

Vostro 5402

Setup and specifications guide



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 computer

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



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

NOTE: After the initial turn on and setup of the computer, the computer can subsequently turn on just by opening the display from a closed position.

2. Finish operating system setup.

For Ubuntu:

Follow the on-screen instructions to complete the setup. For more information about installing and configuring Ubuntu, see the knowledge base articles [SLN151664](#) and [SLN151748](#) at www.dell.com/support.

For Windows: Follow the on-screen instructions to complete the setup. When setting up, it is recommended 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








Dell apps	Details
	My Dell Centralized location for key Dell applications, help articles, and other important information about your computer. It also

Table 1. Locate Dell apps (continued)

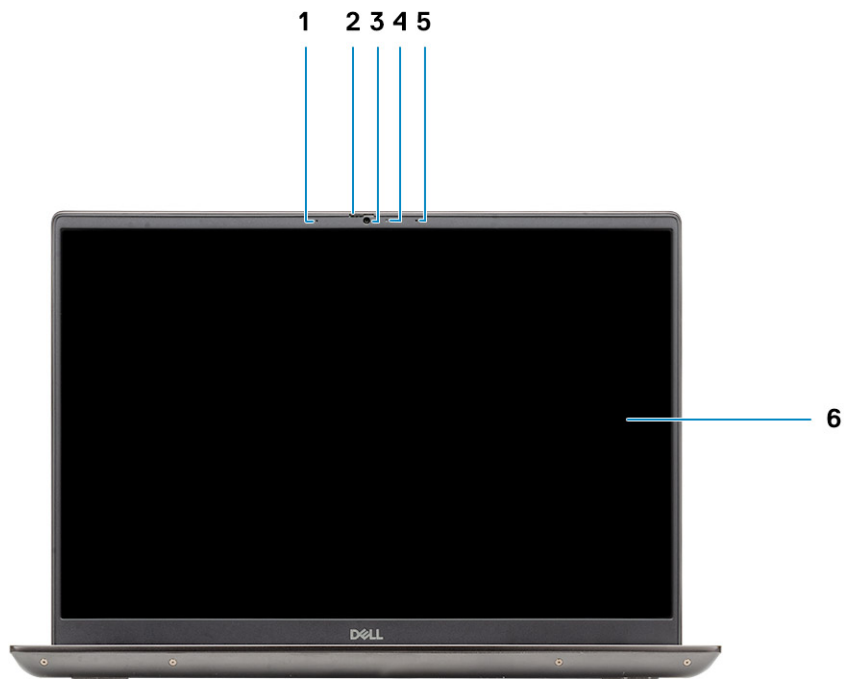
Dell apps	Details
	notifies you about the warranty status, recommended accessories, and software updates if available.
	<p>Dell Product Registration Register your computer with Dell.</p>
	<p>Dell Help & Support Access help and support for your computer.</p>
	<p>SupportAssist Proactively checks the health of your computer's hardware and software.</p> <p> NOTE: Renew or upgrade your warranty by clicking the warranty expiry date in SupportAssist.</p>
	<p>Dell Update Updates your computer with critical fixes and important device drivers as they become available.</p>
	<p>Dell Digital Delivery Download software applications including software that is purchased but not pre-installed on your computer.</p>

Chassis overview

Topics:

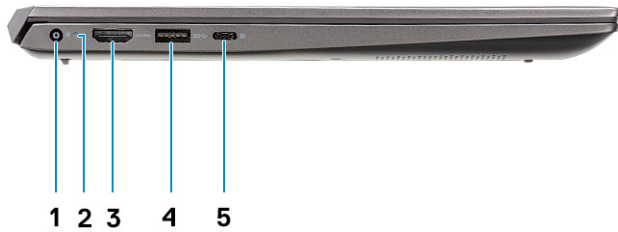
- Display view
- Left view
- Right view
- Palm-rest view
- Bottom view
- Keyboard shortcuts

