

Vostro 13 5310

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 Vostro 13 5310

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: 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. Finish Windows setup.

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

- Connect to a network for Windows updates.

NOTE: If connecting to a secured wireless network, enter the password for the wireless network access when prompted.

- If connected to the Internet, sign in with or create a Microsoft account. If not connected to the Internet, create an offline account.
- On the **Support and Protection** screen, enter your contact details.

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

Table 1. Locate Dell apps (continued)






Resources	Description
	My Dell 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.
	SupportAssist 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 SupportAssist for Home PCs User's Guide on www.dell.com/

Table 1. Locate Dell apps

Resources	Description
	<p>serviceabilitytools. To navigate to SupportAssist for Home PCs User's Guide, click SupportAssist and then, click SupportAssist for Home PCs User's Guide.</p> <p> NOTE: In SupportAssist, click the warranty expiry date to renew or upgrade your warranty.</p>
	<p>Dell Update</p> <p>Updates your computer with critical fixes and latest device drivers as they become available. For more information about using Dell Update, see the knowledge base article SLN305843 at www.dell.com/support.</p>
	<p>Dell Digital Delivery</p> <p>Download software applications, which are purchased but not pre-installed on your computer. For more information about using Dell Digital Delivery, see the knowledge base article 153764 at www.dell.com/support.</p>

Views of Vostro 13 5310

Left



1. HDMI port

Connect to a TV, external display or another HDMI-in enabled device. Provides audio and video output

2. Thunderbolt 4 (Type-C) port with Power Delivery and DisplayPort Alt Mode

Supports USB 3.2 Gen 2, DisplayPort 1.4, Thunderbolt 4 and also enables you to connect to an external display using a display adapter.

Supports Power Delivery that enables two-way power supply between devices. Provides up to 15 W power output that enables faster charging.

Provides data transfer rates up to 10 Gbps for USB 3.2 Gen 2 and up to 40 Gbps for Thunderbolt 4.

NOTE: Connect a Type-C power adapter to provide power to your computer.

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

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

3. Thunderbolt 4 (Type-C) port with Power Delivery and DisplayPort Alt Mode (primary-power port)

Supports USB 3.2 Gen 2, DisplayPort 1.4, Thunderbolt 4 and also enables you to connect to an external display using a display adapter.

Supports Power Delivery that enables two-way power supply between devices. Provides up to 15 W power output that enables faster charging.

Provides data transfer rates up to 10 Gbps for USB 3.2 Gen 2 and up to 40 Gbps for Thunderbolt 4.

NOTE:

The Dell Adapter USB-C to USB-A is shipped with this computer. Use this adapter to connect legacy USB-A accessories to USB (Type-C) ports on your computer.

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

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

4. Power and battery-status light

Indicates the power state and battery state of the computer.

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

Solid amber—Battery charge is low or critical.

Off—Battery is fully charged.

