

XPS 13 9310

Setup and Specifications



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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Set up your XPS 13 9310

NOTE: The images in this document may differ from your computer, depending on the computer configuration you ordered.

1. Connect the power adapter to a power source and to the Thunderbolt 4 USB Type-C port with Power Delivery. Then press the power button on your computer.



NOTE: The battery may go into power-saving mode during shipment to conserve charge on the battery. Ensure that the power adapter is connected to your computer when it is turned on for the first time.

2. Complete the operating system setup.

Table 1. Operating system setup

Operating system	Setup instructions
Windows	Follow the on-screen instructions to complete the setup. When setting up, it is recommended that you connect to a secure network to download and install the latest Windows updates.
Ubuntu	Follow the on-screen instructions to complete the setup. For more information about installing and configuring Ubuntu, see the knowledge base articles SLN151664 and SLN151748 at www.dell.com/support .

3. If Windows is installed on your computer, there are Dell apps with which you can get assistance and software updates.

NOTE: Dell apps are not available on Ubuntu.

Table 2. Dell apps

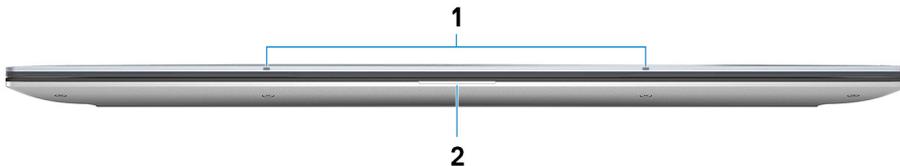
Dell app	Description
	My Dell

Table 2. Dell apps (continued)

Dell app	Description
	Access Dell applications, help articles, and other important information about your computer. My Dell also notifies you about the warranty status, recommended accessories, and software updates for your computer.
	SupportAssist Pro-actively checks the health of your computer's hardware and software and troubleshoots issues with the operating system. For more information about the app, see the SupportAssist documentation at www.dell.com/support .  NOTE: To renew or upgrade your warranty in the SupportAssist app, click the warranty expiry date.
	Dell Update Updates your computer with critical fixes and latest device drivers. For more information about the app, see the knowledge base article SLN305843 at www.dell.com/support .
	Dell Digital Delivery Download software applications, which are purchased but not pre-installed on your computer. For more information about the app, see the knowledge base article 153764 at www.dell.com/support .

Views of XPS 13 9310

Front



1. Microphones (2) (optional)

Provide digital sound input for audio recording, voice calls, and so on.

NOTE: The microphones are optional, depending on the configuration ordered.

2. Power and battery-status light

Indicates the power state and battery state of the computer.

Solid white—Power adapter is connected and the battery is charging.

Solid amber—Battery charge is low or critical.

Off—Battery is fully charged.

NOTE: On certain computer models, the power and battery-status light are also used for diagnostics. For more information, see the *Troubleshooting* section in your computer's *Service Manual*.

Left



1. Thunderbolt 4 USB Type-C port with Power Delivery

Supports USB4 Gen 3 Type-C, DisplayPort 2.0, Thunderbolt 4 and also enables you to connect to an external display using a display adapter. Provides data transfer rates of up to 20 Gbps for USB4 Gen 3 and up to 40 Gbps for Thunderbolt 4. Supports Power Delivery that enables two-way power supply between devices. Provides up to 5 V/3 A power output that enables faster charging.

NOTE: You can connect a Dell Docking Station to the Thunderbolt 4 ports. For more information, see the knowledge base article [SLN286158](https://www.dell.com/support/sln/SLN286158) at www.dell.com/support.

NOTE: There is a total of two Thunderbolt 4 ports on this computer. Connect the USB Type-C power adapter to only one of the two USB Type-C ports.

NOTE: A USB Type-C to DisplayPort adapter (sold separately) is required to connect a DisplayPort device.