Display view



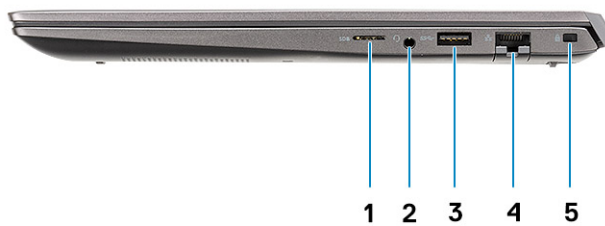
1. Microphone
2. Camera shutter
3. Camera
4. Camera-status light
5. Microphone
6. Display

Left view



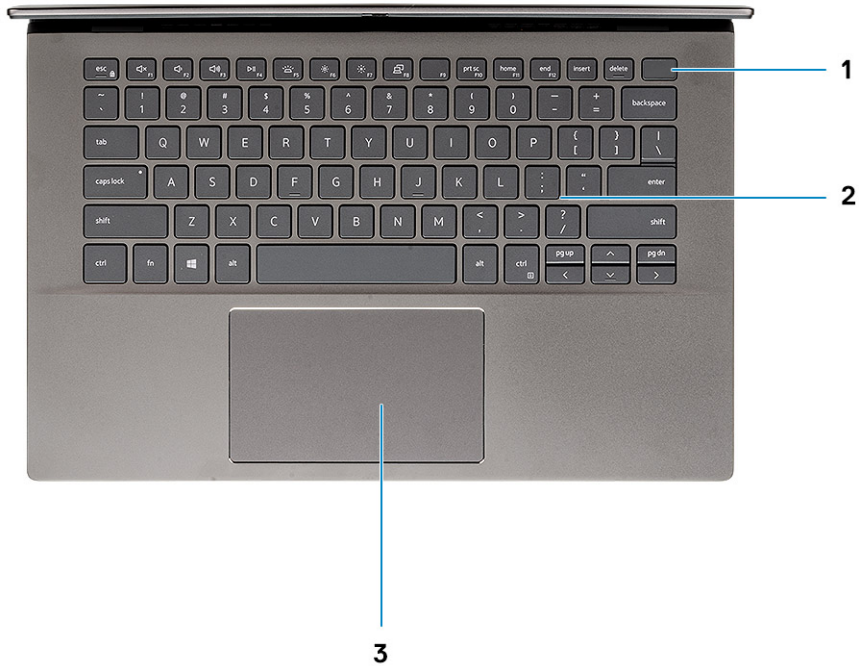
1. Power connector port
2. Power LED
3. HDMI 1.4b port
4. USB 3.2 Gen 1 Type-A port
5. USB 3.2 Gen 2 Type-C port with DisplayPort alt mode/Power Delivery

