

# XPS 13 9315 / XPS 9315

## 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.

# Contents

<b>Chapter 1: Set up your XPS 13 9315.....</b>	<b>4</b>
<b>Chapter 2: Views of XPS 13 9315.....</b>	<b>6</b>
Left.....	6
Right.....	6
Top.....	7
Front.....	8
Bottom.....	9
<b>Chapter 3: Specifications of XPS 13 9315.....</b>	<b>10</b>
Dimensions and weight.....	10
Processor.....	10
Chipset.....	10
Operating system.....	11
Memory.....	11
External ports.....	11
Wireless module.....	12
Audio.....	13
Storage.....	13
Keyboard.....	13
Camera.....	14
Touchpad.....	15
Power adapter.....	15
Battery.....	16
Display.....	17
Fingerprint reader.....	17
GPU—Integrated.....	18
Operating and storage environment.....	18
<b>Chapter 4: Low blue light.....</b>	<b>19</b>
<b>Chapter 5: Keyboard shortcuts of XPS 13 9315.....</b>	<b>20</b>
<b>Chapter 6: Getting help and contacting Dell.....</b>	<b>22</b>

# Set up your XPS 13 9315

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

1. Connect the power adapter and press the power button.

**NOTE:** You can charge your XPS 13 9315 by connecting the power adapter to one of the USB Type-C Thunderbolt 4 ports that are on either side of your computer.

**NOTE:** Your computer ships with a 45 W power adapter. Dell Technologies recommends using a 60 W (or above) power adapter for fast charging.



**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, search in the Knowledge Base Resource 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 Technologies 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
	<p><b>My Dell</b></p> <p>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.</p>
	<p><b>SupportAssist</b></p> <p>SupportAssist proactively and predictively identifies hardware and software issues on your computer and automates the engagement process with Dell Technical support. It addresses performance and stabilization issues, prevents security threats, monitors, and detects hardware failures. For more information, see <i>SupportAssist for Home PCs User's Guide</i> at <a href="http://www.dell.com/serviceabilitytools">www.dell.com/serviceabilitytools</a>. Click <b>SupportAssist</b> and then, click <b>SupportAssist for Home PCs</b>.</p> <p><b>NOTE:</b> In SupportAssist, click the warranty expiry date to renew or upgrade your warranty.</p>
	<p><b>Dell Update</b></p> <p>Updates your computer with critical fixes and latest device drivers as they become available. For more information about using Dell Update, search in the Knowledge Base Resource 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 preinstalled on your computer. For more information about using Dell Digital Delivery, search in the Knowledge Base Resource at <a href="http://www.dell.com/support">www.dell.com/support</a>.</p>

## Views of XPS 13 9315

### 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 [000124295](https://www.dell.com/support/article/000124295) at [www.dell.com/support](https://www.dell.com/support).

**NOTE:** There are 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.

### Right



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

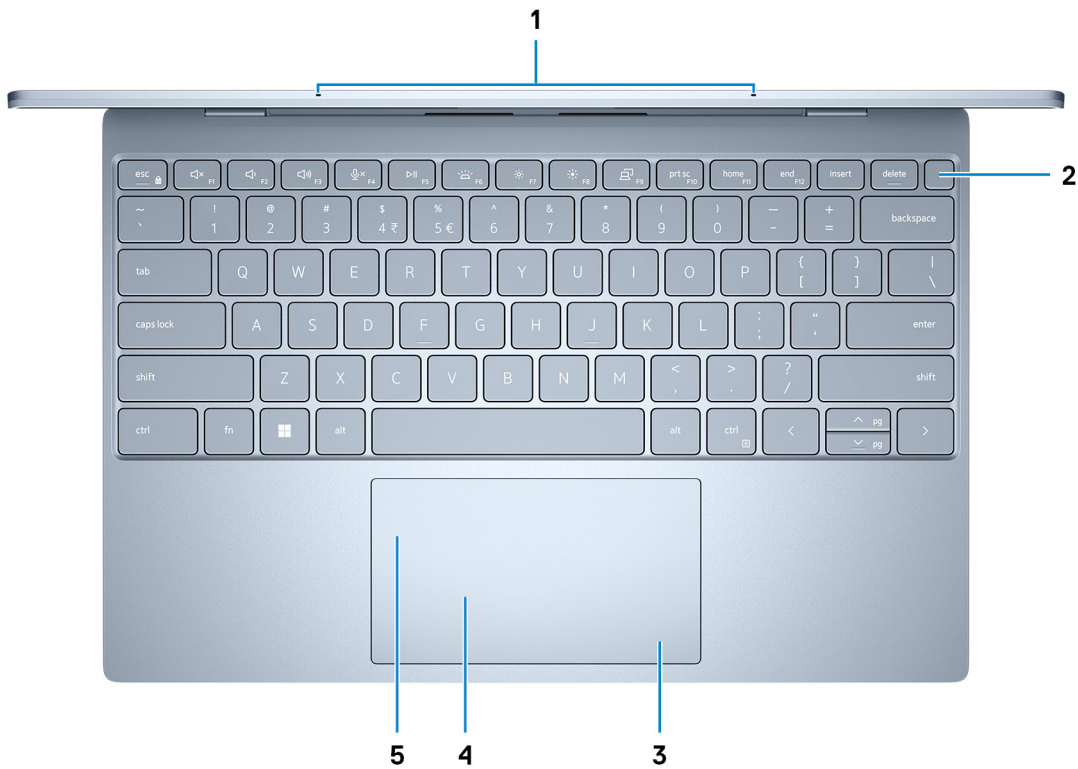
Supports USB4 Gen 3 Type-C, DisplayPort 2.0, Thunderbolt 4 and also enables you to connect to an external display using a display adapter. Provides data transfer rates of up to 20 Gbps for USB4 Gen 3 and up to 40 Gbps for Thunderbolt 4. Supports Power Delivery that enables two-way power supply between 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 [000124295](https://www.dell.com/support/article/000124295) at [www.dell.com/support](https://www.dell.com/support).

