


# 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 <a href="#">SLN151664</a> and <a href="#">SLN151748</a> at <a href="http://www.dell.com/support">www.dell.com/support</a> .





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**

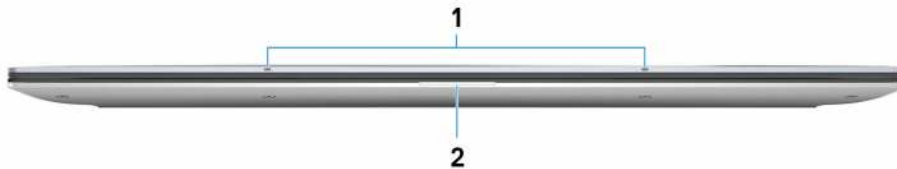
Dell app	Description
	<b>My Dell</b>

**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.
	<p><b>SupportAssist</b></p> <p>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 <a href="http://www.dell.com/support">www.dell.com/support</a>.</p> <p> <b>NOTE:</b> To renew or upgrade your warranty in the SupportAssist app, click the warranty expiry date.</p>
	<p><b>Dell Update</b></p> <p>Updates your computer with critical fixes and latest device drivers. For more information about the app, see the knowledge base article <a href="https://www.dell.com/support/article/SLN305843">SLN305843</a> at <a href="http://www.dell.com/support">www.dell.com/support</a>.</p>
	<p><b>Dell Digital Delivery</b></p> <p>Download software applications, which are purchased but not pre-installed on your computer. For more information about the app, see the knowledge base article <a href="https://www.dell.com/support/article/153764">153764</a> at <a href="http://www.dell.com/support">www.dell.com/support</a>.</p>

## Views of XPS 13 9310

### Front



#### 1. Microphones (2)

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

#### 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 is 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](https://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/article/SLN286158) at [www.dell.com/support](https://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).

## 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 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.

**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).

## Display



#### 1. **Infrared emitter**

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

#### 2. **Ambient-light sensor**

Detects the ambient light and automatically adjusts the keyboard backlight and display brightness.

#### 3. **RGB and infrared camera**

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

#### 4. **Camera-status light**

Turns on when the camera is in use.

#### 5. **Infrared emitter**

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



## 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"><li>Non-touch: 1.20 kg (2.64 lb)</li><li>Touch: 1.27 kg (2.80 lb)</li></ul> <p> <b>NOTE:</b> 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 <sup>th</sup> Generation Intel Core i3-1115G4 processor	11 <sup>th</sup> Generation Intel Core i5-1135G7 processor	11 <sup>th</sup> 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 <sup>th</sup> 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  <b>NOTE:</b> 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"><li>• 8 GB (4 x 2 GB) LPDDR4x at 4267 MHz</li><li>• 16 GB (4 x 4 GB) LPDDR4x at 4267 MHz</li><li>• 32 GB (4 x 8 GB) LPDDR4x at 4267 MHz</li></ul>

## 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  <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> at <a href="http://www.dell.com/support">www.dell.com/support</a> .

## 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  <b>NOTE:</b> Connect the USB Type-C power adapter to only one of the four USB Type-C ports.  <b>NOTE:</b> You can connect a Dell Docking Station to this port. For more information, see the knowledge base article <a href="#">SLN286158</a> at <a href="http://www.dell.com/support">www.dell.com/support</a> .
Audio port	One headset (headphone and microphone combo) port
Video port	Two Thunderbolt 4 USB Type-C ports with Power Delivery  <b>NOTE:</b> 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  <b>NOTE:</b> You can connect a Dell Docking Station to this port. For more information, see the knowledge base article <a href="#">SLN286158</a> at <a href="http://www.dell.com/support">www.dell.com/support</a> .
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"> <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>	<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>	<ul style="list-style-type: none"> <li>• 64-bit/128-bit WEP</li> <li>• AES-CCMP</li> <li>• TKIP</li> </ul>
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

## 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"> <li>• microSecure Digital (mSD)</li> <li>• microSecure Digital High Capacity (mSDHC)</li> <li>• microSecure Digital Extended Capacity (mSDXC)</li> </ul>
<p> <b>NOTE:</b> The maximum capacity supported by the media-card reader varies depending on the standard of the media card installed in your computer.</p>	