Right view



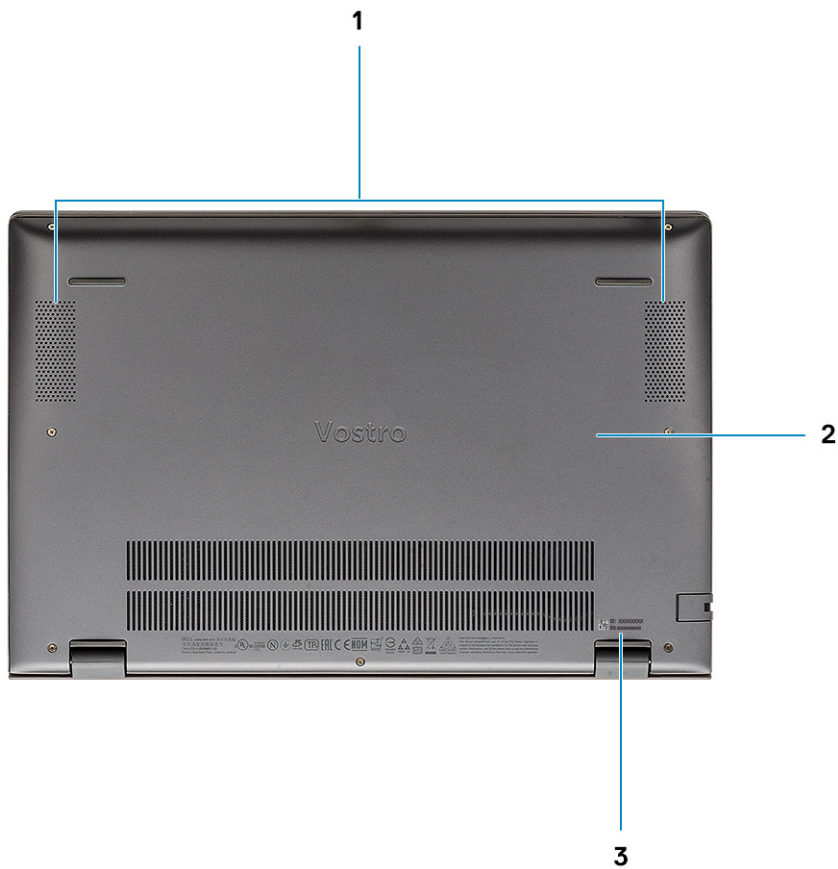
1. microSD card reader
2. Universal audio Jack port
3. USB 3.2 Gen 1 Type-A port
4. Network port
5. Wedge-shaped lock slot

Palm-rest view



1. Power button with optional fingerprint reader
2. Keyboard
3. Touchpad

Bottom view



1. Speakers
2. Base cover
3. Service tag label


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.

Table 2. List of keyboard shortcuts

Keys	Description
Fn + Esc	Toggle Fn-key lock
Fn + F1	Mute audio
Fn + F2	Decrease volume
Fn + F3	Increase volume
Fn + F4	Play/Pause
Fn + F5	Keyboard backlight

Table 2. List of keyboard shortcuts (continued)

Keys	Description
	 NOTE: Not applicable for non-backlight keyboard.
Fn + F6	Decrease screen brightness
Fn + F7	Increase screen brightness
Fn + F8	External display
Fn + F10	Print Screen
Fn + F11	Home
Fn + F12	End
Fn + Right Ctrl	Opens application menu

System 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](#)
- [Chipset](#)
- [Operating system](#)
- [Memory](#)
- [Storage](#)
- [Ports and connectors](#)
- [Audio](#)
- [Video](#)
- [Camera](#)
- [Communications](#)
- [Media-card reader](#)
- [Power adapter](#)
- [Battery](#)
- [Dimensions and weight](#)
- [Display](#)
- [Keyboard](#)
- [Touchpad](#)
- [Fingerprint reader \(optional\)](#)
- [Security](#)
- [Security Software](#)
- [Computer environment](#)

Processor

The following table lists the details of the processors supported by your Vostro 5402.

Table 3. Processor

Description	Option one	Option two	Option three
Processor type	11 th Generation Intel Core i3-115G4	11 th Generation Intel Core i5-1135G7	11 th Generation Intel Core i7-1165G7
Processor wattage	15 W	15 W	15 W
Processor core count	2	4	4
Processor thread count	4	8	8
Processor speed	3 GHz to 4.1 GHz	2.4 GHz to 4.2 GHz	2.8 GHz to 4.7 GHz
Processor cache	8 MB	8 MB	12 MB
Integrated graphics	Intel UHD Graphics	Intel Iris X ^e Graphics	Intel Iris X ^e Graphics

Chipset

Table 4. Chipset

Description	Values
Chipset	Integrated
Processor	11 th Generation Intel Core i3/i5/i7 Processors
DRAM bus width	64-bit
Flash EPROM	16 MB / 8 MB
PCIe bus	Up to Gen 3