2. microSD-card slot

Reads from and writes to the microSD card. Your computer supports the following card types:

- microSecure Digital (microSD)
- microSecure Digital High Capacity (microSDHC)
- microSecure Digital Extended Capacity (microSDXC)

Right



1. Thunderbolt 4 USB Type-C port with Power Delivery

Supports USB4 Gen 3 Type-C, DisplayPort 2.0, Thunderbolt 4 and also enables you to connect to an external display using a display adapter. Provides data transfer rates of up to 20 Gbps for USB4 Gen 3 and up to 40 Gbps for Thunderbolt 4. Supports Power Delivery that enables two-way power supply between devices. Provides up to 5 V/3 A power output that enables faster charging.

- NOTE:** You can connect a Dell Docking Station to the Thunderbolt 4 ports. For more information, see the knowledge base article [SLN286158](https://www.dell.com/support/sln/SLN286158) at www.dell.com/support.
- NOTE:** There is a total of two Thunderbolt 4 ports on this computer. Connect the USB Type-C power adapter to only one of the two USB Type-C ports.
- NOTE:** A USB Type-C to DisplayPort adapter (sold separately) is required to connect a DisplayPort device.

2. Headset port

Connect headphones or a headset (headphone and microphone combo).

Top



1. Touchpad

Move your finger on the touchpad to move the mouse pointer. Tap to left-click and two fingers tap to right-click.

2. Left-click area

Press to left-click.

3. Right-click area

Press to right-click.

4. Power button with fingerprint reader

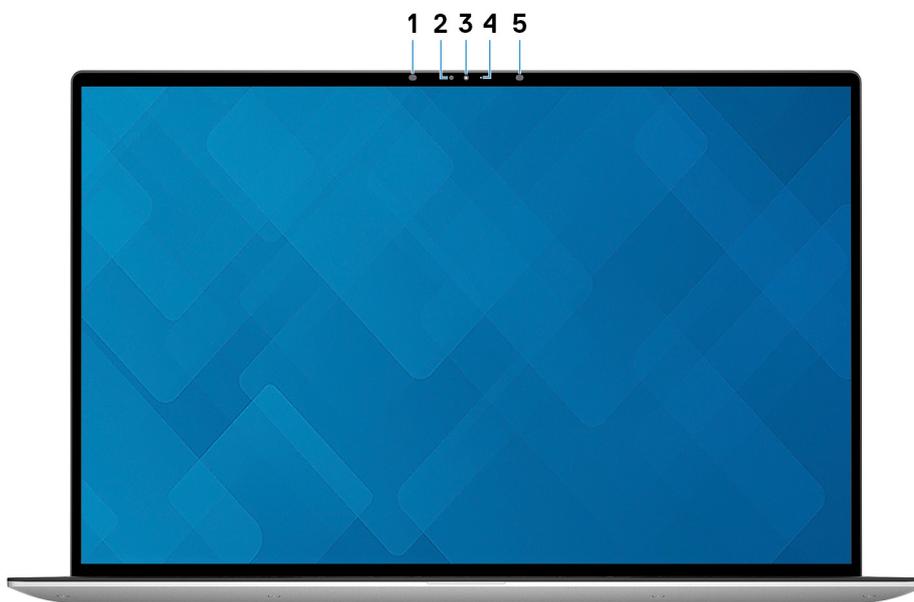
Press to turn on the computer if it is turned off, in sleep state, or in hibernate state.

When the computer is turned on, press the power button to put the computer into sleep state; press and hold the power button for 10 seconds to force shut-down the computer.

Place your finger on the power button to log in with the fingerprint reader.

i **NOTE:** You can customize power-button behavior in Windows. For more information, see *Me and My Dell* at www.dell.com/support/manuals.

Front



1. Infrared emitter (optional)

Emits infrared light, which enables the infrared camera to sense and track motion.

i **NOTE:** The infrared emitter is not available if the camera is not included in the configuration ordered.

2. Ambient-light sensor

The sensor detects the ambient light and automatically adjusts the keyboard backlight and display brightness.