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

Right



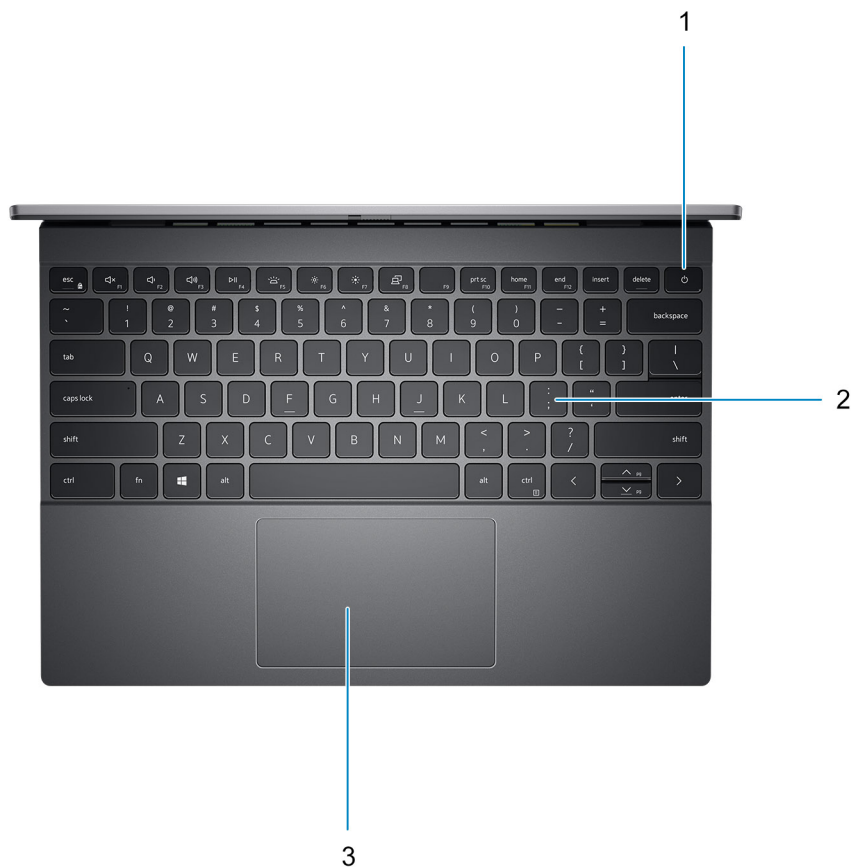
1. USB 3.2 Gen 1 port

Connect devices such as external storage devices and printers. Provides data transfer speeds up to 5 Gbps.

2. Headset port

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

Top



1. Power button with optional fingerprint reader

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

When the computer is turned on, press the power button to put the computer into sleep state; press and hold the power button for 4 seconds to force shut-down the computer.

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

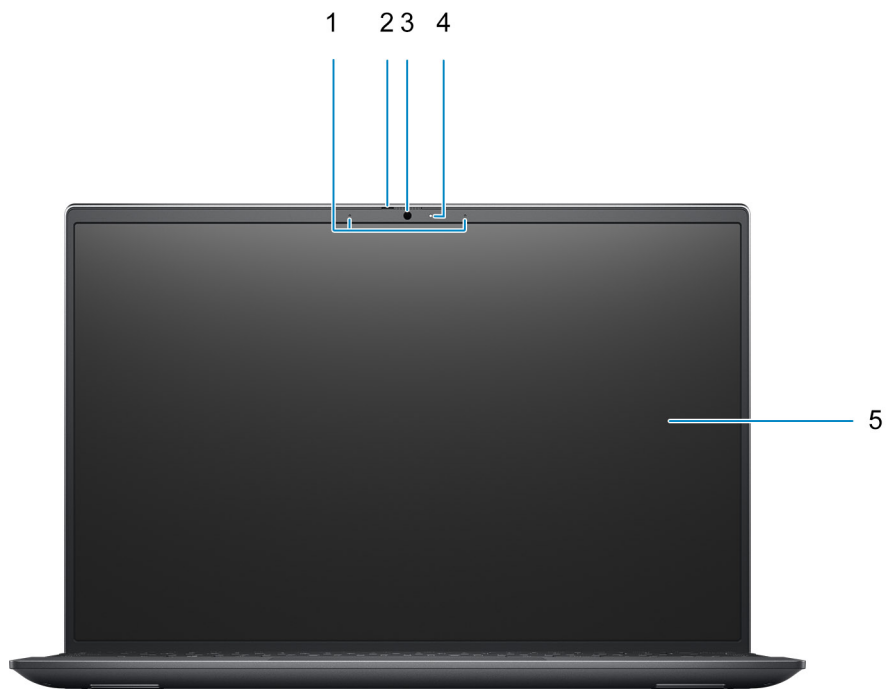
i **NOTE:** You can customize power-button behavior in Windows. For more information, see *Me and My Dell* at www.dell.com/support/manuals.

2. Keyboard

3. 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. Microphones

Provides digital sound input for audio recording and voice calls.

2. Privacy shutter

Slide the privacy shutter to cover the camera lens and protect your privacy when the camera is not in use.