Operating system

- Windows 10 Pro (64-bit)
- Ubuntu

Memory

Table 5. Memory specifications

Description	Values
Slots	Two SO-DIMM slots
Type	DDR4
Speed	3200 MHz
Maximum memory	32 GB
Minimum memory	4 GB
Configurations supported	<ul style="list-style-type: none">• 4 GB, 1 x 4 GB, DDR4, 3200 MHz• 8 GB, 1 x 8 GB, DDR4, 3200 MHz• 8 GB, 2 x 4 GB, Dual-Channel DDR4, 3200 MHz• 12 GB, 1 x 4 GB + 1 x 8 GB, DDR4, 3200 MHz• 16 GB, 1 x 16 GB, DDR4, 3200 MHz• 16 GB, 2 x 8 GB, Dual-Channel DDR4, 3200 MHz• 32 GB, 2 x 16 GB, Dual-Channel DDR4, 3200 MHz

Storage

Your computer supports one of the following configurations:

- M.2 drive x1
- M.2 drive x2

The primary drive of your computer varies with the storage configuration. For computers with two M.2 drives, the SSD-1 M.2 drive is the primary drive.

The primary drive of your computer varies with the storage configuration. For computers with two M.2 drives, the SSD-1 M.2 drive is the primary drive.

i NOTE:

Vostro 5402 supports the following storage configurations:

- M.2 slot one: One PCIe Gen3 x4 NVMe solid-state drive (M.2 2230 or M.2 2280).
- M.2 slot two: One PCIe Gen3 x4 NVMe or SATA solid-state drive (M.2 2230 or M.2 2280) or one Intel Optane Memory H10 with solid state storage.

Table 6. Storage specifications

Storage type	Interface type	Capacity
M.2 2230 solid-state drive	Gen 3 PCIe x4 NVMe	128 GB, 256 GB, 512 GB
M.2 2280 solid-state drive	Gen 3 PCIe x4 NVMe	256 GB, 512 GB, 1 TB, 2 TB
M.2 2280, PCIe QLC NVMe, solid-state drive	Gen 3 PCIe x4 NVMe	512 GB
M.2 2280, PCIe NVMe, Intel Optane Storage	Gen 3 PCIe x4 NVMe	512 GB

Ports and connectors

Table 7. External ports and connectors

Description	Values
External:	
Network	One RJ-45 port 10/100/1000 Mbps
USB	<ul style="list-style-type: none"> • One USB 3.2 Gen 2 Type-C port with DisplayPort alt mode/Power Delivery • Two USB 3.2 Gen 1 Type-A ports
Audio	One Universal audio Jack
Video	One HDMI 1.4b port
Media card reader	One microSD card reader
Docking port	Not supported
Power adapter port	One DC-in port
Security	One wedge-shaped lock

Table 8. Internal ports and connectors

Description	Values
Internal:	
M.2	<ul style="list-style-type: none"> • One M.2 2230 slot for Wi-Fi and Bluetooth card • One M.2 2230/2280 slot for solid-state drive/Intel Optane • One M.2 2280 slot for solid-state drive/Intel Optane <p>i NOTE: To learn more about the features of different types of M.2 cards, see the knowledge base article SLN301626.</p> <p>i NOTE: Hybrid Optane SSD can only be installed in SSD slot two and does not support dual TG.</p>

Audio

Table 9. Audio specifications

Description		Values
Controller		Realtek ALC3204
Stereo conversion		Supported
Internal interface		High definition audio
External interface		Universal Audio Jack
Speakers		Two
Internal speaker amplifier		Supported (audio codec integrated)
External volume controls		Keyboard shortcut controls
Speaker output:		
	Average	2 W
	Peak	2.5 W
Subwoofer output		Not supported
Microphone		Dual-array microphones

Video

Table 10. Discrete graphics specifications

Discrete graphics		
Controller	Memory size	Memory Type
NVIDIA GeForce MX330	2 GB	GDDR5
NVIDIA GeForce MX350	2 GB	GDDR5

