

# XPS 13 7390

## 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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# Contents

|                                                |           |
|------------------------------------------------|-----------|
| <b>1 Set up your XPS 13 7390.....</b>          | <b>4</b>  |
| <b>2 Views of XPS 13 7390.....</b>             | <b>6</b>  |
| Front.....                                     | 6         |
| Right.....                                     | 6         |
| Left.....                                      | 7         |
| Base.....                                      | 7         |
| Display.....                                   | 8         |
| Bottom.....                                    | 9         |
| <b>3 Specifications of XPS 13 7390.....</b>    | <b>10</b> |
| Dimensions and weight.....                     | 10        |
| Processors.....                                | 10        |
| Chipset.....                                   | 10        |
| Operating system.....                          | 11        |
| Memory.....                                    | 11        |
| Ports and connectors.....                      | 11        |
| Communications.....                            | 12        |
| Audio.....                                     | 12        |
| Storage.....                                   | 13        |
| Media-card reader.....                         | 13        |
| Keyboard.....                                  | 13        |
| Camera.....                                    | 14        |
| Touchpad.....                                  | 14        |
| Touchpad gestures.....                         | 14        |
| Power adapter.....                             | 14        |
| Battery.....                                   | 15        |
| Display.....                                   | 16        |
| Fingerprint reader (optional).....             | 16        |
| Video.....                                     | 17        |
| Computer environment.....                      | 17        |
| <b>4 Keyboard shortcuts.....</b>               | <b>18</b> |
| <b>5 Getting help and contacting Dell.....</b> | <b>20</b> |

# Set up your XPS 13 7390

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

1. Connect the power adapter to the primary Thunderbolt 3 (USB Type-C) port with Power Delivery (the USB Type-C port adjacent to the power-adaptor port) and press the power button.



**NOTE:** To conserve battery power, the battery might enter power saving mode. Connect the power adapter and press the power button to turn on the computer.

2. Finish operating system setup.

## For 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](http://www.dell.com/support).

## For Windows:

Follow the on-screen instructions to complete the setup. When setting up, Dell recommends that you:

- Connect to a network for Windows updates.
- **NOTE:** If connecting to a secured wireless network, enter the password for the wireless network access when prompted.
- If connected to the internet, sign-in with or create a Microsoft account. If not connected to the internet, create an offline account.
- On the **Support and Protection** screen, enter your contact details.

3. Locate and use Dell apps from the Windows Start menu—Recommended

**Table 1. Locate Dell apps**

| Resources                                                                           | Description                                                                                                                                                                                                                                                                                                       |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <b>My Dell</b><br>Centralized location for key Dell applications, help articles, and other important information about your computer. It also notifies you about the warranty status, recommended accessories, and software updates if available.                                                                 |
|  | <b>SupportAssist</b><br>Pro-actively checks the health of your computer's hardware and software. The SupportAssist OS Recovery tool troubleshoots issues with the operating system. For more information, see the SupportAssist documentation at <a href="http://www.dell.com/support">www.dell.com/support</a> . |

## Resources

## Description

 **NOTE:** In SupportAssist, click the warranty expiry date to renew or upgrade your warranty.



### Dell Update

Updates your computer with critical fixes and latest device drivers as they become available. For more information about using Dell Update, see the knowledge base article [SLN305843](#) at [www.dell.com/support](http://www.dell.com/support).

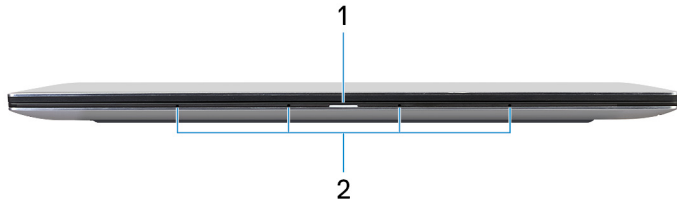


### Dell Digital Delivery

Download software applications, which are purchased but not pre-installed on your computer. For more information about using Dell Digital Delivery, see the knowledge base article [153764](#) at [www.dell.com/support](http://www.dell.com/support).