3. Camera

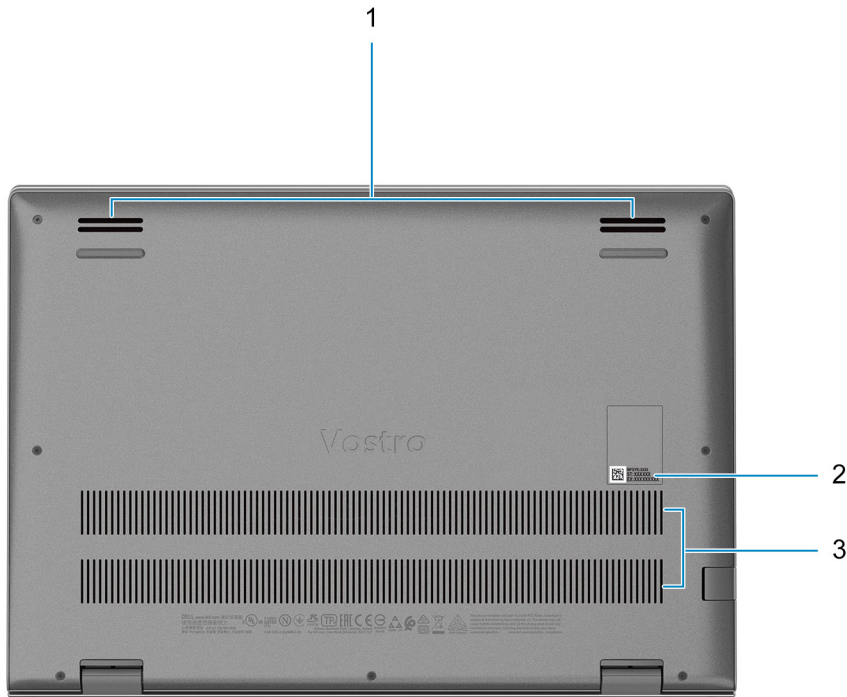
Enables you to video chat, capture photos, and record videos.

4. Camera-status light

Turns on when the camera is in use.

5. LCD

Bottom



1. Speakers

Provides audio output

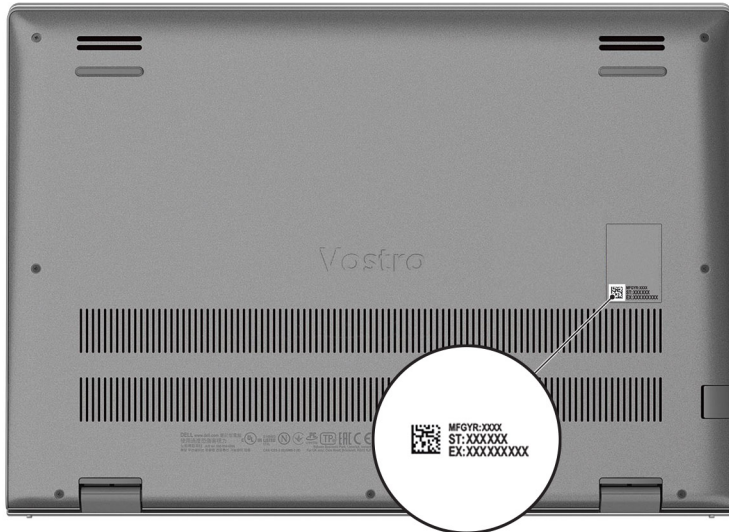
2. Service Tag label

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. Air vents

Service Tag location

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



LED Indicators and Characteristics

Battery Charge and Status LED

Table 2. Battery Charge and Status LED Indicator

Power Source	LED Behavior	System Power State	Battery Charge Level
AC Adapter	Off	S0 - S5	Fully Charged
AC Adapter	Solid White	S0 - S5	< Fully Charged
Battery	Off	S0 - S5	11-100%
Battery	Solid Amber (590+/-3 nm)	S0 - S5	< 10%


- S0 (ON) - System is turned on.
- S4 (Hibernate) - The system consumes the least power compared to all other sleep states. The system is almost at an OFF state, expect for a trickle power. The context data is written to hard drive.
- S5 (OFF) - The system is in a shutdown state.

Specifications of Vostro 13 5310

Dimensions and weight

The following table lists the height, width, depth, and weight of your Vostro 13 5310.

Table 3. Dimensions and weight

Description	Values
Height:	
Front height	13.90 mm (0.55 in.)
Rear height	<ul style="list-style-type: none"> For computers without discrete graphics: 15.9 mm (0.63 in.) For computers with discrete graphics: 17.2 mm (0.68 in.)
Width	296.78 mm (11.68 in.)
Depth	210 mm (8.27 in.)
Weight (maximum)	<ul style="list-style-type: none"> For computers without discrete graphics: 1.28 kg (2.82 lbs) For computers with discrete graphics: 1.295 kg (2.85 lbs) <p> NOTE: The weight of your computer depends on the configuration ordered and manufacturing variability.</p>

Processor

The following table lists the details of the processors supported by your Vostro 13 5310.

Table 4. Processor

Description	Option one	Option two
Processor type	11 th Generation Intel Core i5-11300H	11 th Generation Intel Core i7-11370H
Processor wattage	35 W	35 W
Processor core count	4	4
Processor thread count	8	8
Processor speed	3.11 GHz to 4.40 GHz	3.30 GHz to 4.8 GHz
Processor cache	8 MB	12 MB
Integrated graphics	Intel Iris Xe Graphics	Intel Iris Xe Graphics

Chipset

The following table lists the details of the chipset supported by your Vostro 13 5310.

