



# Initiating SupportAssist OS Recovery with BIOSConnect

Dell SupportAssist OS Recovery is a recovery environment that consists of a set of tools that enable you to diagnose and troubleshoot issues that may occur prior to the start of your computer's operating system. SupportAssist OS Recovery resides on a service partition of the hard drive and is initiated when your computer is unable to start up the operating system after repeated attempts. For more information on using SupportAssist OS Recovery, see the *Dell SupportAssist OS Recovery User's Guide* under **Dell SupportAssist for PCs and Tablets** at [Dell.com/ServiceabilityTools](http://Dell.com/ServiceabilityTools).

BIOSConnect provides an alternate method for initiating SupportAssist OS Recovery when the service partition of the hard drive is absent, corrupt, or needs repair. BIOSConnect connects to Dell over the internet, downloads the SupportAssist OS Recovery image, and initiates SupportAssist OS Recovery from the system memory (RAM).

**NOTE:** BIOSConnect is available only on Dell XPS 13 9365 laptops.

## Using BIOSConnect

When your computer is unable to start up after repeated attempts, the pre-boot system performance check is initiated. If no hardware issue is detected by the performance check and your computer is unable to initiate SupportAssist OS Recovery from the hard-drive, you are prompted to restart your computer and download the SupportAssist OS Recovery image from Dell. On confirmation, your computer restarts and displays the BIOSConnect screen.

Depending on the type of internet connectivity available, the following actions occur:

- Wired – Download of the SupportAssist OS Recovery image is automatically initiated
- Wireless – BIOSConnect scans for wireless networks and displays the list of available wireless networks. You can also configure the settings for connecting to hidden wireless networks. After the connection is established, download of the SupportAssist OS Recovery image is automatically initiated.

After download of the SupportAssist OS Recovery image is complete, your computer initiates SupportAssist OS Recovery.

## Connecting to unsecured wireless networks

- 1 On the BIOSConnect **Wireless Configuration** window, select an unsecured wireless network.
- 2 Click **Connect**.

## Connecting to secured wireless networks

- 1 On the BIOSConnect **Wireless Configuration** window, select a secured wireless network.
- 2 Type the password and click **Connect**.

## Connecting to hidden wireless networks

- 1 On the BIOSConnect **Wireless Configuration** window, click **Manual**.
- 2 Type the network name or SSID.
- 3 From the authentication list, select an authentication method, if required.

**NOTE:** Dell recommends you to not select an authentication method because BIOSConnect can automatically determine the appropriate authentication method.

- 4 Type the password and click **Connect**.

## Enabling or disabling BIOSConnect

By default, BIOSConnect is enabled on your system. If necessary, you can disable BIOSConnect based on your preference.

- 1 Turn on or restart your computer.
- 2 When the Dell logo is displayed, press F2 to enter System Setup.

**NOTE:** If you wait too long and the operating system logo appears, continue to wait until you see the Windows desktop, then restart your computer and try again.

- 3 On the left pane, click **SupportAssist**.
- 4 On the right pane, click the **BIOSConnect** tile.
- 5 Select or clear the **Enable BIOSConnect** option to enable or disable BIOSConnect.
- 6 Press F10 to save changes and exit.