## Views of XPS 13 7390

### Front



#### 1. 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 is also used for system diagnostics. For more information, see the *Troubleshooting* section in your computer's *Service Manual*.

#### 2. Microphones (4)

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

### Right



#### 1. Right speaker

Provides audio output.

#### 2. microSD-card slot

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

- microSD Secure Digital (SD)
- microSD Secure Digital High Capacity (SDHC)
- microSD Secure Digital Extended Capacity (SDXC)

#### 3. USB 3.1 Gen 2 (Type-C) port with Power Delivery/DisplayPort

Connect peripherals such as external storage devices, printers, and external displays.

Supports Power Delivery that enables two-way power supply between devices. Provides up to 7.5 W power output that enables faster charging.

**NOTE:** The Dell Adapter USB-C to USB-A 3.0 is shipped with this computer. Use this adapter to connect legacy USB 3.0 accessories to USB Type-C ports on your computer.

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

#### 4. Headset port

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

## Left



### 1. Security-cable slot (wedge-shaped)

Connect a security cable to prevent unauthorized movement of your computer.

### 2. Thunderbolt 3 (USB Type-C) port with Power Delivery (Primary)

Supports USB 3.1 Gen 2 Type-C, DisplayPort 1.2, Thunderbolt 3 and also enables you to connect to an external display using a display adapter. Provides data transfer rates of up to 10 Gbps for USB 3.1 Gen 2 and up to 40 Gbps for Thunderbolt 3. 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:** A USB Type-C to DisplayPort adapter (sold separately) is required to connect to a DisplayPort device.

**NOTE:** This is the primary port for power supply. Connect the power adapter to this Thunderbolt 3 (USB Type-C) port with Power Delivery.

### 3. Thunderbolt 3 (USB Type-C) port with Power Delivery

Supports USB 3.1 Gen 2 Type-C, DisplayPort 1.2, Thunderbolt 3 and also enables you to connect to an external display using a display adapter. Provides data transfer rates up to 10 Gbps for USB 3.1 Gen 2 and up to 40 Gbps for Thunderbolt 3. 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:** A USB Type-C to DisplayPort adapter (sold separately) is required to connect a DisplayPort device.

### 4. Battery-charge status button

Press to check the charge remaining in the battery.

### 5. Battery-charge status lights (5)

Turns on when the battery-charge status button is pressed. Each light indicates approximately 20% charge.

### 6. Left speaker

Provides audio output.

## Base



### 1. Touchpad

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

### 2. Left-click area

Press to left-click.

### 3. Right-click area

Press to right-click.

#### 4. Power button with optional 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.

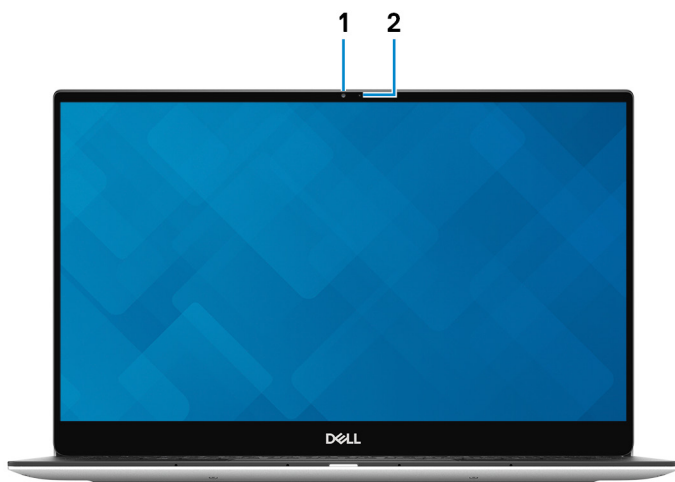
Press and hold power button over 25 seconds to reset RTC battery if encounter no post issue.