Table 11. Integrated graphics specifications

Integrated graphics		
Controller	Memory size	Processor
Intel UHD Graphics	Shared system memory	11 th Generation Intel Core i3
Intel Iris X ^e Graphics	Shared system memory	11 th Generation Intel Core i5/i7

Camera

Table 12. Camera specifications

Description	Values
Number of cameras	One

Table 12. Camera specifications (continued)

Description		Values
Type		HD RGB camera
Location		Front camera
Sensor type		CMOS sensor technology
Resolution:		
	Still image	0.92 megapixel
	Video	1280 x 720 (HD) at 30 fps
Diagonal viewing angle		74.90 degrees

Communications

Ethernet

Table 13. Ethernet specifications

Description	Values
Model number	Realtek RTL8111
Transfer rate	10/100/1000 Mbps

Wireless module

Table 14. Wireless module specifications

Description	Values		
Model number	Intel Wireless-AC 9462	Intel Wi-Fi 6 AX201	Qualcomm QCA61x4A
Transfer rate	Up to 433 Mbps	Up to 2400 Mbps	Up to 867 Mbps
Frequency bands supported	2.4 GHz/5 GHz	2.4 GHz/5 GHz	2.4 GHz/5 GHz
Wireless standards	<ul style="list-style-type: none"> • Wi-Fi 802.11a/b/g • Wi-Fi 4 (Wi-Fi 802.11n) • Wi-Fi 5 (Wi-Fi 802.11ac) 	<ul style="list-style-type: none"> • Wi-Fi 802.11a/b/g • Wi-Fi 4 (Wi-Fi 802.11n) • Wi-Fi 5 (Wi-Fi 802.11ac) • Wi-Fi 6 (Wi-Fi 802.11ax) 	<ul style="list-style-type: none"> • Wi-Fi 802.11a/b/g • Wi-Fi 802.11n • Wi-Fi 802.11ac
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 	<ul style="list-style-type: none"> • 64-bit/128-bit WEP • AES-CCMP • TKIP
Bluetooth	Bluetooth 5.0	Bluetooth 5.1	Bluetooth 5.0

Media-card reader

Table 15. Media-card reader specifications

Description	Values
Type	One microSD card
Cards supported	Secure Digital (SD)

Power adapter

Table 16. Power adapter specifications

Description	Values	
Type	45 W	65 W
Diameter (connector)	4.50 mm x 2.90 mm	4.50 mm x 2.90 mm
Input voltage	100 VAC x 240 VAC	100 VAC x 240 VAC
Input frequency	50 Hz x 60 Hz	50 Hz x 60 Hz
Input current (maximum)	1.30 A	1.6 A / 1.7 A
Output current (continuous)	2.31 A (continuous)	3.34 A (continuous)
Rated output voltage	19.50 VDC	19.50 VDC
Temperature range:		
Operating	0°C to 40°C (32°F to 104°F)	0°C to 40°C (32°F to 104°F)
Storage	-40°C to 70°C (-40°F to 158°F)	-40°C to 70°C (-40°F to 158°F)

Battery

Table 17. Battery specifications

Description	Values	
Type	40 WHr, 3-Cell Smart Lithium-ion	53 WHr, 4-cell Smart Lithium-ion
Voltage	11.25 VDC	15.0 VDC
Weight (maximum)	0.18 kg (0.40 lb)	0.24 kg (0.53 lb)
Dimensions:		
Height	5.75 mm (0.23 in.)	5.75 mm (0.23 in.)
Width	184.10 mm (7.25 in.)	239.10 mm (9.41 in.)
Depth	90.73 mm (3.57 in.)	90.73 mm (3.57 in.)
Temperature range:		
Operating	0°C to 35°C (32°F to 95°F)	0°C to 35°C (32°F to 95°F)

Table 17. Battery specifications (continued)

Description		Values	
	Storage	-40°C to 65°C (-40°F to 149°F)	-40°C to 65°C (-40°F to 149°F)
Operating time		Varies depending on operating conditions and can significantly reduce under certain power-intensive conditions.	Varies depending on operating conditions and can significantly reduce under certain power-intensive conditions.
Charging time (approximate)		4 hours (when the computer is off) i 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/	4 hours (when the computer is off) i 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		2032	2032
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.

