

Dell Latitude 5420 Rugged

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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Chassis Overview

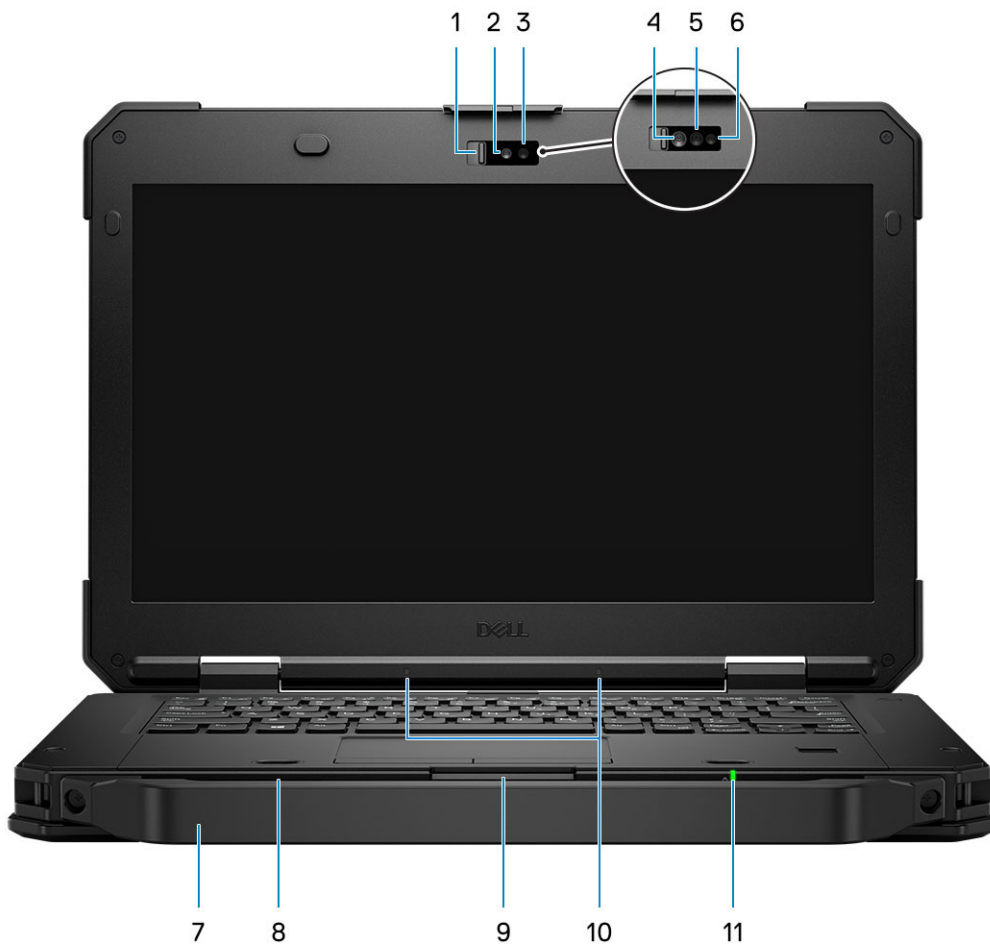
This chapter illustrates the multiple chassis views along with the ports and connectors called out.



Topics:

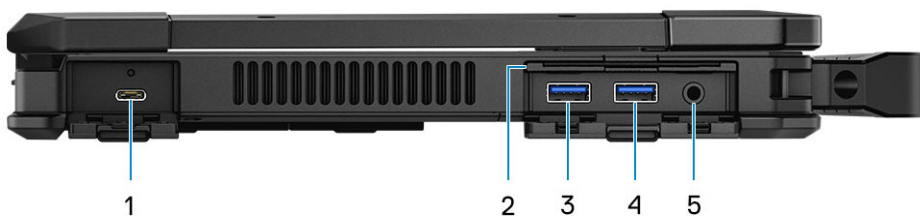
- [Front View](#)
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Front View



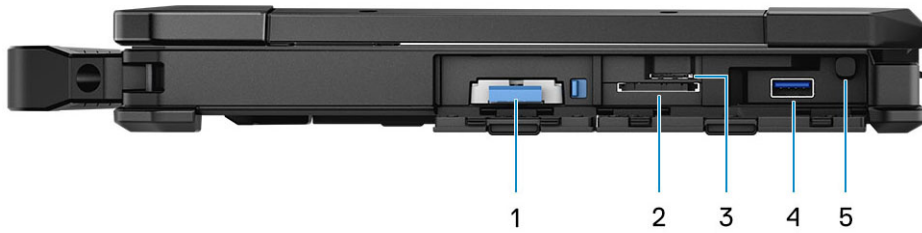
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|--------------------------|-------------------------|
| 1. Camera Shutter | 2. RGB Camera |
| 3. RGB Camera status LED | 4. IR Camera |
| 5. IR Emitter | 6. IR Camera status LED |
| 7. Handle | 8. Speakers |
| 9. LCD Latch | 10. Microphone array |
| 11. Battery Status LED | |

Left Side View



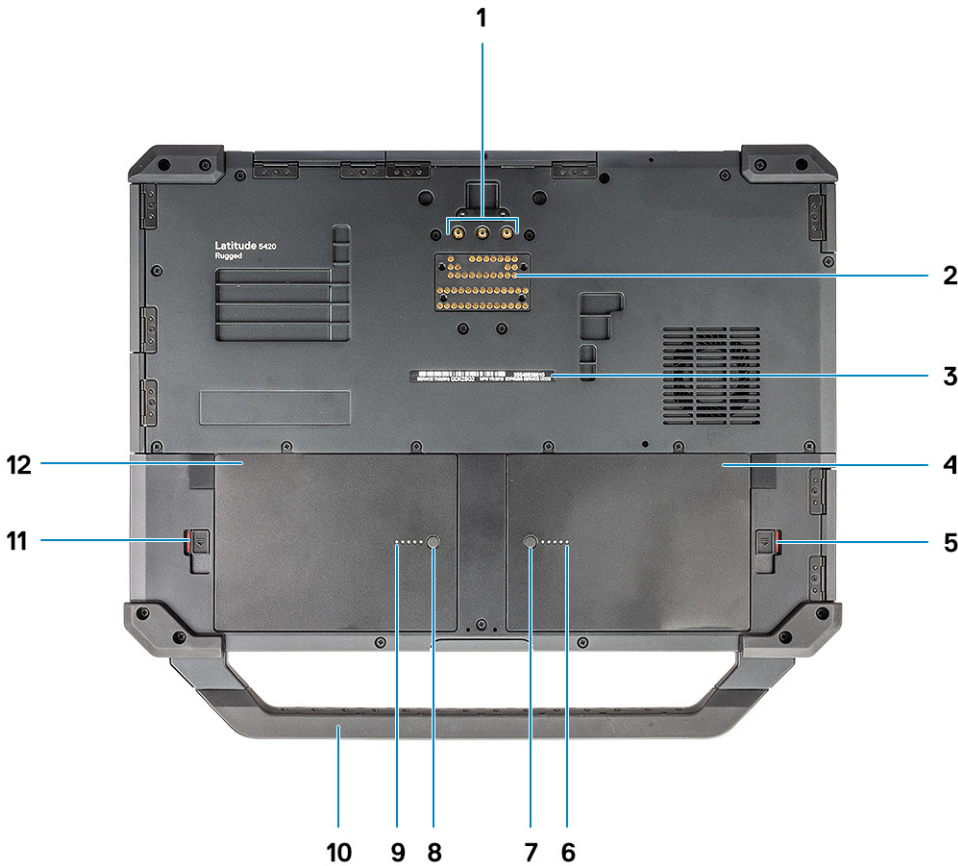
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|--|------------------------------|
| 1. USB Type-C DisplayPort Alt mode/USB 3.1 Gen2/Power Delivery | 2. Smart Card Reader |
| 3. USB 3.1 Gen 1 Type-A Port (with PowerShare) | 4. USB 3.1 Gen 1 Type-A Port |
| 5. 3.5 mm Universal audio port | |