If the power button has a fingerprint reader, place your finger on the power button to log in.

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

**NOTE:** The power-status light on the power button is available only on computers without the fingerprint reader. Computers shipped with the fingerprint reader integrated on the power button will not have the power-status light on the power button.

## Display



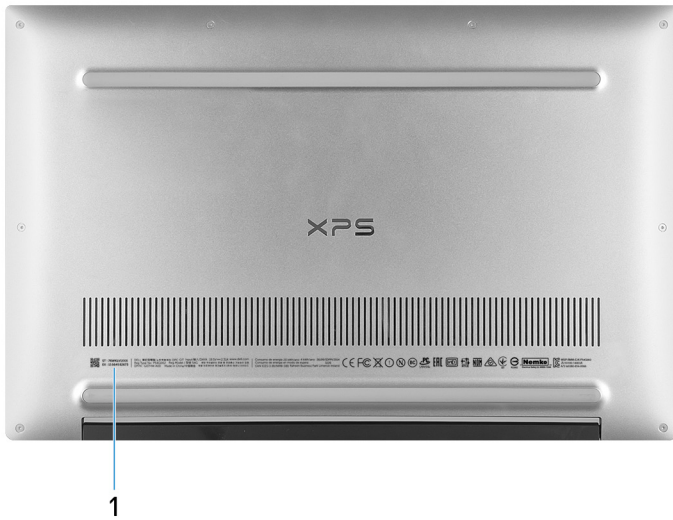
#### 1. Camera

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

#### 2. Camera-status light

Turns on when the camera is in use.

# Bottom



## 1. Service Tag

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.

# Specifications of XPS 13 7390

## Dimensions and weight

**Table 2. Dimensions and weight**

| Description      | Values                |
|------------------|-----------------------|
| Height:          |                       |
| Front            | 7.80 mm (0.31 in.)    |
| Rear             | 11.63 mm (0.46 in.)   |
| Width            | 301.76 mm (11.88 in.) |
| Depth            | 199.24 mm (7.84 in.)  |
| Weight (maximum) | 1.29 kg (2.84 lb)     |

**NOTE:** The weight of your computer depends on the configuration ordered and the manufacturing variability.

## Processors

**Table 3. Processors**

| Description         | Values                                           |                                                  |                                                  |                                                  |
|---------------------|--------------------------------------------------|--------------------------------------------------|--------------------------------------------------|--------------------------------------------------|
| Processors          | 10 <sup>th</sup> Generation Intel Core i3-10110U | 10 <sup>th</sup> Generation Intel Core i5-10210U | 10 <sup>th</sup> Generation Intel Core i7-10510U | 10 <sup>th</sup> Generation Intel Core i7-10710U |
| Wattage             | 15 W                                             | 15 W                                             | 15 W                                             | 15 W                                             |
| Core count          | 2                                                | 4                                                | 4                                                | 6                                                |
| Thread count        | 4                                                | 8                                                | 8                                                | 12                                               |
| Speed               | Up to 4.1 GHz                                    | Up to 4.2 GHz                                    | Up to 4.9 GHz                                    | Up to 4.7 GHz                                    |
| Cache               | 4 MB                                             | 6 MB                                             | 8 MB                                             | 12 MB                                            |
| Integrated graphics | Intel UHD Graphics                               | Intel UHD Graphics                               | Intel UHD Graphics                               | Intel UHD Graphics                               |

## Chipset

**Table 4. Chipset**

| Description    | Values                                          |
|----------------|-------------------------------------------------|
| Chipset        | Integrated in the processor                     |
| Processor      | 10 <sup>th</sup> Generation Intel Core i3/i5/i7 |
| DRAM bus width | 64-bit                                          |

| Description | Values       |
|-------------|--------------|
| Flash EPROM | 32 MB        |
| PCIe bus    | Up to Gen3.0 |