## 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"> <li>• United States and Canada: 79 keys</li> <li>• United Kingdom: 80 keys</li> <li>• Japan: 83 keys</li> </ul>
Keyboard size	<p>X = 19.05 mm key pitch</p> <p>Y = 18.05 mm key pitch</p>
Keyboard shortcuts	<p>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.</p> <p> <b>NOTE:</b> You can define the primary behavior of the function keys (F1–F12) changing <b>Function Key Behavior</b> in BIOS setup program.</p> <p>For more information, see <a href="#">Keyboard shortcuts</a>.</p>

## Camera

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

**Table 14. Camera specifications**

Description		Values
Number of cameras		One
Camera type		RGB and infrared HD camera
Camera location		Front
Camera sensor type		CMOS-sensor technology
Camera resolution:		
	Still image	0.92 megapixel
	Video	1280 x 720 (HD) at 30 fps
Infrared camera resolution:		
	Still image	640 x 360
	Video	640 x 360 (HD) at 15 fps
Diagonal viewing angle:		
	Camera	77.7 degrees
	Infrared camera	77.7 degrees

 **NOTE:** The IR camera may not support Microsoft Hello features.

## Touchpad

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

**Table 15. Touchpad specifications**

Description		Values
Touchpad resolution:		
	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 <a href="https://support.microsoft.com/4027871">4027871</a> at <a href="https://support.microsoft.com">support.microsoft.com</a> .

# 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)

# 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)
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"><li>Express charging: 2 hours (when the computer is off)</li><li>Standard charging: 3 hours (when the computer is off)</li></ul>
 <b>NOTE:</b> Control the charging time, duration, start and end time, and so on using the Dell Power Manager application.		



**Table 17. Battery specifications (continued)**

Description	Values
For more information on the Dell Power Manager see, <i>Me and My Dell</i> on <a href="http://www.dell.com/">www.dell.com/</a>	
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.)	288 mm (11.34 in.)
Width	180 mm (7.09 in.)	180 mm (7.09 in.)	180 mm (7.09 in.)
Diagonal	339.60 mm (13.37 in.)	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
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 <sup>th</sup> Generation Intel Core i3
Intel Iris Xe Graphics	USB Type-C to DisplayPort adapter (sold separately)	Shared system memory	11 <sup>th</sup> 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)

\* 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.

## Dell low blue light display

 **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).







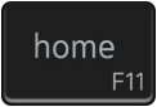





However, if the function keys **F1-F12** are needed for specific software applications, multi-media functionality can be disabled by pressing **fn + esc**. Subsequently, multimedia control can be invoked by pressing **fn** and the respective function key. For example, mute audio by pressing **fn + F1**.

**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**










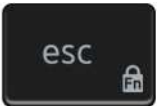
Function key	Redefined key (for multimedia control)	Behavior
 <b>F1</b>	<b>fn</b> +  <b>F1</b>	Mute audio
 <b>F2</b>	<b>fn</b> +  <b>F2</b>	Decrease volume
 <b>F3</b>	<b>fn</b> +  <b>F3</b>	Increase volume
 <b>F4</b>	<b>fn</b> +  <b>F4</b>	Play/Pause
 <b>F5</b>	<b>fn</b> +  <b>F5</b>	Toggle keyboard backlight
 <b>F6</b>	<b>fn</b> +  <b>F6</b>	Decrease brightness
 <b>F7</b>	<b>fn</b> +  <b>F7</b>	Increase brightness

**Table 22. List of keyboard shortcuts (continued)**

Function key	Redefined key (for multimedia control)	Behavior
	 + 	Switch to external display
	 + 	Print screen
	 + 	Home
	 + 	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
 + 	Pause/Break
 + 	Toggle scroll lock
 + 	System request
 + 	Open application menu
 + 	Toggle <b>fn</b> -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	<a href="http://www.dell.com">www.dell.com</a>
My Dell	
Tips	
Contact Support	In Windows search, type <code>Contact Support</code> , and press Enter.
Online help for operating system	<a href="http://www.dell.com/support/windows">www.dell.com/support/windows</a> <a href="http://www.dell.com/support/linux">www.dell.com/support/linux</a>
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 <a href="http://www.dell.com/support">www.dell.com/support</a> . For more information on how to find the Service Tag for your computer, see <a href="#">Locate the Service Tag for your Dell Laptop</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. On the menu bar at the top of the Support page, select <b>Support &gt; Knowledge Base</b>.</li> <li>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.</li> </ol>

## 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 about your purchase invoice, packing slip, bill, or Dell product catalog.