Dimensions and weight

Table 18. Dimensions and weight

Description		Values
Height:		
Front		16.74 mm (0.65 in.)
Rear		17.90 mm (0.70 in.)
Width		321.30 mm (12.64 in.)
Depth		216.20 mm (8.51 in.)
Weight		1.41 kg (3.10 lb) i NOTE: The weight of your computer depends on the configuration ordered and the manufacturing variability.

Display

Table 19. Display specifications

Description	Values	
Type	Full High Definition (FHD)	Full High Definition (FHD)
Panel technology	Wide Viewing Angle (WVA)	Wide Viewing Angle (WVA)
Luminance (typical)	300 Nits	220 Nits
Dimensions (Active area):		

Table 19. Display specifications (continued)

Description		Values	
	Height	173.99 mm (6.85 in.)	173.99 mm (6.85 in.)
	Width	309.35 mm (12.18 in.)	309.35 mm (12.18 in.)
	Diagonal	355.60 mm (14 in.)	355.60 mm (14 in.)
Native resolution		1920 x 1080	1920 x 1080
Megapixels		2.0736	2.0736
Color gamut		72% NTSC typical	45% NTSC typical
Pixels per inch (PPI)		157	157
Contrast ratio (min)		600:1	500:1
Response time (max)		35 ms	35 ms
Refresh rate		60 Hz	60 Hz
Horizontal view angle		80 min	80 min
Vertical view angle		80 min	80 min
Pixel pitch		0.161 x 0.161 mm	0.161 x 0.161 mm
Power consumption (maximum)		4.5 W	3.5 W
Anti-glare vs glossy finish		Anti-glare	Anti-glare
Touch options		No	No

Keyboard

Table 20. Keyboard specifications

Description	Values
Type	<ul style="list-style-type: none"> • Standard keyboard • Backlit keyboard
Layout	QWERTY
Number of keys	<ul style="list-style-type: none"> • United States and Canada: 81 keys • United Kingdom: 82 keys • Japan: 85 keys
Size	X=18.7 mm key pitch Y=18.05 mm key pitch

Touchpad

Table 21. Touchpad specifications

Description		Values
Resolution:		
	Horizontal	3438
	Vertical	2170
Dimensions:		
	Horizontal	115 mm (4.53 in.)
	Vertical	70 mm (2.76 in.)

Touchpad gestures

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

Fingerprint reader (optional)

Table 22. Fingerprint reader specifications

Description	Values
Sensor technology	Capacitive
Sensor resolution	500 PPI
Sensor area	4.06 mm x 3.25 mm
Sensor pixel size	80 x 64 Pixels

Security

Table 23. Security specifications

Features	Specifications
Trusted Platform Module (TPM) 2.0	Integrated on system board
Fingerprint reader	Optional
Wedge-shaped lock slot	Standard

Security Software

Table 24. Security Software specifications

Specifications
McAfee Small Business Security 30-day Trial

Table 24. Security Software specifications (continued)

Specifications
McAfee Small Business Security 12-month subscription, Digitally Delivered
McAfee Small Business Security 24-month subscription, Digitally Delivered
McAfee Small Business Security 36-month subscription, Digitally Delivered

Computer environment

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

Table 25. Computer environment

Description	Operating	Storage
Temperature range	0°C to 35°C (32°F to 95°F)	-40°C to 65°C (-40°F to 149°F)
Relative humidity (maximum)	10% to 90% (non-condensing)	0% to 95% (non-condensing)
Vibration (maximum)*	0.66 GRMS	1.30 GRMS
Shock (maximum)	110 G†	160 G†
Altitude (maximum)	-15.2 m to 3048 m (4.64 ft to 5518.4 ft)	-15.2 m to 10668 m (4.64 ft to 19234.4 ft)

* Measured using a random vibration spectrum that simulates user environment.