Right Side View



- | | |
|------------------|---|
| 1. SSD | 2. SD Card Reader |
| 3. SIM Card Slot | 4. USB 3.1 Gen 1 Type-A Port (recessed USB, supports mini USB connection with doors shut) |
| 5. Stylus slot | |

Bottom View



- | | |
|--|---------------------------------------|
| 1. Radio frequency pass-through connectors | 2. Docking port |
| 3. Service tag sticker | 4. Battery -1 |
| 5. Battery -1 Latch | 6. Battery -1 charge indicator LED |
| 7. Battery -1 charge indicator button | 8. Battery -2 charge indicator button |
| 9. Battery -2 charge indicator LED | 10. Handle |
| 11. Battery -2 Latch | 12. Battery -2 (Optional) |

Top view



- 1. Power button
- 3. Touch pad

- 2. Keyboard
- 4. Fingerprint reader (optional)

Back View



- | | |
|---|--|
| 1. Ethernet Port (Optional Rear configurable I/O) | 2. VGA Port (Optional Rear configurable I/O) |
| 3. Serial Port | 4. Ethernet Port Port |
| 5. HDMI 2.0 Port | 6. T-Bar Lock Slot |
| 7. DC-In(Power) Port | |

CAUTION: EXPLOSION HAZARD—External connections (power adapter port, HDMI port, USB ports, RJ45 port, serial ports, audio port, Smart Card reader slot, SD card reader slot, Express Card reader slot, PC card reader slot, SIM card slot) should not to be used in a hazardous location.

WARNING: Do not block, push objects into, or allow dust to accumulate in the air vents. Do not store your Dell computer in a low-airflow environment, such as a closed briefcase, while it is running. Restricting the airflow can damage the computer. The computer turns on the fan when the computer gets hot. Fan noise is normal and does not indicate a problem with the fan or the computer.

Hot key definition

Fn behavior: Primary behavior is media key; Secondary behavior is F1-F12 key.

- Fn Lock only switches primary and secondary behavior on F1-F12.
- F7 is stealth –unique for rugged and semi rugged platforms. It turns off LCD, all wireless, all alerts, indicator lights, sound, fan, etc

Table 1. Keyboard shortcuts


Hot keys	Function	Description
Fn+ESC	Fn Lock	Allows the user to toggle between locked and unlocked Fn keys.
Fn+F1	Audio Volume Mute	Temporarily mutes/unmutes the audio. The audio level before muting is returned after unmuting.
Fn+F2	Audio Volume Down/Decrease	Decreases the audio volume until minimum/off is reached.
Fn+F3	Audio Volume Up/Increase	Increases the audio volume until maximum is reached.
Fn+F4	Microphone Mute	Silences the on-board microphone so it cannot record audio. There is an LED on the F4 function key that notifies the user of the state of this feature: <ul style="list-style-type: none"> • LED off = microphone capable of recording audio • LED on = microphone muted and unable to record audio
Fn+F5	Num lock	Allows the user to toggle between locked and unlocked NumLock
Fn+F6	Scroll lock	Used as Scroll Lock key.
Fn+F7	Stealth Mode	Allows the user to toggle to and from Stealth Mode
Fn+F8	LCD and Projector display	Determines video output to LCD and external Video devices when attached and displays present.
Fn+F9	Search	Mimics the Windows key + F keystroke to open Windows Search dialog box.
Fn+F10	KB Illumination/Backlight	Determines the Keyboard Illumination/Backlight brightness level. The hot key cycles through the following brightness states when pressed: Disabled, Dim, Bright. For more detail, see Keyboard Illumination/Backlight section.

Table 1. Keyboard shortcuts (continued)

Hot keys	Function	Description
Fn+F11	Brightness Decrease	Decreases the stepping of LCD brightness for each press until minimum is reached. For details, see the LCD Brightness section.
Fn+F12	Brightness Increase	Increases the stepping of LCD brightness for each press until maximum is reached. For details, see the LCD Brightness section.
Fn+PrintScreen	Radio On/Off	Toggles all the wireless radios on and off. For example, WLAN, WWAN, and Bluetooth.
Fn+Insert	Sleep	Puts the system into the ACPI S3 State and does not wake the system.

Traditional programming functions like Scroll Lock are assigned to alpha keys with un-printed legends.

- **Fn+S** = Scroll Lock
- **Fn+B** = Pause
- **Fn+Ctrl+B** = Break
- **Fn+R** = Sys-Req

 **NOTE:** For non-backlit keyboards F10 has no function and icon on function key is purged.

Technical specifications

NOTE: Offerings may vary by region. The following specifications are only those required by law to ship with your computer. For more information about the configuration of your computer, go to Help and Support in your Windows operating system and select the option to view information about your computer.

Topics:

- Processor
- Memory
- Base
- System information
- System board connectors
- Storage
- Audio
- Graphics Specifications
- Camera
- Communication
- External Ports and connectors
- Media card-reader
- Smart card reader
- Hardware and Software Security
- Display
- Keyboard
- Touchpad
- Battery
- Power adapter
- Physical system dimensions
- Computer environment
- Regulatory and Environmental Compliance
- Operating system

Processor

NOTE: Processor numbers are not a measure of performance. Processor availability is subject to change and may vary by region/country.

Table 2. Processor specifications

Type	UMA Graphics
Intel Dual-Core i3-7130U Kaby Lake processor, Cache: 3 MB / # of Thread (T): 4 / Base Frequency : 2.7 GHz / Thermal Design Power (TDP): 15 W)	Intel HD Graphics 620
Intel Quad-Core i5-8350U Kaby Lake processor (6 MB / 8T / 1.7 GHz / 15 W)	Intel UHD Graphics 620
Intel Quad-Core i7-8650U Kaby Lake processor (8 MB / 8T / 1.9 GHz / 15 W)	Intel UHD Graphics 620

Table 2. Processor specifications (continued)

Type	UMA Graphics
Intel Dual-Core i5-6300U Sky Lake processor (3MB / 4T / 2.4 Ghz / 15 W)	Intel HD Graphics 520