3. RGB and infrared camera (optional)

Enables you to video chat, capture photos, and record videos in RGB and infrared.

i **NOTE:** The RGB and infrared camera is optional, depending on the configuration ordered.

4. Camera-status light (optional)

Turns on when the camera is in use.

i **NOTE:** The camera-status light is not available if the camera is not included in the configuration ordered.

5. Infrared emitter (optional)

Emits infrared light, which enables the infrared camera to sense and track motion.

NOTE: The infrared emitter is not available if the camera is not included in the configuration ordered.

Bottom



1. Left speaker

Provides audio output.

2. Service Tag label

The Service Tag is a unique alphanumeric identifier that enables Dell service technicians to identify the hardware components in your computer and access warranty information.

3. Right speaker

Provides audio output.

Specifications of XPS 13 9310

Dimensions and weight

The following table lists the height, width, depth, and weight of your XPS 13 9310.

Table 3. Dimensions and weight

Description	Values
Height:	14.80 mm (0.58 in.)
Width	295.70 mm (11.64 in.)
Depth	198.70 mm (7.82 in.)
Starting weight	<ul style="list-style-type: none"> Non-touch: 1.20 kg (2.64 lb) Touch: 1.27 kg (2.80 lb) <p> NOTE: The weight of your computer depends on the configuration ordered and manufacturing variability.</p>

Processor

The following table lists the details of the processors supported by your XPS 13 9310.

Table 4. Processor

Description	Option one	Option two	Option three
Processor type	11 th Generation Intel Core i3-1115G4 processor	11 th Generation Intel Core i5-1135G7 processor	11 th Generation Intel Core i7-1165G7 processor
Processor wattage	15 W	15 W	15 W
Processor core count	2	4	4
Processor thread count	4	8	8
Processor speed	Up to 4.10 GHz	Up to 4.20 GHz	Up to 4.70 GHz
Processor cache	6 MB	8 MB	12 MB
Integrated graphics	Intel UHD Graphics	Intel Iris Xe Graphics	Intel Iris Xe Graphics

Chipset

The following table lists the details of the chipset supported by your XPS 13 9310.

Table 5. Chipset

Description	Values
Chipset	Integrated in the processor
Processor	11 th Generation Intel Core i3/i5/i7
DRAM bus width	128 bit
Flash EPROM	32 MB (BIOS)
PCIe bus	Up to PCIe Gen 4.0 (Storage)

Operating system

Your XPS 13 9310 supports the following operating systems:

- Windows 10 Home (64-bit)
- Windows 10 Pro (64-bit)
- Windows 10 Pro Education (64-bit)
- Windows 10 Enterprise Ready
- Ubuntu 18.04 LTS (64-bit)

Memory

The following table lists the memory specifications of your XPS 13 9310.

Table 6. Memory specifications

Description	Values
Memory slots	No memory slots  NOTE: The memory module is integrated on the system board.
Memory type	LPDDR4x
Memory speed	4267 MHz
Maximum memory configuration	32 GB
Minimum memory configuration	8 GB
Memory configurations supported	<ul style="list-style-type: none">• 8 GB (4 x 2 GB) LPDDR4x at 4267 MHz• 16 GB (4 x 4 GB) LPDDR4x at 4267 MHz• 32 GB (4 x 8 GB) LPDDR4x at 4267 MHz

Internal slots

The following table lists the internal slots of your XPS 13 9310.

Table 7. Internal slots

Description	Values
M.2	One M.2 2230 or M.2 2280 slot for solid-state drive  NOTE: To learn more about the features of different types of M.2 cards, see the knowledge base article 000144170 at www.dell.com/support .

External ports

The following table lists the external ports on your XPS 13 9310.