**NOTE:** There are 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.

# Top



## 1. Microphones (2)

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

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

## 3. Right-click area

Press to right-click.

## 4. Left-click area

Press to left-click.

## 5. Touchpad

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

# Front



**1. Infrared emitter**

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

**2. Infrared camera**

Enhances security when paired with Windows Hello face authentication.

**3. RGB camera**

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

**4. Camera-status light**

Turns on when the camera is in use.

**5. Ambient-light sensor**

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

**6. Infrared emitter**

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



## Bottom




- 1. Left speaker**  
Provides audio output.
- 2. Right speaker**  
Provides audio output.

# Specifications of XPS 13 9315

## Dimensions and weight

The following table lists the height, width, depth, and weight of your XPS 13 9315.

**Table 2. Dimensions and weight**

Description	Values
Height	13.99 mm (0.55 in.)
Width	295.40 mm (11.63 in.)
Depth	199.40 mm (7.85 in.)
Weight  <b>NOTE:</b> The weight of your computer depends on the configuration ordered and manufacturing variability.	1.17 kg (2.59 lb)

## Processor

The following table lists the details of the processors supported by your XPS 13 9315.

**Table 3. Processor**

Description	Option one	Option two
Processor type	12 <sup>th</sup> Generation Intel Core i5-1230U	12 <sup>th</sup> Generation Intel Core i7-1250U
Processor wattage	9 W - 12 W	9 W - 12 W
Processor core count	10	12
Processor thread count	12	16
Processor speed	Up to 4.4 GHz	Up to 4.7 GHz
Processor cache	12 MB	12 MB
Integrated graphics	Intel Iris X <sup>e</sup> Graphics	Intel Iris X <sup>e</sup> Graphics

## Chipset

The following table lists the details of the chipset supported by your XPS 13 9315.

**Table 4. Chipset**

Description	Values
Chipset	Integrated in the processor

**Table 4. Chipset (continued)**

Description	Values
Processor	12 <sup>th</sup> Generation Intel Core i5/i7
DRAM bus width	64-bit
Flash EPROM	64 MB
PCIe bus	Up to Gen4

## Operating system


Your XPS 13 9315 supports the following operating systems:

- Windows 11 Home, 64-bit
- Windows 11 Home National Academic, 64-bit
- Windows 11 Pro, 64-bit
- Windows 11 Pro National Academic, 64-bit
- Ubuntu 20.04 LTS, 64-bit

## Memory

The following table lists the memory specifications of your XPS 13 9315.


**Table 5. Memory specifications**

Description	Values
Memory slots	No memory slots  <b>NOTE:</b> The memory is integrated on the system board.
Memory type	LPDDR5
Memory speed	5200 MHz
Maximum memory configuration	32 GB
Minimum memory configuration	8 GB
Memory configurations supported	<ul style="list-style-type: none"> <li>• 8 GB, 2 x 4 GB, LPDDR5, 5200 MHz, dual-channel</li> <li>• 16 GB, 2 x 8 GB, LPDDR5, 5200 MHz, dual-channel</li> <li>• 32 GB, 2 x 16 GB, LPDDR5, 5200 MHz, dual-channel</li> </ul>





## External ports

The following table lists the external ports on your XPS 13 9315.

