

## Latitude E6220 + Dell (PRO2X) Dock = No Video

Posted by admin - 26 Jun 2012 08:01

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### Latitude E6220 + Dell (PRO2X) Dock = No Video on External Display during POST

The issue being whenever I have my laptop "docked" and have an external monitor connected (no matter if it's DVI, DisplayPort or VGA - I've tried all three) it will NOT display anything on the external monitor until it passes POST, at which point the external monitor only turns-on once at the Windows log-on screen. Funny thing is if I flip-open the lid on the laptop, the internal LCD panel will display all the POST information, until said point where the external monitor connected to the dock will turn-on and the internal LCD panel will power-off.

I have a case number, and was given the option to send-out my laptop to depot (repair) to have the motherboard replaced, but no guarantee that would even resolve the issue.

I have already attempted numerous BIOS updates (all versions available, and finally ended-up leaving it at A08 since none of them were making any difference anyhow) and also went as far as updating to the latest Intel drivers to humor myself (but that would make no difference since these drivers aren't even loaded when going through the POST sequence.)

I was told that this seems to be an on-going issue with most of the Latitude E6x20 series, and that supposedly a (soon-to-be-released) BIOS Update (A09) would address the issue. I chose NOT to send the laptop off to depot and try to wait it out a bit longer, since I don't see how replacing the motherboard would "fix" this per-se (unless someone would like to tell me of a success story they've had doing-so.)

Also, for the record, I use a Dell Latitude E6510 for work (which does NOT experience the same issue), and tried my E6220 with the (PRO3x) dock and a Dell 2007FP monitor, but it made no difference what-so-ever (via DVI nor VGA.)

Anyone experiencing similar (or the same) issue(s) ? I'd be happy to know I'm not alone, and if anyone has found a said "fix" for this issue...

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