Table 8. External ports

Description	Values
USB ports	Two Thunderbolt 4 USB Type-C ports with Power Delivery  NOTE: Connect the USB Type-C power adapter to only one of the four USB Type-C ports.  NOTE: You can connect a Dell Docking Station to this port. For more information, see the knowledge base article SLN286158 at www.dell.com/support .
Audio port	One headset (headphone and microphone combo) port  NOTE: The microphone may not be available, depending on the configuration ordered.
Video port	Two Thunderbolt 4 USB Type-C ports with Power Delivery  NOTE: A USB Type-C to DisplayPort adapter (sold separately) is required to connect a DisplayPort device.
Media-card reader	One microSD-card slot
Docking port	Supported through one of the two Thunderbolt 4 USB Type-C port with Power Delivery
Power-adapter port	DC-IN through one of the two USB Type-C Thunderbolt 4 ports  NOTE: You can connect a Dell Docking Station to this port. For more information, see the knowledge base article SLN286158 at www.dell.com/support .
Security	Not supported

Wireless module

The following table lists the Wireless Local Area Network (WLAN) module specifications of your XPS 13 9310.

 **NOTE:** The wireless module is integrated on the system board.

Table 9. Wireless module specifications

Description	Option one	Option two
Model number	Intel AX1650	Rivet Killer AX500-DBS
Transfer rate	Up to 2400 Mbps	Up to 1774 Mbps
Frequency bands supported	2.4 GHz/5 GHz	2.4 GHz/5 GHz
Wireless standards	<ul style="list-style-type: none"> • WiFi 802.11a/b/g • Wi-Fi 4 (WiFi 802.11n) • Wi-Fi 5 (WiFi 802.11ac) • Wi-Fi 6 (WiFi 802.11ax) 	<ul style="list-style-type: none"> • WiFi 802.11a/b/g • Wi-Fi 4 (WiFi 802.11n) • Wi-Fi 5 (WiFi 802.11ac) • Wi-Fi 6 (WiFi 802.11ax)
Encryption	<ul style="list-style-type: none"> • 64-bit/128-bit WEP • AES-CCMP • TKIP 	<ul style="list-style-type: none"> • 64-bit/128-bit WEP • AES-CCMP • TKIP
Bluetooth	Bluetooth 5.1	Bluetooth 5.1

Audio

The following table lists the audio specifications of your XPS 13 9310.

Table 10. Audio specifications

Description	Values	
Audio controller	Realtek ALC3281-CG	
Stereo conversion	Supported	
Internal audio interface	High-definition audio interface	
External audio interface	Universal audio jack	
Number of speakers	Two	
Internal-speaker amplifier	Supported	
External volume controls	Keyboard shortcut controls	
Speaker output:		
	Average speaker output	2 W
	Peak speaker output	2.5 W
Subwoofer output	Not supported	
Microphone	Digital-array microphones  NOTE: The microphone may not be available, depending on the configuration ordered.	

Storage

This section lists the storage options on your XPS 13 9310.

Your XPS 13 9310 supports one of the following storage options:

- One M.2 2230 solid-state drive
- One M.2 2280 solid-state drive

Table 11. Storage specifications

Storage type	Interface type	Capacity
M.2 2230 solid-state drive	PCIe Gen3 x4 NVMe, up to 32 Gbps	Up to 256 GB
M.2 2280 solid-state drive	PCIe Gen3 x4 NVMe, up to 32 Gbps	Up to 2 TB

Media-card reader

The following table lists the media cards supported by your XPS 13 9310.

Table 12. Media-card reader specifications

Description	Values
Media-card type	One microSD-card slot
Media-cards supported	<ul style="list-style-type: none">• microSecure Digital (mSD)• microSecure Digital High Capacity (mSDHC)• microSecure Digital Extended Capacity (mSDXC)
 NOTE: The maximum capacity supported by the media-card reader varies depending on the standard of the media card installed in your computer.	

Keyboard

The following table lists the keyboard specifications of your XPS 13 9310.