Memory

Table 3. Memory specifications

Memory configuration	
Minimum memory configuration	4 GB
Maximum memory configuration	32 GB
Number of slots	Two DDR4 SODIMM slots
Maximum memory supported per slot	16 GB
Memory options	<ul style="list-style-type: none"> ● 8 GB - 2 x 4 GB/ 1 x 8 GB ● 16 GB - 2 x 8 GB ● 32 GB - 2 x 16 GB
Type	DDR4 SDRAM (Non-ECC memory only)
Speed	<ul style="list-style-type: none"> ● 2400 MHz (Kaby Lake processor) ● 2133 MHz (Sky Lake processor)

Base

Table 4. Base configurations

Base
<ul style="list-style-type: none"> ● Intel Dual-Core i3-7130U Kaby Lake processor, Intel HD 620 UMA graphics, TPM ● Intel Quad-Core i5-8350U Kaby Lake processor, Intel UHD 620 UMA graphics, TPM, vPro ● Intel Quad-Core i5-8350U Kaby Lake processor, AMD Radeon 540(2GB/64-Bit) discrete graphics, TPM, vPro ● Intel Quad-Core i5-8350U Kaby Lake processor, AMD Radeon RX540(4GB/128-Bit) discrete graphics, TPM, vPro ● Intel Quad-Core i7-8650U Kaby Lake processor, AMD Radeon 540(2GB/64-Bit) discrete graphics, TPM, vPro ● Intel Quad-Core i7-8650U Kaby Lake processor, AMD Radeon RX540(4GB/128-Bit) discrete graphics, TPM, vPro ● Intel Dual-Core i5-6300U Sky Lake processor, Intel HD 520 UMA graphics, TPM

System information

Table 5. System Information

System chipset information	
Chipset	<ul style="list-style-type: none"> ● Intel Kaby Lake U Dual Core (integrated with processor) ● Intel Kaby Lake U Quad Core(integrated with processor) ● Intel Sky Lake U Dual Core (integrated with processor)
DRAM bus width	64-bit
Flash EEPROM	SP1 128 Mbits

Table 5. System Information (continued)

System chipset information	
PCIe bus	100 Mhz
External bus frequency	DMI 3.0-8GT/s

System board connectors

Table 6. Internal M.2 System board connectors

Sockets	Options
M.2 (Socket 1, Key A)	Wireless Local Area Network (WLAN) / Wireless Gigabit Alliance (WiGig)
M.2 (Socket 3, Key M)	SATA / PCIe x2 or PCIe x4 SSD
M.2 (Socket 2, Key B)	SSD / Wireless Wide Area Network (WWAN)

Storage

NOTE: While this computer can be ordered with multiple storage devices, additional storage cannot be added to the computer after production. Other components are required for the storage device to function. These components are not available after the computer is built.

Table 7. Storage specifications

Type	Form factor	Interface	Security option	Capacity
(SSD, FIPS, SED, Opal)		M.2 2280 SSD PCIe x4	FIPS, SED, Opal	<ul style="list-style-type: none"> • 128 GB • 1 TB • 2 TB • 1 TB OPAL SED • 500 GB • 1 TB • 500 GB FIPS 140-2 compliant SED

Audio

Table 8. Audio specifications

Controller	ALC3254
Type	Mono-channel
Speakers	One
Interface	<ul style="list-style-type: none"> • Universal Stereo headset/mic combo • Rugged quality speakers • Noise reducing array microphones

Table 8. Audio specifications (continued)

Internal speaker amplifier	2 W (RMS)
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Graphics Specifications

Table 9. Graphics specifications

Controller	Type	CPU Dependency	Graphics memory type	Capacity	External display support	Maximum resolution
Intel HD 620 Graphics	UMA	Intel Core i3 - 7130U	Integrated	Shared system memory	HDMI 2.0	4096×2304 @60 Hz
Intel UHD 620 Graphics	UMA	Intel Core i5 - 8350U	Integrated	Shared system memory	HDMI 2.0	4096×2304 @60 Hz
Intel HD 520 Graphics	UMA	Intel Core i5-6300U	Integrated	Shared system memory	HDMI 2.0	4096×2304 @60 Hz
AMD Radeon 540	Discrete	Intel Core i5 - 8350U Intel Core i7 - 8650U	Discrete	Dedicated, 2 GB DDR5	HDMI 2.0 Additional video ports via Rear Configurable IO Space <ul style="list-style-type: none"> • VGA • DisplayPort 	4096×2304 @60 Hz
AMD Radeon RX540	Discrete	Intel Core i5 - 8350U Intel Core i7 - 8650U	Discrete	Dedicated, 4 GB DDR5	HDMI 2.0 Additional video ports via Rear Configurable IO Space <ul style="list-style-type: none"> • VGA • DisplayPort 	4096×2304 @60 Hz

 **NOTE:** Additional video ports via Rear Configurable IO Space is available with discrete graphics solution only.

Camera

Table 10. Camera specifications

Resolution	<p>Camera:</p> <ul style="list-style-type: none"> • Still image: 0.92 megapixels • Video: 1280×720 at 30 fps <p>Infrared camera (optional):</p> <ul style="list-style-type: none"> • Still image: 0.30 megapixels • Video: 340×340 at 60 fps
Diagonal viewing angle	<ul style="list-style-type: none"> • Camera - 86.7 degrees • Infrared camera - 70 degrees

Communication

Table 11. Communication specifications

Network Adapter	Specifications
Ethernet	Integrated Intel i219LM 10/100/1000 Mb/s Ethernet (RJ-45) with Intel Remote Wake UP, PXE and Jumbo frames support. (2nd NIC in rear configurable IO space)
Wireless LAN(Optional)	<ul style="list-style-type: none"> • Intel Dual Band Wireless AC 8265 (802.11ac) 2x2 + Bluetooth 4.2 • Intel Dual Band Wireless AC 8265 (802.11ac) 2x2 (No BT) • Dell Wireless 1820 - 802.11a/b/g/n/ac Dual Band (2x2) WiFi + Bluetooth 4.2
Wireless WAN(Optional)	Qualcomm Snapdragon X20 Global Gigabit LTE
Global Positioning System(GPS) Module (Optional)	U-blox NEO-M8 dedicated GPS card

External Ports and connectors

Table 12. External Ports and connectors

Ports	Specifications
USB	<ul style="list-style-type: none"> • One USB 3.1 Gen 1 Type-A port with PowerShare and Power on/Wake-up support • Two USB 3.1 Gen 1 Type-A ports • One USB Type-C DisplayPort Alt mode/USB 3.1 Gen2/ Power Delivery
Security	T-Bar Slot
Docking port	<ul style="list-style-type: none"> • USB Type-C Monitor Stand/Dock • Latitude USB Type-C Dock • Dell Rugged Family Pogo Dock (backward compatible with Gen 2)
Audio	<ul style="list-style-type: none"> • Universal audio jack (Global Headset Jack + mic phone in + line in support) • No / Noise reduction dual array microphones
Video	<ul style="list-style-type: none"> • HDMI 2.0
Network adapter	One RJ-45 connector
Serial port	One legacy Serial RS-232 port
Rear Configurable I/O Space	<ul style="list-style-type: none"> • Blank - no IO, blank bezel (FACTORY DEFAULT) • 2nd Gigabit RJ-45 + 2nd RS-232 • 2nd Gigabit RJ-45 + VGA OUT • 2nd Gigabit RJ-45 + DisplayPort Out (full-size) • 2nd Gigabit RJ-45 + Fischer
SIM card reader	One micro SIM card reader