## Operating system

- Windows 10 Home (64-bit)
- Windows 10 Professional (64-bit)
- Ubuntu

## Memory

**Table 5. Memory specifications**

| Description              | Values                                                                                                                                                                                                  |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Slots                    | Onboard memory<br><b>NOTE:</b> The memory modules are integrated on the system board. If the memory modules are malfunctioning and need to be replaced, a replacement of the system board is necessary. |
| Type                     | Dual-channel LPDDR3                                                                                                                                                                                     |
| Speed                    | 2133 MHz                                                                                                                                                                                                |
| Maximum memory           | 16 GB                                                                                                                                                                                                   |
| Minimum memory           | 4 GB                                                                                                                                                                                                    |
| Configurations supported | <ul style="list-style-type: none"> <li>• 4 GB LPDDR3 at 2133 MHz</li> <li>• 8 GB LPDDR3 at 2133 MHz</li> <li>• 16 GB LPDDR3 at 2133 MHz</li> </ul>                                                      |

## Ports and connectors

**Table 6. External ports and connectors**

| External:          |                                                                                                                                                                                         |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| USB                | <ul style="list-style-type: none"> <li>• Two USB Thunderbolt 3 (Type-C) ports with Power Delivery</li> <li>• One USB 3.1 Gen 2 (Type-C) port with Power Delivery/DisplayPort</li> </ul> |
| Audio              | One headset (headphone and microphone combo) port                                                                                                                                       |
| Video              | DisplayPort (DP) 1.2 support through a USB Type-C connector                                                                                                                             |
| Media card reader  | One microSD-card slot                                                                                                                                                                   |
| Docking port       | Not applicable                                                                                                                                                                          |
| Power adapter port | DC-IN through a USB Type-C connector                                                                                                                                                    |
| Security           | One security-cable slot (wedge-shaped)                                                                                                                                                  |

Table 7. Internal ports and connectors

| Internal: |  |                                                                                                                                                                           |
|-----------|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| M.2       |  | One M.2 2230/2280 slot for solid-state drive                                                                                                                              |
|           |  | <div><div></div><div><b>NOTE:</b> To learn more about the features of different types of M.2 cards, see the knowledge base article <a href="#">SLN301626</a>.</div></div> |

# Communications

## Wireless module

Table 8. Wireless module specifications

| Description               | Values                                                                                                                                                          |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Model number              | Rivet Killer AX1650W                                                                                                                                            |
| Transfer rate             | Up to 2400 Mbps                                                                                                                                                 |
| Frequency bands supported | 2.4 GHz/5 GHz                                                                                                                                                   |
| Wireless standards        | <ul style="list-style-type: none"><li>WiFi 802.11a/b/g</li><li>Wi-Fi 4 (WiFi 802.11n)</li><li>Wi-Fi 5 (WiFi 802.11ac)</li><li>Wi-Fi 6 (WiFi 802.11ax)</li></ul> |
| Encryption                | <ul style="list-style-type: none"><li>64-bit/128-bit WEP</li><li>AES-CCMP</li><li>TKIP</li></ul>                                                                |
| Bluetooth                 | Bluetooth 5 (Windows 10 supports Bluetooth 5 with the latest Windows update)                                                                                    |

# Audio

Table 9. Audio specifications

| Description                | Values                                                                                                |
|----------------------------|-------------------------------------------------------------------------------------------------------|
| Controller                 | Realtek ALC3271-CG with Waves MaxxAudio Pro                                                           |
| Stereo conversion          | Supported                                                                                             |
| Internal interface         | High Definition Audio                                                                                 |
| External interface         | 7.1 channel output, universal audio jack supports microphone-in, stereo headphones, and headset combo |
| Speakers                   | Two                                                                                                   |
| Internal speaker amplifier | Supported (audio codec built-in amplifier)                                                            |
| External volume controls   | Keyboard shortcut controls                                                                            |
| Speaker output:            |                                                                                                       |
| Average                    | 2 W                                                                                                   |

| Description      | Values                 |
|------------------|------------------------|
| Peak             | 2.5 W                  |
| Subwoofer output | Not supported          |
| Microphone       | Dual-array microphones |

## Storage

Your computer supports one M.2 2230/2280 solid-state drive (either PCIe/NVMe or SATA).