Table 13. Keyboard specifications

Description	Values
Keyboard type	Standard backlit keyboard
Keyboard layout	QWERTY
Number of keys	<ul style="list-style-type: none">• United States and Canada: 79 keys• United Kingdom: 80 keys• Japan: 83 keys
Keyboard size	X = 19.05 mm key pitch Y = 18.05 mm key pitch
Keyboard shortcuts	Some keys on your keyboard have two symbols on them. These keys can be used to type alternate characters or to perform secondary functions. To type the alternate character, press Shift and the desired key. To perform secondary functions, press Fn and the desired key.

Table 13. Keyboard specifications (continued)

Description	Values
	<p>i NOTE: You can define the primary behavior of the function keys (F1–F12) changing Function Key Behavior in BIOS setup program.</p> <p>For more information, see Keyboard shortcuts.</p>

Camera

The following table lists the camera specifications of your XPS 13 9310.

i **NOTE:** The availability of the camera depends on the configuration ordered.

Table 14. Camera specifications

Description	Values		
Number of cameras	One i NOTE: The availability of the camera depends on the configuration ordered.		
Camera type	RGB and infrared HD camera i NOTE: The camera may not be available, depending on the configuration ordered.		
Camera location	Front		
Camera sensor type	CMOS-sensor technology		
Camera resolution:			
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50px;"></td> <td>Still image</td> </tr> </table>		Still image	0.92 megapixel
	Still image		
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50px;"></td> <td>Video</td> </tr> </table>		Video	1280 x 720 (HD) at 30 fps
	Video		
Infrared camera resolution:			
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50px;"></td> <td>Still image</td> </tr> </table>		Still image	640 x 360
	Still image		
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50px;"></td> <td>Video</td> </tr> </table>		Video	640 x 360 (HD) at 15 fps
	Video		
Diagonal viewing angle:			
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50px;"></td> <td>Camera</td> </tr> </table>		Camera	77.7 degrees
	Camera		
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50px;"></td> <td>Infrared camera</td> </tr> </table>		Infrared camera	77.7 degrees
	Infrared camera		

Touchpad

The following table lists the touchpad specifications of your XPS 13 9310.

Table 15. Touchpad specifications

Description	Values
Touchpad resolution:	

Table 15. Touchpad specifications (continued)

Description		Values
	Horizontal	1300
	Vertical	722
Touchpad dimensions:		
	Horizontal	112.30 mm (4.42 in.)
	Vertical	64.15 mm (2.53 in.)
Touchpad gestures		For more information about touchpad gestures available on Windows 10, see the Microsoft knowledge base article 4027871 at support.microsoft.com .

Power adapter

The following table lists the power adapter specifications of your XPS 13 9310.

Table 16. Power adapter specifications

Description		Values
Type		45 W (USB Type-C)
Input voltage		100 VAC–240 VAC
Input frequency		50 Hz–60 Hz
Input current (maximum)		1.30 A
Output current (continuous)		2.25 A
Rated output voltage		20 VDC
Temperature range:		
	Operating	0°C to 40°C (32°F to 104°F)
	Storage	-40°C to 70°C (-40°F to 158°F)
 CAUTION: Operating and storage temperature ranges may differ among components, so operating or storing the device outside these ranges may impact the performance of specific components.		

Battery

The following table lists the battery specifications of your XPS 13 9310.

Table 17. Battery specifications

Description		Values
Battery type		4-cell 52 WHr "smart" lithium-ion
Battery voltage		7.60 VDC
Battery weight (maximum)		0.22 kg (0.49 lb)

Table 17. Battery specifications (continued)

Description		Values
Battery dimensions:		
	Height	98.60 mm (3.88 in.)
	Width	255.80 mm (10.07 in.)
	Depth	4.30 mm (0.17 in.)
Temperature range:		
	Operating	0°C to 45°C (32°F to 113°F)
	Storage	-20°C to 65°C (-4°F to 149°F)
Battery operating time		Varies depending on operating conditions and can significantly reduce under certain power-intensive conditions.
Battery charging time (approximate)		<ul style="list-style-type: none"> Express charging: 2 hours (when the computer is off) Standard charging: 3 hours (when the computer is off)
<i>i</i> NOTE: Control the charging time, duration, start and end time, and so on using the Dell Power Manager application. For more information on the Dell Power Manager see, <i>Me and My Dell</i> on www.dell.com/		
Coin-cell battery		Not applicable

Display

The following table lists the display specifications of your XPS 13 9310.