Media card-reader

Table 13. Media-card reader specifications

SD card reader specifications	
Type	One SD-card slot
Supported cards	<ul style="list-style-type: none"> • SD • SDHC • SDXC

Smart card reader

Table 14. Contactless smart card reader

Type	FIPS 201 Contacted / Contactless Smart Card reader
ISO certification	ISO14443A

Hardware and Software Security

Table 15. Hardware Security

Hardware Security	
TPM 2.0 FIPS 140-2 Certified, TCG Certified* * TCG certification (February 2018)	Yes, Discrete TPM 2.0 IC (Backward downgradable to 1.2)
BIOS disable TPM (China/Russia)	Yes
Optional Control Vault 2.0 Advanced Authentication with FIPS 140-2 level 3 certification (HW authentication configurations)	Yes, TCG Certified (February 2018)
Optional hardware authentication bundle 2: <ul style="list-style-type: none"> • FIPS 201 contacted smart card • Control Vault 2.0 	Yes
Optional hardware authentication bundle 4: <ul style="list-style-type: none"> • Touch finger print reader • FIPS 201 contacted smart card • Contactless smart card • NFC • Control Vault 2.0 	Yes <ul style="list-style-type: none"> • Synaptics Fingerprint reader • Synaptics Smart Card Reader + Contactless Smart Card
Security lock slot (Kensington T-Bar Lock Slot)	Yes
SED (Opal 2.0 - SATA Interface)	Yes
Statement of Non-Volatility	Yes
Bundle 6 Control Vault 2 and touch fingerprint	Yes
POA: Power On Authentication	Yes(Supported with Fingerprint reader only)

Table 16. Software Security

Software security	
Latitude Security software per software functional plan/cycle list	Yes

Table 16. Software Security (continued)

Software security	
D-Pedigree for BIOS (Secure Supply Chain Functionality) provides: <ul style="list-style-type: none"> Secure Supply Chain for a Product covers BIOS Image Integrity Chain of Custody Part Traceability 	Yes

Display

Table 17. Display specifications

Type	Full HD Touch/Non-Touch
Screen size (Diagonal)	14 inch (16:9)
LCD Panel technology	FHD (1920x1080)
Display	Non Touch / Touch (10 finger PCAP Glove/Water/Stylus capable)
Native Resolution	1920x1080
High Definition	Yes
Luminance	Standard Brightness (SB):220 NIT / Outdoor Viewable(OV) :1000 NIT
Height	173.95 mm / 6.85 (display area)
Width	309.4 mm / 12.18 inch
Megapixels	2.07
Pixels Per Inch (PPI)	157
Pixel pitch	0.161 mm
Color depth	16.2M colors (OV) / 262K (SB)
Contrast ratio (typical)	1500 (OV) / 700 (SB)
Response time(max)	35 ms
Refresh rate	60 Hhz
Horizontal viewing angle	85/85°
Vertical viewing angle	85/85°
Stylus support	Yes, Passive

Keyboard

Table 18. Keyboard specifications

Number of keys	<ul style="list-style-type: none"> 83 keys: US English, Thai, French-Canadian, Korean, Russian, Hebrew, English-International 84 keys: UK English, French Canadian Quebec, German, French, Spanish (Latin America), Nordic, Arabic, Canada Bilingual 85 keys: Brazilian Portuguese
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Table 18. Keyboard specifications (continued)

	<ul style="list-style-type: none"> 87 keys: Japanese
Size	Six row keyboard <ul style="list-style-type: none"> X= 19.05 mm key pitch Y= 19.05 mm key pitch
Backlit keyboard	None / RGB Backlight / Rubberized Sealed
Layout	QWERTY / AZERTY / Kanji

Touchpad

Table 19. Touchpad Specifications

Resolution	<ul style="list-style-type: none"> Horizontal: 305 Vertical: 305
Dimensions	<ul style="list-style-type: none"> Width: 4.13 inch (105 mm) Height: 2.36 inch (60 mm)
Multi-touch	Supports four - fingers multi-touch
Touchpad gestures	For more information about touchpad gestures available on Windows, see the Microsoft knowledge base article 4027871 at support.microsoft.com .

Battery

Table 20. Battery Specifications

Type	<ul style="list-style-type: none"> 3-cell 51 Whr (ExpressCharge) 3-cell 51 Whr (Long-Life Cycle, includes 3 year limited warranty)
Dimension	<ul style="list-style-type: none"> Length: 128.4 mm (5.05 inch) Width: 86.3 mm (3.39 inch) Height: 15.3 mm (0.60 inch)
Weight (maximum)	237.00 g (0.52 lb)
Voltage	51 WHr - 11.4 VDC
Life Span	300 discharge/recharge cycles
Charging time when the computer is off (approximate)	2 hours(with one battery) / 4 hours (with two batteries)
Operating time	Varies depending on operating conditions and can significantly reduce under certain power-intensive conditions.
Temperature range: Operating	0°C to 60°C (32°F to 140°F)
Temperature range: Non-Operating	-40°C to 70°C (-40°F to 158°F)
Coin-Cell battery	3 V, CR2032, lithium ion

Power adapter

Table 21. Power adapter specifications

Type	<ul style="list-style-type: none"> • 19.5 V @ 130 W & 90 W adapters through 7.4 mm Normal and Elbow Barrel • USB Type-C with PD (Power Distribution) • Via Dock supporting a NVDC charger architecture
Input Voltage	100 VAC to 240 VAC
Input current (maximum)	<ul style="list-style-type: none"> • 90 W - 1.5 A • 130 W - 2.5 A
Adapter size	7.4 mm
Input frequency	50 Hz to 60 Hz
Output current	<ul style="list-style-type: none"> • 90 W - 4.62 A (continuous) • 130 W - 6.7 A (continuous)
Rated output voltage	19.5 VDC
Temperature range (Operating)	0°C to 40°C (32°F to 104°F)
Temperature range (Non-Operating)	- 40°C to 70°C (-40°F to 158° F)

Physical system dimensions

Table 22. Weight

Chassis weight (pounds / kilograms)	4.9 / 2.2 (without handle and bumpers)
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Table 23. Chassis dimensions

Dimensions	Vectors
Height (inches / centimeters)	13.67 / 34.70
Width (inches / centimeters)	9.63 / 24.45
Depth (inches / centimeters)	1.29 / 3.28
Shipping weight (pounds / kilograms - includes packaging material)	7.5 / 3.40

Table 24. Packaging parameters

Dimensions	Vectors
Height (inches / centimeters)	44.5 / 17.52
Width (inches / centimeters)	8.2 / 3.2
Depth (inches / centimeters)	34.1 / 13.42

Computer environment

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

Table 25. Computer environment

		Operating	Storage
Temperature range		-29°C to 63°C (-20.2°F to 145.4°F)	-51°C to 71°C (-59.8°F to 159.8°F)
Relative humidity (maximum)		10% to 80% (non-condensing) <i>i</i> NOTE: Maximum dew point temperature = 26°C	10% to 95% (non-condensing) <i>i</i> NOTE: Maximum dew point temperature = 33°C
Vibration (maximum)	Vertical	<ul style="list-style-type: none"> • 1.04 GRMS • 0.20 GRMS • 0.74 GRMS 	<ul style="list-style-type: none"> • 2.24 GRMS • 1.45 GRMS • 1.32 GRMS
	Transverse		
	Longitudinal		
Shock (maximum)		40 G†, 11 ms, saw-tooth, 3 shocks +/- per axis, 3 axes	185 G‡, 2 ms half sine; 2 shocks/axis/direction for a total of 12 shocks
Altitude (maximum)		Chamber at 15,000 ft for 1 hour	Chamber at 30,000 ft for 1 hour

* 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.