**NOTE:** The M.2 2230 and M.2 2280 solid-state drives each has a unique thermal plate. The thermal plates cannot be interchanged.

**Table 10. Storage specifications**

| Storage type               | Interface type                        | Capacity     |
|----------------------------|---------------------------------------|--------------|
| M.2 2230 solid-state drive | PCIe NVMe Gen3 x2 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

**Table 11. Media-card reader specifications**

| Description     | Values                                                                                                                                                                                   |
|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Type            | One microSD-card slot                                                                                                                                                                    |
| Cards supported | <ul style="list-style-type: none"> <li>Micro Secure Digital (mSD)</li> <li>Micro Secure Digital High Capacity (mSDHC)</li> <li>Micro Secure Digital Extended Capacity (mSDXC)</li> </ul> |

## Keyboard

**Table 12. Keyboard specifications**

| Description    | Values                                                                                                                                                                                                                                                                      |
|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Type           | Backlit keyboard                                                                                                                                                                                                                                                            |
| Layout         | QWERTY                                                                                                                                                                                                                                                                      |
| Number of keys | <ul style="list-style-type: none"> <li>United States and Canada: 82 keys</li> <li>United Kingdom: 83 keys</li> <li>Japan: 86 keys</li> </ul>                                                                                                                                |
| Size           | <p>X=19.05 mm key pitch</p> <p>Y=18.05 mm key pitch</p>                                                                                                                                                                                                                     |
| Shortcut keys  | 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. |

| Description | Values                                                                                                                                                                                    |
|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|             | <p><b>NOTE:</b> You can define the primary behavior of the function keys (F1–F12) changing Function Key Behavior in BIOS setup program.</p> <p>See <a href="#">Keyboard shortcuts</a></p> |

## Camera

**Table 13. Camera specifications**

| Description            | Values                    |
|------------------------|---------------------------|
| Number of cameras      | One                       |
| Type                   | Fixed-focus lens          |
| Location               | Top-mount front camera    |
| Sensor type            | CMOS sensor technology    |
| Resolution:            |                           |
| Still image            | 0.9 megapixel (HD)        |
| Video                  | 1280 x 720 (HD) at 30 fps |
| Diagonal viewing angle | 78 degrees                |

## Touchpad

**Table 14. Touchpad specifications**

| Description | Values            |
|-------------|-------------------|
| Resolution: |                   |
| Horizontal  | 305               |
| Vertical    | 305               |
| Dimensions: |                   |
| Horizontal  | 105 mm (4.13 in.) |
| Vertical    | 65 mm (2.56 in.)  |

## Touchpad gestures

For more information about touchpad gestures for Windows 10, see the Microsoft knowledge base article [4027871](#) at [support.microsoft.com](https://support.microsoft.com).

## Power adapter

**Table 15. Power adapter specifications**

| Description | Values                |
|-------------|-----------------------|
| Type        | SFF 45 W (USB Type-C) |

| Description                 | Values                                                                                                                           |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| Input voltage               | 100 VAC–240 VAC                                                                                                                  |
| Input frequency             | 50 Hz–60 Hz                                                                                                                      |
| Input current (maximum)     | 1.30 A                                                                                                                           |
| Output current (continuous) | <ul style="list-style-type: none"> <li>• 20 VDC/2.25A</li> <li>• 15 VDC/3 A</li> <li>• 9 VDC/3 A</li> <li>• 5 VDC/3 A</li> </ul> |
| Rated output voltage        | 20 VDC/15 VDC/9 VDC/5 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)                                                                                                   |