Table 5. Chipset

Description	Values
Chipset	Intel PCH-LP (Integrated with the processor)
Processor	11 th Generation Intel Core i5/i7
DRAM bus width	64-bit
Flash EPROM	32 MB
PCIe bus	Up to Gen3.0

Operating system

Your Vostro 13 5310 supports the following operating systems:

- Windows 10 Home, 64-bit
- Windows 10 Professional, 64-bit

Memory

The following table lists the memory specifications of your Vostro 13 5310.

Table 6. Memory specifications

Description	Values
Memory slots	Onboard memory
Memory type	LPDDR4
Memory speed	4267 MHz
Maximum memory configuration	32 GB
Minimum memory configuration	4 GB
Memory configurations supported	<ul style="list-style-type: none">• 4 GB, 1 x 4 GB, LPDDR4, 4267 MHz• 8 GB, 2 x 4 GB, LPDDR4, 4267 MHz, dual-channel, integrated• 8 GB, 1 x 8 GB, LPDDR4, 4267 MHz, dual-channel, integrated• 16 GB, 2 x 8 GB, LPDDR4, 4267 MHz, dual-channel, integrated• 16 GB, 1 x 16 GB, LPDDR4, 4267 MHz, dual-channel, integrated• 32 GB, 2 x 16 GB, LPDDR4, 4267 MHz, dual-channel, integrated

External ports

The following table lists the external ports on your Vostro 13 5310.

Table 7. External ports

Description	Values
USB ports	<ul style="list-style-type: none"> One USB 3.2 Gen 1 port One Thunderbolt 4 (Type-C) port with Power Delivery and DisplayPort Alt Mode One Thunderbolt 4 (Type-C) port with Power Delivery and DisplayPort Alt Mode (primary-power port)
Audio port	One headset (headphone and microphone combo) port
Video port/ports	One HDMI 1.4b port
Media-card reader	Not supported
Power-adaptor port	One Thunderbolt 4 (Type-C) port with Power Delivery and DisplayPort Alt Mode (primary-power port)
Security-cable slot	Not supported

Internal slots

The following table lists the internal slots of your Vostro 13 5310.

Table 8. Internal slots

Description	Values
M.2	<ul style="list-style-type: none"> One M.2 2230 slot for Wi-Fi and Bluetooth combo card One M.2 2230/2280 slot for solid-state drive/Intel Optane <p>NOTE: To learn more about the features of different types of M.2 cards, see the knowledge base article 000144170 at www.dell.com/support.</p>

Wireless module

The following table lists the Wireless Local Area Network (WLAN) modules supported on your Vostro 13 5310.

Table 9. Wireless module specifications

Description	Option one	Option two
Model number	Intel AX201	Intel Wi-Fi 6E AX210
Transfer rate	Up to 2400 Mbps	Up to 2400 Mbps
Frequency bands supported	2.4 GHz/5 GHz	2.4 GHz/5 GHz
Wireless standards	<ul style="list-style-type: none"> WiFi 802.11a/b/g Wi-Fi 4 (WiFi 802.11n) Wi-Fi 5 (WiFi 802.11ac) Wi-Fi 6 (WiFi 802.11ax) 	<ul style="list-style-type: none"> WiFi 802.11a/b/g Wi-Fi 4 (WiFi 802.11n) Wi-Fi 5 (WiFi 802.11ac) Wi-Fi 6 (WiFi 802.11ax)

Table 9. Wireless module specifications

Description	Option one	Option two
Encryption	<ul style="list-style-type: none"> 64-bit/128-bit WEP AES-CCMP TKIP 	<ul style="list-style-type: none"> 64-bit/128-bit WEP AES-CCMP TKIP
Bluetooth	Bluetooth 5.1	Bluetooth 5.2

Audio

The following table lists the audio specifications of your Vostro 13 5310.

Table 10. Audio specifications

Description	Values
Audio controller	Realtek ALC3204
Stereo conversion	Stereo speakers with Waves MaxxAudio Pro
Internal audio interface	High definition audio
External audio interface	Universal audio jack
Number of speakers	Two
Internal-speaker amplifier	Supported (audio codec integrated)
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 Vostro 13 5310.