† Measured using a 2 ms half-sine pulse when the hard drive is in use.


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 notebook.
2. Go to **Dell.com/support**.
3. Click **Product Support**, enter the Service Tag of your notebook, and then click **Submit**.
 **NOTE:** If you do not have the Service Tag, use the auto detect feature or manually browse for your notebook model.
4. Click **Drivers and Downloads**.
5. Select the operating system installed on your notebook.
6. Scroll down the page and select the driver to install.
7. Click **Download File** to download the driver for your notebook.
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.

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](#)
- [Boot Sequence](#)
- [BIOS setup](#)
- [Updating the BIOS in Windows](#)
- [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 that are 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 Devices:**
 - Windows Boot Manager
 - UEFI Hard Drive
 - Onboard NIC (IPV4)
 - Onboard NIC (IPV6)
- **Pre-Boot Tasks:**
 - BIOS Setup
 - Diagnostics
 - BIOS Update
 - SupportAssist OS Recovery
 - BIOS Flash Update - Remote
 - Device Configuration

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.
Esc	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.

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 diagnostics** screen.

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

BIOS setup

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

Overview

Table 26. Overview

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 <ul style="list-style-type: none"> ○ BIOS version ○ Service Tag ○ Asset Tag ○ Manufacture Date ○ Ownership Date ○ Express Service Code ○ Ownership Tag

Table 26. Overview



Option	Description
	<ul style="list-style-type: none"> ○ Signed Firmware Update ● Battery <ul style="list-style-type: none"> ○ Primary ○ Battery Level ○ Battery State ○ Health ○ AC Adapter ● Processor Information <ul style="list-style-type: none"> ○ Processor Type ○ Maximum Clock Speed ○ Minimum Clock Speed ○ Current Clock Speed ○ Core Count ○ Processor ID ○ Processor L2 Cache ○ Processor L3 Cache ○ Microcode Version ○ Intel Hyper-Threading Capable ○ 64-Bit Technology ● Memory Configuration <ul style="list-style-type: none"> ○ Memory Installed ○ Memory Available ○ Memory Speed ○ Memory Channel Mode ○ Memory Technology ○ DIMM_Slot 1 ○ DIMM_Slot 2 ● Device Information <ul style="list-style-type: none"> ○ Panel Type ○ Video Controller ○ Video Memory ○ Wi-Fi Device ○ Native Resolution ○ Video BIOS Version ○ Audio Controller ○ Bluetooth Device ○ LOM MAC Address ○ dGPU Video Controller

Boot configuration

Table 27. Boot configuration

Option	Description
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 ● UEFI Hard Drive

Table 27. Boot configuration (continued)

Option	Description
	<ul style="list-style-type: none"> ● Onboard NIC (IPV4) ● Onboard NIC (IPV6) <p> NOTE: Legacy Boot mode is not supported on this platform.</p>
Secure Boot	<p>Secure Boot helps ensure your system boots using only validated boot software.</p> <p>Enable Secure Boot—By default, this option is disabled.</p> <p> NOTE: The system has to be in UEFI boot mode to enable Enable Secure Boot.</p>
Secure Boot Mode	<p>Changes to the Secure Boot operation mode modifies the behavior of Secure Boot to allow evaluation of UEFI driver signatures.</p> <p>The options are:</p> <ul style="list-style-type: none"> ● Deployed Mode—By default, this option is enabled. ● Audit Mode
Expert Key Management	<p>Allows you to enable or disable Expert Key Management.</p> <p>Enable Custom Mode—By default, this option is disabled.</p> <p>The Custom Mode Key Management options are:</p> <ul style="list-style-type: none"> ● PK—By default, this option is enabled. ● KEK ● db ● dbx