‡ Measured using a 2 ms half-sine pulse when the hard-drive head is in parked position.

Regulatory and Environmental Compliance

Table 26. Regulatory and Environmental Compliance specifications

<ul style="list-style-type: none"> • Energy Star Version 7[¶] • EPEAT Silver Registered* • TAA configurations available • IP53 rated • MIL 810G <p>* : For specific country participation and rating, please see https://ww2.epeat.net/</p> <p>¶ : Available on select configurations offered with single hard drive with both UMA and Discrete chipset.</p>

Operating system

Your Latitude 5420 Rugged supports the following operating systems:

- Windows 11 Home, 64-bit
- Windows 11 Pro, 64-bit
- Windows 10 Home, 64-bit
- Windows 10 Pro, 64-bit
- Windows 10 Enterprise, 64-bit
- Windows 10 Pro RS4, 64-bit
- Ubuntu 18.04 LTS, 64-bit

- Ubuntu 20.04 LTS, 64-bit
- Windows 7 via Dell CFI †

System setup

CAUTION: Unless you are an expert computer user, do not change the settings in the BIOS Setup program. Certain changes can make your computer work incorrectly.

NOTE: Before you change BIOS Setup program, it is recommended that you write down the BIOS Setup program screen information for future reference.

Use the BIOS Setup program for the following purposes:

- Get information about the hardware installed in your computer, such as the amount of RAM and the size of the hard drive.
- Change the system configuration information.
- Set or change a user-selectable option, such as the user password, type of hard drive installed, and enabling or disabling base devices.

Topics:

- [Boot menu](#)
- [Navigation keys](#)
- [System setup options](#)
- [Boot Sequence](#)
- [System and setup password](#)

Boot menu

Press <F12> when the Dell logo appears to initiate a one-time boot menu with a list of the valid boot devices for the system. Diagnostics and BIOS Setup options are also included in this menu. The devices listed on the boot menu depend on the bootable devices in the system. This menu is useful when you are attempting to boot to a particular device or to bring up the diagnostics for the system. Using the boot menu does not make any changes to the boot order stored in the BIOS.

The options are:

- UEFI Boot:
 - Windows Boot Manager
- Other Options:
 - BIOS Setup
 - BIOS Flash Update
 - Diagnostics
 - Change Boot Mode Settings

Navigation keys

NOTE: For most of the System Setup options, changes that you make are recorded but do not take effect until you restart the system.

Keys	Navigation
Up arrow	Moves to the previous field.
Down arrow	Moves to the next field.
Enter	Selects a value in the selected field (if applicable) or follow the link in the field.
Spacebar	Expands or collapses a drop-down list, if applicable.
Tab	Moves to the next focus area.


Keys

Esc

Navigation

Moves to the previous page until you view the main screen. Pressing Esc in the main screen displays a message that prompts you to save any unsaved changes and restarts the system.

System setup options

 **NOTE:** Depending on the and its installed devices, the items listed in this section may or may not appear.

General options

Table 27. General

Option	Description
System Information	<p>This section lists the primary hardware features of your computer.</p> <p>The options are:</p> <ul style="list-style-type: none">● System Information● Memory Configuration● Processor Information● Device Information
Battery Information	<p>Displays the battery status and the type of AC adapter connected to the computer.</p>
Boot Sequence	<p>Allows you to change the order in which the computer attempts to find an operating system.</p> <p>The options are:</p> <ul style="list-style-type: none">● Windows Boot Manager● Boot List Option-UEFI is the enabled by default.
UEFI Boot Path Security	<p>Allows you to control whether the system prompts the user to enter the Admin password when booting to a UEFI boot path.</p> <p>Click one of the following options:</p> <ul style="list-style-type: none">● Always, Except Internal HDD—Default● Always● Never
Date/Time	<p>Allows you to set the date and time. The change to the system date and time takes effect immediately.</p>

System configuration

Table 28. System Configuration

Option	Description
Integrated NIC	<p>Allows you to configure the integrated network controller.</p> <p>Click one of the following options:</p> <ul style="list-style-type: none">● Disabled● Enabled● Enabled w/PXE—Default
Onboard Unmanaged NIC	<p>Allows you to enable / disable onboard USB LAN controller.</p>

Table 28. System Configuration (continued)




Option	Description
Serial Port 1	Allows you to configure(disable and re-mapping) the serial port(s).
Serial Port 2	<p>Click one of the following options:</p> <ul style="list-style-type: none"> ● Disabled ● Com1—Default (Port is configured with 3F8h with IRQ 4) ● Com3 (Port is configured with 3E8h with IRQ 4) <p> NOTE: Serial Port 2 is available when the system has Serial Port in the rear configurable I/O space.</p>
SATA Operation	<p>Allows you to configure the operating mode of the integrated SATA hard-drive controller.</p> <p>Click one of the following options:</p> <ul style="list-style-type: none"> ● Disabled ● AHCI ● RAID On—Default <p> NOTE: SATA is configured to support RAID mode.</p>
SMART Reporting	<p>This field controls whether hard drive errors for integrated drives are reported during system startup. This technology is part of the S.M.A.R.T (Self Monitoring Analysis and Reporting Technology) specification. This option is disabled by default.</p> <ul style="list-style-type: none"> ● Enable SMART Reporting
USB Configuration	<p>Allows you to enable or disable the internal/integrated USB configuration.</p> <p>The options are:</p> <ul style="list-style-type: none"> ● Enable USB Boot Support ● Enable External USB Ports ● Disable Docking Station Devices except video (Default : Unchecked) <p>Rest all the options are set by default.</p> <p> NOTE: USB keyboard and mouse always work in the BIOS setup irrespective of these settings.</p>
USB PowerShare	<p>This field configures the USB PowerShare feature behavior. This option allows you to charge external devices using the stored system battery power through the USB PowerShare port (disabled by default).</p> <ul style="list-style-type: none"> ● Enable USB PowerShare
Audio	<p>Allows you to enable or disable the integrated audio controller. By default, the Enable Audio option is selected.</p> <p>The options are:</p> <ul style="list-style-type: none"> ● Enable Microphone ● Enable Internal Speaker <p>This option is set by default.</p>
Keyboard Illumination	<p>This option lets you choose the operating mode of the keyboard illumination feature</p> <p>The options are:</p>

Table 28. System Configuration (continued)