**Table 6. 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 two USB Type-C ports.

**Table 6. External ports (continued)**

Description	Values
	 <b>NOTE:</b> You can connect a Dell Docking Station to this port. For more information, see the knowledge base article 000124295 at <a href="http://www.dell.com/support">www.dell.com/support</a> .
Audio port	Two Thunderbolt 4 USB Type-C ports with Power Delivery  <b>NOTE:</b> A USB Type-C to 3.5mm headset adapter (optional) is an ideal solution for connecting your computer to headphones, speakers, or a microphone.
Video port/ports	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	Not supported
Power-adapter port	DC-IN through one of the two Thunderbolt 4 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 000124295 at <a href="http://www.dell.com/support">www.dell.com/support</a> .
Security-cable slot	Not supported

## Wireless module

The following table lists the Wireless Local Area Network (WLAN) module supported on your XPS 13 9315.

**Table 7. Wireless module specifications**

Description	Values
Model number	Intel AX211
Transfer rate	Up to 2400 Mbps
Frequency bands supported	2.4 GHz/5 GHz/6 GHz
Wireless standards	<ul style="list-style-type: none"> <li>● Wi-Fi 802.11a/b/g</li> <li>● Wi-Fi 4 (Wi-Fi 802.11n)</li> <li>● Wi-Fi 5 (Wi-Fi 802.11ac)</li> <li>● Wi-Fi 6E (Wi-Fi 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 5.2

# Audio

The following table lists the audio specifications of your XPS 13 9315.

**Table 8. Audio specifications**

Description	Values
Audio controller	USB-C digital audio
Stereo conversion	Supported
Internal audio interface	SoundWire interface
External audio interface	Two Thunderbolt 4 USB Type-C ports with Power Delivery <b>i</b> <b>NOTE:</b> A USB Type-C to 3.5mm headset adapter (optional) is an ideal solution for connecting your computer to headphones, speakers, or a microphone.
Number of speakers	Two
Internal-speaker amplifier	Realtek ALC1319D
External volume controls	Keyboard shortcut controls
Speaker output:	
Average speaker output	2 W + 2 W
Peak speaker output	2.5 W + 2.5 W
Subwoofer output	Not supported
Microphone	Dual digital-array microphones

# Storage

This section lists the storage options on your XPS 13 9315.

Your XPS 13 9315 supports one BGA solid-state drive, integrated on the system board.

**Table 9. Storage specifications**

Storage type	Interface type	Capacity
BGA solid-state drive	PCIe Gen4 x2 NVMe, up to 32 Gbps	Up to 1 TB

# Keyboard

The following table lists the keyboard specifications of your XPS 13 9315.

**Table 10. Keyboard specifications**

Description	Values
Keyboard type	Standard backlit keyboard
Keyboard layout	QWERTY

**Table 10. Keyboard specifications (continued)**

Description	Values
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	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. ⓘ <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.

## Camera

The following table lists the camera specifications of your XPS 13 9315.

**Table 11. Camera specifications**

Description	Values
Number of cameras	Two
Camera type	<ul style="list-style-type: none"> <li>● HD RGB camera</li> <li>● IR camera</li> </ul>
Camera location	Front
Camera sensor type	CMOS sensor technology
Camera resolution:	
Still image	0.92 megapixel
Video	1280 x 720 at 30 fps
Infrared camera resolution:	
Still image	0.25 megapixel
Video	640 x 400 at 30 fps
Diagonal viewing angle:	
Camera	75.8 degrees
Infrared camera	75.8 degrees

# Touchpad

The following table lists the touchpad specifications of your XPS 13 9315.

**Table 12. Touchpad specifications**

Description		Values
Touchpad resolution:		
	Horizontal	>= 300 pixels
	Vertical	>= 300 pixels
Touchpad dimensions:		
	Horizontal	112.00 mm (4.41 in.)
	Vertical	62.85 mm (2.47 in.)
Touchpad gestures		For more information about touchpad gestures available on Windows, see the Microsoft knowledge base article 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 9315.