Your Vostro 13 5310 supports one of the following storage configurations:

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

The primary drive of your Vostro 13 5310 varies with the storage configuration. For computers with a M.2 drive, the M.2 drive is the primary drive

Table 11. Storage specifications

Storage type	Interface type	Capacity
M.2 2230 solid-state drive	PCIe Gen 3 PCIe x4 NVMe, up to 32 Gbps	Up to 1 TB

Table 11. Storage specifications

Storage type	Interface type	Capacity
M.2 2280 solid-state drive	PCIe Gen 3 PCIe x4 NVMe, up to 32 Gbps	Up to 2 TB

Intel Optane Memory H10 with Solid State Storage (optional)

Intel Optane Memory technology utilizes 3D XPoint memory technology and functions as a non-volatile storage cache/accelerator and/or storage device depending on the Intel Optane Memory installed in your computer.

Intel Optane Memory H10 with Solid State Storage functions as both a non-volatile storage cache/accelerator (enabling enhanced read/write speeds for hard-drive storage) and a solid-state storage solution. It neither replaces nor adds to the memory (RAM) installed on your computer.

Table 12. Intel Optane Memory H10 with Solid State Storage specifications

Description	Values
Interface	PCIe 3 x4 NVMe <ul style="list-style-type: none"> One PCIe 3 x2 for Optane memory One PCIe 3 x2 for solid-state storage
Connector	M.2
Form factor	2280
Capacity (Intel Optane memory)	Up to 32 GB
Capacity (solid-state storage)	Up to 512 GB

i NOTE: Intel Optane Memory H10 with Solid State Storage is supported on computers that meet the following requirements:

- 9th Generation or higher Intel Core i3/i5/i7 processors
- Windows 10 64-bit version or higher (Anniversary Update)
- Intel Rapid Storage Technology driver version 15.9.1.1018 or higher

Keyboard

The following table lists the keyboard specifications of your Vostro 13 5310.

Table 13. Keyboard specifications

Description	Values
Keyboard type	<ul style="list-style-type: none"> Standard keyboard Standard backlit keyboard
Keyboard layout	QWERTY
Number of keys	<ul style="list-style-type: none"> United States and Canada: 79 keys United Kingdom: 80 keys Japan: 83 keys
Keyboard size	X=19.05 mm key pitch Y=18.05 mm key pitch

Table 13. Keyboard specifications

Description	Values
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. NOTE: You can define the primary behavior of the function keys (F1–F12) changing Function Key Behavior in BIOS setup program.

Camera

The following table lists the camera specifications of your Vostro 13 5310.

Table 14. Camera specifications

Description	Values
Number of cameras	One
Camera type	RGB HD Camera
Camera location	Front camera
Camera sensor type	CMOS sensor technology
Camera resolution:	
Still image	0.92 megapixel
Video	1280 x 720 (HD) at 30fps
Diagonal viewing angle:	74.9 degrees

Touchpad

The following table lists the touchpad specifications of your Vostro 13 5310.

Table 15. Touchpad specifications

Description	Values
Touchpad resolution:	
Horizontal	1920
Vertical	1080
Touchpad dimensions:	
Horizontal	105 mm (4.13 in.)
Vertical	65 mm (2.56 in.)
Touchpad gestures	For more information about touchpad gestures available on Windows 10, see the Microsoft knowledge base article 4027871 at support.microsoft.com .

Power adapter

The following table lists the power adapter specifications of your Vostro 13 5310.

Table 16. Power adapter specifications

Description		Values
Type		Type-C, 65 W
Input voltage		100 VAC–240 VAC
Input frequency		50 Hz–60 Hz
Input current (maximum)		1.70 A
Output current (continuous)		3 A/3.25 A
Rated output voltage		5 V/9 V/15 V/20 V
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 Vostro 13 5310.

Table 17. Battery specifications (continued)

Description		Option one	Option two
Battery type		4-cell polymer, 54 WHr ExpressCharge Boost	4-cell polymer, 64 WHr ExpressCharge Boost
Battery voltage		15 VDC	15.20 VDC
Battery weight (maximum)		0.23 kg (0.51 lb)	0.28 kg (0.62 lb)
Battery dimensions:			
	Height	271.90 mm (10.70 in.)	271.90 mm (10.70 in.)
	Width	82 mm (3.23 in.)	82 mm (3.23 in.)
	Depth	5.75 mm (0.23 in.)	5.75 mm (0.23 in.)
Temperature range:			
	Operating	0°C to 35°C (32°F to 95°F)	0°C to 35°C (32°F to 95°F)
	Storage	-20°C to 65°C (-4°F to 149°F)	-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.	Varies depending on operating conditions and can significantly reduce under certain power-intensive conditions.
Battery charging time (approximate)		4 hours (when the computer is off)	4 hours (when the computer is off)

Table 17. Battery specifications

Description	Option one	Option two
 NOTE: Control the charging time, duration, start and end time, and so on using the Dell Power Manager application. For more information on the Dell Power Manager see, <i>Me and My Dell</i> on www.dell.com .		
Coin-cell battery	CR2032	CR2032

Display

The following table lists the display specifications of your Vostro 13 5310.