Option	Description
	<ul style="list-style-type: none"> ● Disabled ● 25% ● 50% ● 75% ● 100%
<p>Keyboard Backlight Timeout on AC</p>	<p>Allows to define the timeout value for the keyboard backlight when an AC adapter is plugged in the system. The Keyboard Backlight timeout value is only in effect when the backlight is enabled.</p> <ul style="list-style-type: none"> ● 5 seconds ● 10 seconds—Default ● 15 seconds ● 30 seconds ● 1 minute ● 5 minutes ● 15 minutes ● Never
<p>Keyboard Backlight Timeout on Battery</p>	<p>Allows to define the timeout value for the keyboard backlight when the system is running only on battery power. The Keyboard Backlight timeout value is only in effect when the backlight is enabled.</p> <ul style="list-style-type: none"> ● 5 seconds ● 10 seconds—Default ● 15 seconds ● 30 seconds ● 1 minute ● 5 minutes ● 15 minutes ● Never
<p>RGB Keyboard Backlight</p>	<p>This option allows to enable / select backlight color or configure RGB intensity values to activate two custom backlight colors.</p> <p>The options are:</p> <ul style="list-style-type: none"> ● White ● Red ● Green ● Blue ● Custom1 ● Custom2
<p>Touchscreen</p>	<p>This option controls whether the touchscreen is enabled or disabled</p>
<p>Stealth mode Control</p>	<p>This option allows configuration of Dell Stealth mode feature.</p> <p>Configurable control features:</p> <ul style="list-style-type: none"> ● Onboard LEDs ● LCD screen ● Speakers ● Fans ● Radio ● GPS receiver

Table 28. System Configuration (continued)

Option	Description
	<ul style="list-style-type: none"> ● WLAN radio ● WWAN radio.
Miscellaneous devices	<p>Allows you to enable or disable various on board devices.</p> <ul style="list-style-type: none"> ● Enable PC Card ● Enable Camera—Default ● Enable Hard Drive Free Fall Protection ● Enable Dedicated GPS Radio ● Enable Secure Digital (SD) Card ● Secure Digital (SD) Card Boot - Disabled ● Secure Digital Card (SD) Read-Only Mode - Disabled ● Enable Rugged Dock NIC PXE Support - Disabled

Video screen options

Table 29. Video

Option	Description
LCD Brightness	Allows you to set the display brightness depending upon the power source. On Battery (50% is default) and On AC (100% default).
Switchable Graphics	<p>This option enables or disables switchable graphics technologies such as NVIDIA Optimus and SMD PowerExpress.</p> <p>It should only be enabled for Windows 7 and later versions of Windows or the Ubuntu OS. This feature is not applicable to other operating systems.</p>

Security

Table 30. Security


Option	Description
Admin Password	<p>Allows you to set, change, or delete the administrator(admin) password.</p> <p>The entries to set password are:</p> <ul style="list-style-type: none"> ● Enter the old password: ● Enter the new password: ● Confirm new password: <p>Click OK once you set the password.</p> <p> NOTE: For the first time login, "Enter the old password:" field is marked to "Not set". Hence, password has to be set for the first time you login and then you can change or delete the password.</p>
System Password	<p>Allows you to set, change, or delete the System password.</p> <p>The entries to set password are:</p> <ul style="list-style-type: none"> ● Enter the old password: ● Enter the new password: ● Confirm new password:

Table 30. Security (continued)



Option	Description
	<p>Click OK once you set the password.</p> <p> NOTE: For the first time login, "Enter the old password:" field is marked to "Not set". Hence, password has to be set for the first time you login and then you can change or delete the password.</p>
Strong Password	<p>Allows you to enforce the option to always set strong password.</p> <ul style="list-style-type: none"> ● Enable Strong Password <p>This option is not set by default.</p>
Password Configuration	<p>You can define the length of your password. Min = 4, Max = 32</p>
Password Bypass	<p>Allows you to bypass the System password and the Internal HDD password, when it is set, during a system restart.</p> <p>Click one of the options:</p> <ul style="list-style-type: none"> ● Disabled—Default ● Reboot bypass
Password Change	<p>Allows you to change the System password when the administrator password is set.</p> <ul style="list-style-type: none"> ● Allow Non-Admin Password Changes <p>This option is set by default.</p>
Non-Admin Setup Changes	<p>Allows you to determine whether changes to the setup options are allowed when an Administrator Password is set. If disabled the setup options are locked by the admin password.</p> <ul style="list-style-type: none"> ● Allow Wireless Switch Changes <p>This option is not set by default.</p>
UEFI Capsule Firmware Updates	<p>Allows you to update the system BIOS via UEFI capsule update packages.</p> <ul style="list-style-type: none"> ● Enable UEFI Capsule Firmware Updates <p>This option is set by default.</p>
TPM 2.0 Security	<p>Allows you to enable or disable the Trusted Platform Module (TPM) during POST.</p> <p>The options are:</p> <ul style="list-style-type: none"> ● TPM On—Default ● Clear ● PPI Bypass for Enable Command—Default ● PPI Bypass for Disbale Command ● PPI Bypass for Clear Command ● Attestation Enable—Default ● Key Storage Enable—Default ● SHA-256—Default
Absolute (R)	<p>Allows you to activate or disable the optional Computrace software.</p> <p>The options are:</p> <ul style="list-style-type: none"> ● Deactivate ● Disable ● Activate—Default
OROM keyboard Access	<p>Allows you to enable or disable Option ROM configuration screens via hotkeys during boot.</p> <ul style="list-style-type: none"> ● Enable—Default ● Disable

Table 30. Security (continued)

Option	Description
	<ul style="list-style-type: none"> ● One Time Enable
Admin Setup Lockout	<p>Allows you to prevent users from entering Setup when an administrator password is set.</p> <ul style="list-style-type: none"> ● Enable Admin Setup Lockout <p>This option is not set by default.</p>
Master Password Lockout	<p>Allows you to disable master password support.</p> <ul style="list-style-type: none"> ● Enable Master Password Lockout <p>This option is not set by default.</p> <p> NOTE: Hard Disk password should be cleared before the settings can be changed.</p>
SMM Security Mitigation	<p>Allows you to enable or disable additional UEFI SMM Security Mitigation protection.</p> <ul style="list-style-type: none"> ● SMM Security Mitigation <p>This option is not set by default.</p>

Secure Boot

Table 31. Secure Boot

Option	Description
Secure Boot Enable	<p>Allows you to enable or disable the Secure Boot Feature.</p> <ul style="list-style-type: none"> ● Secure Boot Enable—Default
Secure Boot Mode	<p>Changes to the Secure Boot operation mode modifies the behaviour of Secure Boot to allow evaluation of UEFI driver signatures.</p> <p>Choose one of the option:</p> <ul style="list-style-type: none"> ● Deployed Mode—Default ● Audit Mode
Expert Key Management	<p>Allows you to enable or disable Expert Key Management.</p> <ul style="list-style-type: none"> ● Enable Custom Mode <p>This option is not set by default.</p> <p>The Custom Mode Key Management options are:</p> <ul style="list-style-type: none"> ● PK—Default ● KEK ● db ● dbx

Intel Software Guard Extensions options

Table 32. Intel Software Guard Extensions

Option	Description
Intel SGX Enable	<p>This field allows you to provide a secured environment for running code/storing sensitive information in the context of the main operating systems.</p> <p>Click one of the following options:</p>

Table 32. Intel Software Guard Extensions (continued)