**Table 13. Power adapter specifications**

Description		Values
Type		45 W (USB Type-C)
Power-adapter dimensions:		
	Height	65.99 mm
	Width	21.99 mm
	Depth	54.99 mm
Input voltage		100 VAC–240 VAC
Input frequency		50 Hz–60 Hz
Input current (maximum)		1.3 A
Output current (continuous)		3 A
Rated output voltage		<ul style="list-style-type: none"> <li>• 20 VDC</li> <li>• 15 VDC</li> <li>• 9 VDC</li> <li>• 5 VDC</li> </ul>
Temperature range:		
	Operating	0°C to 40°C (32°F to 104°F)
	Storage	-40°C to 70°C (-40°F to 158°F)




**Table 13. Power adapter specifications (continued)**

Description	Values
 <b>CAUTION:</b> 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 9315.

**Table 14. Battery specifications**

Description	Values	
Battery type	3-cell, 51 Wh "smart" lithium-ion, ExpressCharge	
Battery voltage	11.55 VDC	
Battery weight (maximum)	0.220 kg (0.490 lb)	
Battery dimensions:		
	Height	244.40 mm (9.62 in.)
	Width	4.05 mm (0.16 in.)
	Depth	96.62 mm (3.80 in.)
Temperature range:		
	Operating	<ul style="list-style-type: none"> <li>0°C to 50°C (32°F to 122°F) (Charge)</li> <li>0°C to 70°C (32°F to 158°F) (Discharge)</li> </ul>
	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)	3 hours (when the computer is off)	
 <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="http://www.dell.com">www.dell.com</a> .		
Coin-cell battery	Not applicable	
 <b>CAUTION:</b> 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.		
 <b>CAUTION:</b> Dell recommends that you charge the battery regularly for optimal power consumption. If your battery charge is completely depleted, connect the power adapter, turn on your computer, and then restart your computer to reduce the power consumption.		



# Display


The following table lists the display specifications of your XPS 13 9315.

**Table 15. Display specifications**

Description		Option one	Option two	Option three
Display type		Ultra High Definition (UHD+), Eyesafe low blue light display technology	Full High Definition (FHD+), Eyesafe low blue light display technology	Full High Definition (FHD+), Eyesafe low blue light display technology
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%	sRGB 100%	sRGB 100%
Pixels Per Inch (PPI)		338.67	169.3	169.3
Contrast ratio (typ)		1650:1	2000:1	2000:1
Response time (min)		35 ms	35 ms	35 ms
Refresh rate		60 Hz	60 Hz	60 Hz
Horizontal view angle		89 +/- degrees	89 +/- degrees	89 +/- degrees
Vertical view angle		89 +/- degrees	89 +/- degrees	89 +/- degrees
Pixel pitch		0.075 mm	0.150 mm	0.150 mm
Power consumption (maximum)		5.01 W	2.15 W	2.53 W
Anti-glare vs anti-reflective		Anti-reflective	Anti-glare	Anti-reflective
Touch options		Yes	No	Yes

# Fingerprint reader

The following table lists the fingerprint-reader specifications of your XPS 13 9315.

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

**Table 16. Fingerprint reader specifications**

Description	Values
Fingerprint-reader sensor technology	Capacitive
Fingerprint-reader sensor resolution	500 dpi
Fingerprint-reader sensor pixel size	88 x 108

## GPU—Integrated

The following table lists the specifications of the integrated Graphics Processing Unit (GPU) supported by your XPS 13 9315.

**Table 17. GPU—Integrated**

Controller	Memory size	Processor
Intel Iris X <sup>e</sup> Graphics	Shared system memory	12 <sup>th</sup> Generation Intel Core i5/i7

## Operating and storage environment

This table lists the operating and storage specifications of your XPS 13 9315.

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

**Table 18. 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.

## Low blue light

 **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 9315

**NOTE:** Keyboard characters may differ depending on the keyboard language configuration. Keys that are 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 that is 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 that is 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 multimedia 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 (see the table below).

However, if the function keys **F1-F12** are needed for specific software applications, multimedia 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 19. 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	Mic mute
F5	fn + F5	Play/Pause
F6	fn + F6	Keyboard backlight <b>NOTE:</b> Toggle to cycle the keyboard backlight status through off, low-backlight, and high-backlight
F7	fn + F7	Decrease brightness
F8	fn + F8	Increase brightness
F9	fn + F9	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 20. List of keyboard shortcuts**

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

**Table 20. List of keyboard shortcuts (continued)**



<b>Function key</b>	<b>Behavior</b>
fn + ctrl + B	Break
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 21. 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 app	
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 on your computer</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.