Table 18. Display specifications

Description	Option one	Option two	Option three
Display type	Ultra High Definition (UHD+)	Full High Definition (FHD+)	Full High Definition (FHD+)
Display-panel technology	Wide-Viewing Angle (WVA)	Wide-Viewing Angle (WVA)	Wide-Viewing Angle (WVA)
Display-panel dimensions (active area):			
	Height	288 mm (11.34 in.)	288 mm (11.34 in.)
	Width	180 mm (7.09 in.)	180 mm (7.09 in.)
	Diagonal	339.60 mm (13.37 in.)	339.60 mm (13.37 in.)
Display-panel native resolution	3840 x 2400	1920 x 1200	1920 x 1200
Luminance (typical)	500 nits	500 nits	500 nits
Megapixels	9.216	2.304	2.304
Color gamut	DCI-P3 90% (typical)	sRGB 100%	sRGB
Pixels Per Inch (PPI)	338.67	169.3	169.3
Contrast ratio (typ)	1200:1	1200:1	1200:1

Table 18. Display specifications (continued)

Description	Option one	Option two	Option three
Response time (max)	35 ms	35 ms	35 ms
Refresh rate	60 Hz	60 Hz	60 Hz
Horizontal view angle	+/- 85 degrees	+/- 85 degrees	+/- 85 degrees
Vertical view angle	+/- 85 degrees	+/- 85 degrees	+/- 85 degrees
Pixel pitch	0.08 mm	0.15 mm	0.15 mm
Power consumption (maximum)	6.60 W	2.90 W	2.90 W
Anti-glare vs glossy finish	Anti-reflective	Anti-reflective	Anti-reflective
Touch options	Yes	Yes	No

Fingerprint reader

The following table lists the fingerprint-reader specifications of your XPS 13 9310.

 **NOTE:** The fingerprint reader is located on the power button.

Table 19. Fingerprint reader specifications

Description	Values
Fingerprint-reader sensor technology	Capacitive
Fingerprint-reader sensor resolution	500 PPI
Fingerprint-reader sensor pixel size	64 x 80

GPU—Integrated

The following table lists the specifications of the integrated Graphics Processing Unit (GPU) supported by your XPS 13 9310.

Table 20. GPU—Integrated

Controller	External display support	Memory size	Processor
Intel UHD Graphics	USB Type-C to DisplayPort adapter (sold separately)	Shared system memory	11 th Generation Intel Core i3
Intel Iris Xe Graphics	USB Type-C to DisplayPort adapter (sold separately)	Shared system memory	11 th Generation Intel Core i5/i7

Operating and storage environment

This table lists the operating and storage specifications of your XPS 13 9310.

Airborne contaminant level: G1 as defined by ISA-S71.04-1985

Table 21. Computer environment

Description	Operating	Storage
Temperature range	0°C to 35°C (32°F to 95°F)	-40°C to 65°C (-40°F to 149°F)
Relative humidity (maximum)	10% to 90% (non-condensing)	0% to 95% (non-condensing)
Vibration (maximum)*	0.66 GRMS	1.30 GRMS
Shock (maximum)	110 G†	160 G†
Altitude range	-15.2 m to 3048 m (-49.87 ft to 10,000 ft)	-15.2 m to 10668 m (-49.87 ft to 35,000 ft)
 CAUTION: Operating and storage temperature ranges may differ among components, so operating or storing the device outside these ranges may impact the performance of specific components.		

* Measured using a random vibration spectrum that simulates user environment.

† Measured using a 2 ms half-sine pulse when the hard drive is in use.

