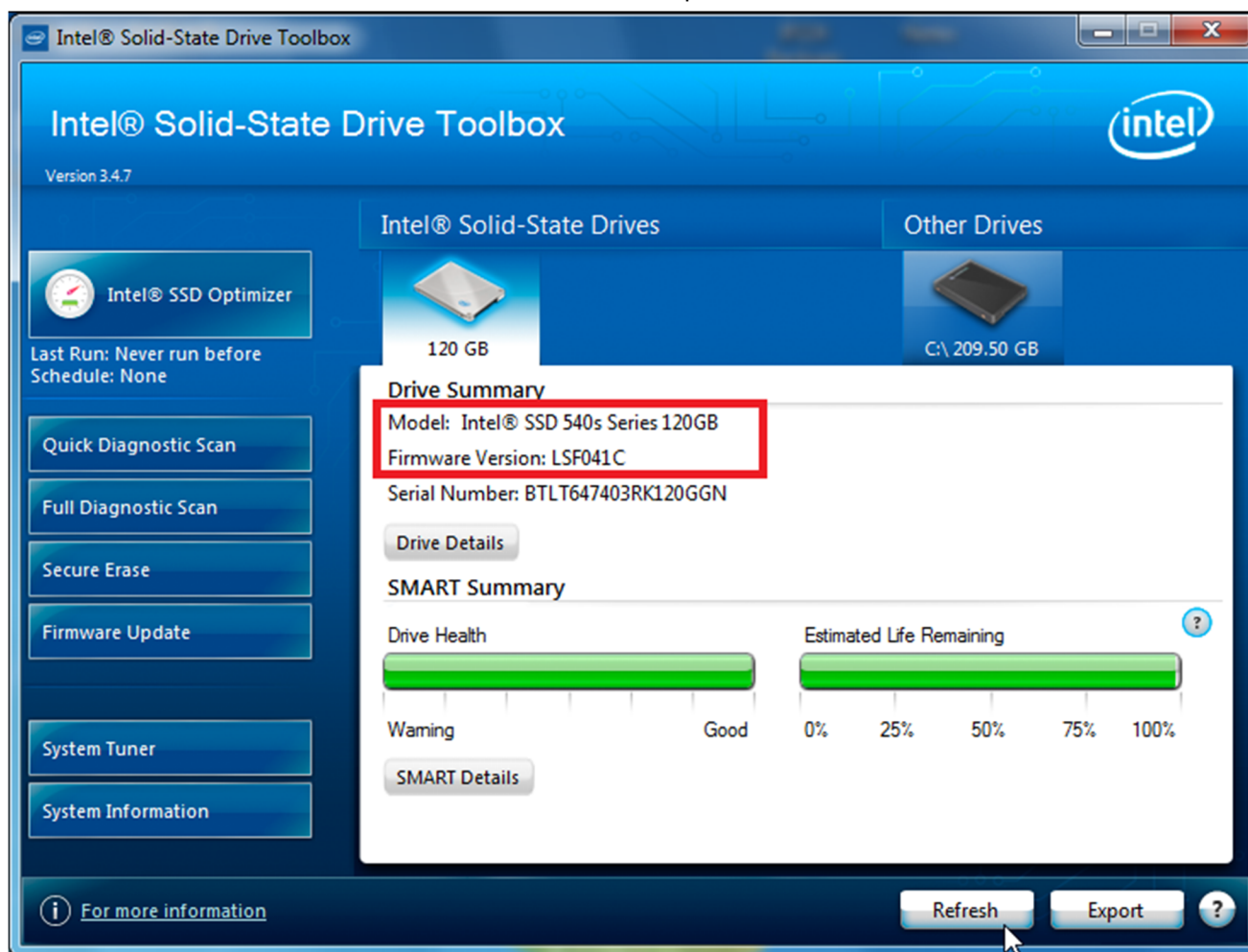
Updating the SSD Firmware

Now that the PC is booting correctly we want to minimize any chances of the issue reoccurring. A major issue in the Intel SSD firmware LSF036C for SSD 540s series hardware has been found that might be the cause of this. Your PC may have a different model SSD so please run the application to check for any firmware updates. We would like your help by completing the following steps:

1. Install the Windows Application for Firmware Upgrade - <https://downloadcenter.intel.com/download/27130?v=t>
2. Update the SSD drive firmware to LFS041C or newer, red arrow.



- Please see the screen shot below for a view of an updated SSD



- Please send an email to telexdispatchtechsupport@us.bosch.com with the following information.

Date completed	Kolar Serial Number 5 digit serial number	Intel hard drive model	Firmware version

Revision History		
Document Title: Telex Mini PC Boot, BIOS and SSD instructions		
Document Number: AN-DISPATCH-Min PC		
Revision	Change Description	Date
A	Update brand, format and new document number.	02-Nov-2017

Suggestions or comments:

Contact technical support with suggestions or comments concerning this application note.

Technical Support:

Email: TelexDispatchtechsupport@us.bosch.com

Fax: 1-402-467-3279

Phone: 1-800-898-6723

Bosch Security Systems, Inc.
8601 East Cornhusker Highway
Lincoln Nebraska 68507

Phone: (800) 752-7560 Fax: (402) 467-3279

Email: Telexdispatch@us.bosch.com

Web: www.telex.com

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