Option	Description
	<ul style="list-style-type: none"> • Disabled • Enabled • Software controlled—Default
Enclave Memory Size	<p>This option sets SGX Enclave Reserve Memory Size</p> <p>Click one of the following options:</p> <ul style="list-style-type: none"> • 32 MB • 64 MB • 128 MB—Default

Performance

Table 33. Performance

Option	Description
Multi Core Support	<p>This field specifies whether the process has one or all cores enabled. The performance of some applications improves with the additional cores.</p> <ul style="list-style-type: none"> • All—Default • 1 • 2 • 3
Intel SpeedStep	<p>Allows you to enable or disable the Intel SpeedStep mode of processor.</p> <ul style="list-style-type: none"> • Enable Intel SpeedStep <p>This option is set by default.</p>
C-States Control	<p>Allows you to enable or disable the additional processor sleep states.</p> <ul style="list-style-type: none"> • C states <p>This option is set by default.</p>
Intel TurboBoost	<p>Allows you to enable or disable the Intel TurboBoost mode of the processor.</p> <ul style="list-style-type: none"> • Enable Intel TurboBoost <p>This option is set by default.</p>
Hyper-Thread Control	<p>Allows you to enable or disable the HyperThreading in the processor.</p> <ul style="list-style-type: none"> • Disabled • Enabled—Default

Power management


Table 34. Power Management

Option	Description
Lid Switch	<p>Allows you to enable or disable the lid switch from automatically turning on / off the screen when the lid is closed.</p>

Table 34. Power Management (continued)

Option	Description
AC Behavior	<p>Allows you to enable or disable the computer from turning on automatically when an AC adapter is connected.</p> <ul style="list-style-type: none"> • Wake on AC <p>This option is not set by default.</p>
Auto On Time	<p>Allows you to set the time at which the computer must turn on automatically.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Disabled—Default • Every Day • Weekdays • Select Days <p>This option is not set by default.</p>
USB Wake Support	<p>Allows you to enable USB devices to wake the system from standby.</p> <ul style="list-style-type: none"> • Enable USB Wake Support • Wake on Dell USB-C Dock <p>This option is not set by default.</p>
Wireless Radio Control	<p>This option if enabled, will sense the connection of the system to a wired network and subsequently disable the selected wireless radios (WLAN and/or WWAN). Upon disconnection from the wired network the selected wireless radio will be enabled.</p> <ul style="list-style-type: none"> • Control WLAN radio • Control WWAN radio <p>This option is not set by default.</p>
Wake on LAN	<p>This option allows the computer to power up from the off state when triggered by a special LAN signal. Wake-up from the Standby state is unaffected by this setting and must be enabled in the operating system. This feature only works when the computer is connected to AC power supply.</p> <ul style="list-style-type: none"> • Disabled—Default - Does not allow the system to power on by special LAN signals when it receives a wake-up signal from the LAN or wireless LAN. • LAN Only - Allows the system to be powered on by special LAN signals. • WLAN Only - Allows the system to be powered on by special WLAN signals. • LAN or WLAN - Allows the system to be powered on by special LAN or WLAN signals.
Peak Shift	<p>Allows you enable or disable the Peak shift feature. This feature when enabled minimizes the AC power usage at times of peak demand. Battery does not charge between the Peak Shift start and end time</p> <p>Peak Shift Start and End Time can be configured for all weekdays</p> <p>This option set the battery threshold value (15 % to 100 %)</p>
Advanced Battery Charge Configuration	<p>This option enables you to maximize the battery health. By enabling this option, your system uses the standard charging algorithm and other techniques, during the non-work hours to improve the battery health.</p> <p>Advanced Battery Charge Mode can be configured for all weekdays</p>
Battery #1 Charge Configuration	<p>Allows you to select the charging mode for the battery.</p> <p>The options are:</p>
Battery #2 Charge Configuration	<ul style="list-style-type: none"> • Adaptive—Default • Standard - Fully charges your battery at a standard rate. • ExpressCharge- The battery charges over a shorter period of time using Dell's fast charging technology.

Table 34. Power Management (continued)

Option	Description
	<ul style="list-style-type: none"> ● Primarily AC use ● Custom <p>If Custom Charge is selected, you can also configure Custom Charge Start and Custom Charge Stop.</p> <p> NOTE: All charging mode may not be available for all the batteries.</p>
Type-C connector Power	<p>This option allows you to set maximum power that can be drawn from the Type-C connector.</p> <p>The options are:</p> <ul style="list-style-type: none"> ● 7.5 Watts—Default ● 15 Watts
Power Usage Mode	<p>This field lets you choose the system power usage mode.</p> <p>The options are:</p> <ul style="list-style-type: none"> ● Power Saver ● Balanced — Default. ● High Performance

Post behavior

Table 35. POST Behavior

Option	Description
Adapter Warnings	<p>Allows you to enable or disable the system setup (BIOS) warning messages when you use certain power adapters.</p> <ul style="list-style-type: none"> ● Enable Adapter Warnings—Default
Keypad (Embedded)	<p>Allows you to one of the two methods to enable the keypad that is embedded in the internal keyboard.</p> <ul style="list-style-type: none"> ● Fn Key Only : The keypad is only enabled when you hold down the Fn key (Default) ● By Num Lock : The keypad is enabled only when the NumLock LED is on.
Numlock Enable	<p>Allows you to enable or disable the Numlock function when the system boots.</p> <ul style="list-style-type: none"> ● Enable Numlock—Default
Fn Lock Options	<p>Allows you to let hot key combinations Fn + Esc toggle the primary behavior of F1–F12, between their standard and secondary functions. If you disable this option, you cannot toggle dynamically the primary behavior of these keys.</p> <ul style="list-style-type: none"> ● Fn Lock—Default <p>Click one of the following options:</p> <ul style="list-style-type: none"> ● Lock Mode Disable/Standard ● Lock Mode Enable/Secondary—Default
Fastboot	<p>Allows you to speed up the boot process by bypassing some of the compatibility steps.</p> <p>Click one of the following options:</p> <ul style="list-style-type: none"> ● Minimal—Default ● Thorough ● Auto
Extended BIOS POST Time	<p>Allows you to create an additional preboot delay.</p> <p>Click one of the following options:</p>

Table 35. POST Behavior (continued)

Option	Description
	<ul style="list-style-type: none"> ● 0 seconds—Default ● 5 seconds ● 10 seconds
Full Screen Logo	<p>Allows you to display full screen logo, if your image matches screen resolution.</p> <ul style="list-style-type: none"> ● Enable Full Screen Logo <p>This option is not set by default.</p>
Warnings and Errors	<p>Allows you to select different options to either stop, prompt and wait for user input, continue when warnings are detected but pause on errors, or continue when either warnings or errors are detected during the POST process.</p> <p>Click one of the following options:</p> <ul style="list-style-type: none"> ● Prompt on Warnings and Errors—Default ● Continue on Warnings ● Continue on Warnings and Errors
MAC Address Pass-Through	<p>This feature replaces the external NIC MAC address (in a supported dock or dongle) with selected MAC address from the system.</p> <p>Click one of the following options:</p> <ul style="list-style-type: none"> ● Passthrough MAC Address—Default ● Integrated NIC 1 MAC Address ● Disabled