ComfortView Plus

 **WARNING: Prolonged exposure to blue light from the display may lead to long-term effects such as eye strain, eye fatigue, or damage to the eyes.**

Blue light is a color in the light spectrum which has a short wavelength and high energy. Chronic exposure to blue light, particularly from digital sources, may disrupt sleep patterns and cause long-term effects such as eye strain, eye fatigue, or damage to the eyes.

The display on this computer is designed to minimize blue light and complies with TÜV Rheinland's requirement for low blue light displays.

Low blue light mode is enabled at the factory, so no further configuration is necessary.

To reduce the risk of eye strain, it is also recommended that you:

- Position the display at a comfortable viewing distance between 20 and 28 inches (50 and 70 cm) from your eyes.
- Blink frequently to moisten your eyes, wet your eyes with water, or apply suitable eye drops.
- Look away from your display, and gaze at a distant object at 20 ft (609.60 cm) away for at least 20 seconds during each break.
- Take an extended break for 20 minutes every two hours.

Keyboard shortcuts of XPS 13 9310

NOTE: Keyboard characters may differ depending on the keyboard language configuration. Keys used for shortcuts remain the same across all language configurations.

Some keys on your keyboard have two symbols on them. These keys can be used to type alternate characters or to perform secondary functions. The symbol shown on the lower part of the key refers to the character that is typed out when the key is pressed. If you press shift and the key, the symbol shown on the upper part of the key is typed out. For example, if you press **2**, **2** is typed out; if you press **Shift + 2**, **@** is typed out.

The keys **F1-F12** at the top row of the keyboard are function keys for multi-media control, as indicated by the icon at the bottom of the key. Press the function key to invoke the task represented by the icon. For example, pressing **F1** mutes the audio (refer to the table below).

However, if the function keys **F1-F12** are needed for specific software applications, multi-media functionality can be disabled by pressing **fn + esc**. Subsequently, multimedia control can be invoked by pressing **fn** and the respective function key. For example, mute audio by pressing **fn + F1**.

NOTE: You can also define the primary behavior of the function keys (**F1-F12**) by changing **Function Key Behavior** in BIOS setup program.

Table 22. List of keyboard shortcuts

Function key	Re-defined key (for multi-media control)	Behavior
F1	fn + F1	Mute audio
F2	fn + F2	Decrease volume
F3	fn + F3	Increase volume
F4	fn + F4	Play/Pause
F5	fn + F5	Click keyboard backlight NOTE: Toggle to cycle the keyboard backlight status through off, low-backlight, and high-backlight
F6	fn + F6	Decrease brightness
F7	fn + F7	Increase brightness
F8	fn + F8	Switch to external display
F10	fn + F10	Print screen
F11	fn + F11	Home
F12	fn + F12	End

The **fn** key is also used with selected keys on the keyboard to invoke other secondary functions.

Table 23. List of keyboard shortcuts

Function key	Behavior
fn + B	Pause/Break
fn + S	Toggle scroll lock
fn + R	System request
fn + ctrl	Open application menu

Table 23. List of keyboard shortcuts (continued)

Function key	Behavior
fn + esc	Toggle fn-key lock

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 24. Self-help resources

Self-help resources	Resource location
Information about Dell products and services	www.dell.com
My Dell app	
Tips	
Contact Support	In Windows search, type <code>Contact Support</code> , and press Enter.
Online help for operating system	www.dell.com/support/windows www.dell.com/support/linux
Access top solutions, diagnostics, drivers and downloads, and learn more about your computer through videos, manuals and documents.	Your Dell computer is uniquely identified by 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 www.dell.com/support . For more information on how to find the Service Tag for your computer, see Locate the Service Tag on your computer .
Dell knowledge base articles for a variety of computer concerns	<ol style="list-style-type: none"> 1. Go to www.dell.com/support. 2. On the menu bar at the top of the Support page, select Support > Knowledge Base. 3. In the Search field on the Knowledge Base 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 www.dell.com/contactdell.

 **NOTE:** Availability varies by country/region and product, and some services may not be available in your country/region.

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