Table 18. Display specifications

Description	Option one	Option two
Display type	13.3 in. Full High Definition Plus (FHD+)	13.3 in. Quad-High Definition Plus (QHD+)
Display-panel technology	Wide-Viewing Angle (WVA) with Dell ComfortView Plus	Wide-Viewing Angle (WVA) with Dell ComfortView Plus
Display-panel dimensions (active area):		
	Height	178.80 mm (7.04 in.)
	Width	286.08 mm (11.26 in.)
	Diagonal	337.36 mm (13.28 in.)
Display-panel native resolution	1920 x 1200	2560 x 1600
Luminance (typical)	300 nits	300 nits
Megapixels	2.3	4.1
Color gamut	100% sRGB	100% sRGB
Pixels Per Inch (PPI)	170	227
Contrast ratio (min.)	600:1	1000:1
Response time (max.)	35 ms	35 ms
Refresh rate	60 Hz	60 Hz
Horizontal view angle	80 +/- degrees	80 +/- degrees
Vertical view angle	80 +/- degrees	80 +/- degrees
Pixel pitch	0.15 mm	0.11 mm
Power consumption (maximum)	4.50 W	4.60 W
Anti-glare vs glossy finish	Anti-glare	Anti-glare
Touch options	No	No

Fingerprint reader (optional)

The following table lists the specifications of the optional fingerprint-reader of your Vostro 13 5310.

Table 19. Fingerprint reader specifications

Description	Values
Fingerprint-reader sensor technology	Trans-capacitive
Fingerprint-reader sensor resolution	500 PPI
Fingerprint-reader sensor pixel size	108 x 88

GPU—Integrated

The following table lists the specifications of the integrated Graphics Processing Unit (GPU) supported by your Vostro 13 5310.

Table 20. GPU—Integrated

Controller	Memory size	Processor
Intel UHD graphics	Shared system memory	11 th Generation Intel Core i3/i5/i7

GPU—Discrete

The following table lists the specifications of the discrete Graphics Processing Unit (GPU) supported by your Vostro 13 5310.

Table 21. GPU—Discrete

Controller	Memory size	Memory type
NVIDIA GeForce MX450	2 GB	GDDR6

Operating and storage environment

This table lists the operating and storage specifications of your Vostro 13 5310.

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


Table 22. 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 10000 ft)	-15.2 m to 10668 m (-49.87 ft to 35000 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

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 shown on the upper part of the key is typed out. For example, if you press **2**, **2** is typed out; if you press **Shift + 2**, **@** is typed out.

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

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

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

Table 23. List of keyboard shortcuts

Function key	Redefined key (for multimedia control)	Behavior
F1	Fn + F1	Mute audio
F2	Fn + F2	Decrease volume
F3	Fn + F3	Increase volume
F4	Fn + F4	Play/Pause
F5	Fn + F5	Toggle keyboard backlight (optional) NOTE: Non-backlight keyboards have F5 function key without the backlight icon and does not support toggle keyboard backlight function.
F6	Fn + F6	Decrease brightness
F7	Fn + F7	Increase brightness
F8	Fn + F8	Switch to external display
F10	Fn + F10	Print screen
F11	Fn + F11	Home
F12	Fn + F12	End

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

Table 24. List of keyboard shortcuts

Function key	Behavior
Fn + B	Pause/Break
Fn + S	Toggle scroll lock

Table 24. List of keyboard shortcuts



Function key	Behavior
Fn + R	System request
Fn + Right Ctrl	Open application menu
Fn + esc	Toggle Fn-key lock
Fn + H	Battery charge LED and HDD LED behavior
Fn + T	Toggle Ultra performance mode
Fn + Space bar	Emoji (Win + Period (.)) or Win + Semicolon (;)
Fn + Left Arrow	Home
Fn + Right Arrow	End

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 25. Self-help resources

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

Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see www.dell.com/contactdell.

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

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