Manageability

Table 36. Manageability


Option	Description
USB Provision	This option lets you to provision Intel AMT using provisioning file stored on local USB storage
MEBx Hotkey	This option allows you to enable or disable hotkey (Ctrl +P) functionality at Dell logo to enter Management Engine BIOS Extension (MEBx)

Virtualization support

Table 37. Virtualization Support

Option	Description
Virtualization	<p>This option specifies whether a Virtual Machine Monitor (VMM) can utilize the additional hardware capabilities provided by the Intel Virtualization technology.</p> <ul style="list-style-type: none"> ● Enable Intel Virtualization Technology <p>This option is set by default.</p>
VT for Direct I/O	<p>Enables or disables the Virtual Machine Monitor (VMM) from utilizing the additional hardware capabilities provided by the Intel Virtualization technology for direct I/O.</p> <ul style="list-style-type: none"> ● Enable VT for Direct I/O <p>This option is set by default.</p>

Table 37. Virtualization Support (continued)

Option	Description
Trusted Execution	<p>This option allows Measured Virtual Machine Monitor (MVMM) to use additional hardware capabilities provisioned by Intel Trusted Execution Technology</p> <ul style="list-style-type: none"> • Enable Trusted Execution <p> NOTE: The Intel Virtualization Technology, VT for direct I/O and TPM has to be enabled and activated for this feature to work.</p>

Wireless options

Table 38. Wireless


Option	Description
Wireless Switch	<p>Allows to set the wireless devices that can be controlled by the wireless switch.</p> <p>The options are:</p> <ul style="list-style-type: none"> • WWAN • GPS (on WWAN Module) • WLAN • Bluetooth <p>All the options are enabled by default.</p>
Wireless Device Enable	<p>Allows you to enable or disable the internal wireless devices.</p> <p>The options are:</p> <ul style="list-style-type: none"> • WWAN/GPS • WLAN • Bluetooth <p>All the options are enabled by default.</p>

Maintenance

Table 39. Maintenance

Option	Description
Service Tag	Displays the service tag of your computer.
Asset Tag	<p>Allows you to create a system asset tag if an asset tag is not already set.</p> <p>This option is not set by default.</p>
BIOS Downgrade	<p>Allows you to flash previous revisions of the system firmware.</p> <ul style="list-style-type: none"> • Allow BIOS Downgrade <p>This option is set by default.</p>
Data Wipe	<p>Allows you to securely erase data from all internal storage devices.</p> <ul style="list-style-type: none"> • Wipe on Next Boot <p>This option is not set by default.</p>
BIOS Recovery	<p>BIOS Recovery from Hard Drive—This option is set by default. Allows you to recover the corrupted BIOS from a recovery file on the HDD or an external USB drive.</p> <p>BIOS Auto-Recovery— Allows you to recover the BIOS automatically.</p>

Table 39. Maintenance (continued)

Option	Description
	 NOTE: BIOS Recovery from Hard Drive field should be enabled. Always Perform Integrity Check —Performs integrity check on every boot.

System logs

Table 40. System Logs

Option	Description
BIOS events	Allows you to view and clear the System Setup (BIOS) POST events.
Thermal Events	Allows you to view and clear the System Setup (Thermal) events.
Power Events	Allows you to view and clear the System Setup (Power) events.

About

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Boot Sequence

Boot sequence enables you to bypass the System Setup–defined boot device order and boot directly to a specific device (for example: optical drive or hard drive). During the Power-on Self-Test (POST), when the Dell logo appears, you can:

- Access System Setup by pressing F2 key
- Bring up the one-time boot menu by pressing F12 key.

The one-time boot menu displays the devices that you can boot from including the diagnostic option. The boot menu options are:

- Removable Drive (if available)
- STXXXX Drive
i **NOTE:** XXXX denotes the SATA drive number.
- Optical Drive (if available)
- SATA Hard Drive (if available)
- Diagnostics
i **NOTE:** Choosing **Diagnostics**, displays the **SupportAssist** screen.

The boot sequence screen also displays the option to access the System Setup screen.

System and setup password

Table 41. System and setup password

Password type	Description
System password	Password that you must enter to log on to your system.
Setup password	Password that you must enter to access and make changes to the BIOS settings of your computer.

You can create a system password and a setup password to secure your computer.

⚠ CAUTION: The password features provide a basic level of security for the data on your computer.

⚠ CAUTION: Anyone can access the data stored on your computer if it is not locked and left unattended.

i **NOTE:** System and setup password feature is disabled.

Assigning a system setup password

You can assign a new **System or Admin Password** only when the status is in **Not Set**.

To enter the system setup, press F2 immediately after a power-on or reboot.

1. In the **System BIOS** or **System Setup** screen, select **Security** and press **Enter**.
The **Security** screen is displayed.
2. Select **System/Admin Password** and create a password in the **Enter the new password** field.
Use the following guidelines to assign the system password:
 - A password can have up to 32 characters.
 - The password can contain the numbers 0 through 9.
 - Only lower case letters are valid, upper case letters are not allowed.
 - Only the following special characters are allowed: space, ("), (+), (.), (-), (.), (/), (;), ([), (\), (]), (`).
3. Type the system password that you entered earlier in the **Confirm new password** field and click **OK**.


4. Press **Esc** and a message prompts you to save the changes.
5. Press **Y** to save the changes.
The computer reboots.

Deleting or changing an existing system setup password

Ensure that the **Password Status** is Unlocked (in the System Setup) before attempting to delete or change the existing System and Setup password. You cannot delete or change an existing System or Setup password, if the **Password Status** is Locked.

To enter the System Setup, press **F2** immediately after a power-on or reboot.

1. In the **System BIOS** or **System Setup** screen, select **System Security** and press **Enter**.
The **System Security** screen is displayed.
2. In the **System Security** screen, verify that **Password Status** is **Unlocked**.
3. Select **System Password**, alter or delete the existing system password and press **Enter** or **Tab**.
4. Select **Setup Password**, alter or delete the existing setup password and press **Enter** or **Tab**.

 **NOTE:** If you change the System and/or Setup password, re enter the new password when prompted. If you delete the System and Setup password, confirm the deletion when prompted.

5. Press **Esc** and a message prompts you to save the changes.
6. Press **Y** to save the changes and exit from System Setup.
The computer restarts.


Software

This chapter details the supported operating systems along with instructions on how to install the drivers.

Topics:

- [Downloading Windows drivers](#)

Downloading Windows drivers


1. Turn on the .
2. Go to **Dell.com/support**.
3. Click **Product Support**, enter the Service Tag of your , and then click **Submit**.
 **NOTE:** If you do not have the Service Tag, use the auto detect feature or manually browse for your model.
4. Click **Drivers and Downloads**.
5. Select the operating system installed on your .
6. Scroll down the page and select the driver to install.
7. Click **Download File** to download the driver for your .
8. After the download is complete, navigate to the folder where you saved the driver file.
9. Double-click the driver file icon and follow the instructions on the screen.

Getting help

Topics:

- [Contacting Dell](#)

Contacting Dell

 **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.

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

1. Go to **Dell.com/support**.
2. Select your support category.
3. Verify your country or region in the **Choose a Country/Region** drop-down list at the bottom of the page.
4. Select the appropriate service or support link based on your need.