## Battery

**Table 16. Battery specifications**

| Description                 | Values                                                                                                                                                                                                                                                                                                 |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Type                        | 4-cell "smart" lithium-ion (52 WHr)                                                                                                                                                                                                                                                                    |
| Voltage                     | 7.60 VDC                                                                                                                                                                                                                                                                                               |
| Weight (maximum)            | 0.22 kg (0.49 lb)                                                                                                                                                                                                                                                                                      |
| Dimensions:                 |                                                                                                                                                                                                                                                                                                        |
| Height                      | 257.60 mm (10.14 in.)                                                                                                                                                                                                                                                                                  |
| Width                       | 98.60 mm (3.88 in.)                                                                                                                                                                                                                                                                                    |
| Depth                       | 4.30 mm (0.17 in.)                                                                                                                                                                                                                                                                                     |
| Temperature range:          |                                                                                                                                                                                                                                                                                                        |
| Operating                   | 0°C to 35°C (32°F to 95°F)                                                                                                                                                                                                                                                                             |
| Storage                     | -40°C to 65°C (-40°F to 149°F)                                                                                                                                                                                                                                                                         |
| Operating time              | Varies depending on operating conditions and can significantly reduce under certain power-intensive conditions.                                                                                                                                                                                        |
| Charging time (approximate) | 4 hours (when the computer is off)<br><b>NOTE:</b> 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 <a href="https://www.dell.com/">https://www.dell.com/</a> |
| Life span (approximate)     | 300 discharge/charge cycles                                                                                                                                                                                                                                                                            |
| Coin-cell battery           | ML1220                                                                                                                                                                                                                                                                                                 |
| Operating time              | Varies depending on operating conditions and can significantly reduce under certain power-intensive conditions.                                                                                                                                                                                        |

# Display

Table 17. Display specifications

| Decsription                   | Values                     |                            |                             |
|-------------------------------|----------------------------|----------------------------|-----------------------------|
| Type                          | Full High Definition (FHD) | Full High Definition (FHD) | Ultra High Definition (UHD) |
| Panel technology              | Wide Viewing Angle (WVA)   | Wide Viewing Angle (WVA)   | Wide Viewing Angle (WVA)    |
| Luminance (typical)           | 400 nits                   | 400 nits                   | 400 nits                    |
| Dimensions (active area):     |                            |                            |                             |
| Height                        | 165.24 mm (6.51 in.)       | 165.24 mm (6.51 in.)       | 165.24 mm (6.51 in.)        |
| Width                         | 293.76 mm (11.57 in.)      | 293.76 mm (11.57 in.)      | 293.76 mm (11.57 in.)       |
| Diagonal                      | 337.82 mm (13.30 in.)      | 337.82 mm (13.30 in.)      | 337.82 mm (13.30 in.)       |
| Native resolution             | 1920 x 1080                | 1920 x 1080                | 3840 x 2160                 |
| Megapixels                    | 2.07                       | 2.07                       | 8.29                        |
| Pixels per inch (PPI)         | 166                        | 166                        | 331                         |
| Contrast ratio (min)          | 1000:1                     | 1000:1                     | 1000:1                      |
| Response time (max)           | 30 ms                      | 30 ms                      | 30 ms                       |
| Refresh rate                  | 60 Hz                      | 60 Hz                      | 60 Hz                       |
| Horizontal view angle         | 89                         | 89                         | 89                          |
| Vertical view angle           | 89                         | 89                         | 89                          |
| Pixel pitch                   | 0.15 mm                    | 0.15 mm                    | 0.08 mm                     |
| Power consumption (maximum)   | 2.9 W                      | 2.9 W                      | 5.41 W                      |
| Anti-glare vs Anti-reflective | Anti-reflective            | Anti-glare                 | Anti-reflective             |
| Touch options                 | Yes                        | No                         | Yes                         |

# Fingerprint reader (optional)

Table 18. Fingerprint reader specifications

| Description       | Values          |
|-------------------|-----------------|
| Sensor technology | Touch           |
| Sensor resolution | 500 dpi         |
| Sensor area       | 5.5 mm x 4.5 mm |
| Sensor pixel size | 108 x 88        |

# Video

**Table 19. Discrete graphics specifications**

| Discrete graphics |                          |               |               |
|-------------------|--------------------------|---------------|---------------|
| Controller        | External display support | Memory size   | Memory type   |
| Not supported     | Not supported            | Not supported | Not supported |

**Table 20. Integrated graphics specifications**

| Integrated graphics |                                                             |                      |                                                 |
|---------------------|-------------------------------------------------------------|----------------------|-------------------------------------------------|
| Controller          | External display support                                    | Memory size          | Processor                                       |
| Intel UHD Graphics  | DisplayPort (DP) 1.2 support through a USB Type-C connector | Shared system memory | 10 <sup>th</sup> Generation Intel Core i3/i5/i7 |

## Computer environment

**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 (maximum)          | -15.2 m to 3048 m (4.64 ft to 5518.4 ft) | -15.2 m to 10668 m (4.64 ft to 19234.4 ft) |

\* 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.

# Keyboard shortcuts

**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, multi-media 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 previous track/chapter          |
|  F5  | Fn +  F5  | Play/Pause                           |
|  F6  | Fn +  F6  | Play next track/chapter              |
|  F7  | Fn +  F7  | Task view                            |
|  F8  | Fn +  F8  | Switch to external display           |
|  F9  | Fn +  F9  | Search                               |
|  F10 | Fn +  F10 | Toggle keyboard backlight (optional) |
|  F11 | Fn +  F11 | Print screen                         |
|  F12 | Fn +  F12 | Insert                               |

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                      |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|
|  +  | Pause/Break                   |
|  +  | Toggle scroll lock            |
|  +  | System request                |
|  +  | Open application menu         |
|  +  | Toggle Fn-key lock            |
|  +  | Page up/increase brightness   |
|  +  | Page down/decrease brightness |

# 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                                                                                                       | <a href="http://www.dell.com">www.dell.com</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| My Dell                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Tips                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Contact Support                                                                                                                                    | In Windows search, type <b>Contact Support</b> , and press Enter.                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Online help for operating system                                                                                                                   | <a href="http://www.dell.com/support/windows">www.dell.com/support/windows</a><br><a href="http://www.dell.com/support/linux">www.dell.com/support/linux</a><br><a href="http://www.dell.com/support">www.dell.com/support</a>                                                                                                                                                                                                                                                                              |
| Troubleshooting information, user manuals, setup instructions, product specifications, technical help blogs, drivers, software updates, and so on. | <a href="http://www.dell.com/support">www.dell.com/support</a>                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Dell knowledge base articles for a variety of computer concerns.                                                                                   | <ol style="list-style-type: none"> <li>1. Go to <a href="http://www.dell.com/support">www.dell.com/support</a>.</li> <li>2. Type the subject or keyword in the <b>Search</b> box.</li> <li>3. Click <b>Search</b> to retrieve the related articles.</li> </ol>                                                                                                                                                                                                                                              |
| Learn and know the following information about your product:                                                                                       | <p>See <i>Me and My Dell</i> at <a href="http://www.dell.com/support/manuals">www.dell.com/support/manuals</a>.</p> <p>To locate the <i>Me and My Dell</i> relevant to your product, identify your product through one of the following:</p> <ul style="list-style-type: none"> <li>• Select <b>Detect Product</b>.</li> <li>• Locate your product through the drop-down menu under <b>View Products</b>.</li> <li>• Enter the <b>Service Tag number</b> or <b>Product ID</b> in the search bar.</li> </ul> |

## Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see [www.dell.com/contactdell](http://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 on your purchase invoice, packing slip, bill, or Dell product catalog.