Integrated Devices

Table 28. Integrated device options

Option	Description
Date/Time	<p>Allows you to set the date and time. The change to the system date and time takes effect immediately.</p>
Camera	<p>Allows you to enable or disable camera.</p> <p>Enable Camera - This option is enabled by default.</p>
Audio	<p>Allows you to turn off all integrated audio. By default, the Enable Audio option is selected.</p> <p>Allows you to enable or disable the integrated audio or microphone and speaker separately. 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
USB Configuration	<p>Allows you to enable or disable the internal or integrated USB configuration.</p> <p>The options are:</p>

Table 28. Integrated device options (continued)

Option	Description
	<ul style="list-style-type: none"> • Enable USB Boot Support • Enable External USB Port By default, all the options are enabled.
Disable USB4 PCIE Tunneling	By default the Disable USB4 PCIE Tunneling is disabled.

Storage

Table 29. Storage options

Option	Description
SATA/NVMe Operation	Allows you to set the operating mode of the integrated storage device controller. The options are: <ul style="list-style-type: none"> • Disabled • AHCI/NVMe • RAID On—By default, the RAID On option is enabled.
Storage Interface	Allows you to enable or disable various drives on board. The options are: <ul style="list-style-type: none"> • M.2 PCIe SSD-0 • M.2 PCIe SSD-1 By default, all the options are enabled.
SMART Reporting	This field controls whether hard drive errors for integrated drives are reported during system startup. This technology is part of the Self Monitoring Analysis and Reporting Technology (SMART) specification. By default, the Enable SMART Reporting option is disabled .
Drive Information	Provides information about drive type and device.

Display

Table 30. Display options

Option	Description
Display Brightness	Allows you to set the screen brightness when running on battery and AC power. The options are: <ul style="list-style-type: none"> • Brightness on battery power - By default, set to 50. • Brightness on AC power - By default, set to 100.
EcoPower	EcoPower increases the battery life by reducing the display brightness when appropriate. By default Enable EcoPower is enabled.
Full Screen Logo	Displays full screen logo when the image matches screen resolution.

Table 30. Display options (continued)

Option	Description
	By default, all the option is disabled.

Connection options

Table 31. Connection

Option	Description
Integrated NIC	<p>Integrated NIC controls the onboard LAN controller. It allows pre-OS and early operating system networking features to use any enabled NICs when UEFI networking protocols are installed and available.</p> <p>The options are:</p> <ul style="list-style-type: none"> ● Disabled ● Enabled ● Enabled with PXE - This option is enabled by default.
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"> ● WLAN ● Bluetooth <p>Both the options are enabled by default.</p>
Enable UEFI Network Stack	<p>Allows you to control the onboard LAN controller. It allows pre-OS and early operating system networking features to use any enabled NICs when UEFI networking protocols are installed and available.</p> <p>Enable UEFI Network Stack - This option is enabled by default.</p>

Power management

Table 32. Power Management



Option	Description
Battery Configuration	<p>Allows the system to run on battery during peak power usage hours.</p> <p>The options are:</p> <ul style="list-style-type: none"> ● Adaptive—enabled by default ● Standard ● ExpressCharge ● Primarily AC Use ● Custom <p> NOTE: If Custom Charge is selected, you can also configure Custom Charge Start and Custom Charge Stop.</p>
Advanced Configuration	<p>This option enables you to maximize the battery health.</p> <p>By default, the Enable Advanced Battery Charge Mode option is disabled.</p> <p> NOTE: The user can charge battery using feature Beginning of Day and Work Period.</p> <p>By default, Work Period is disabled.</p>

Table 32. Power Management (continued)


Option	Description
	Use ExpressCharge for accelerated battery charging.
Peak Shift	<p>Allows the system to run on battery during peak power usage hours.</p> <p>Peak Shift - By default, this option is disabled.</p> <p>i NOTE: The user can:</p> <ul style="list-style-type: none"> • Set Battery Threshold Min = 15, Max = 100 • Prevent AC power between certain times of the day using Peak Shift Start, Peak Shift End, and Peak Shift Charge Start.
Thermal Management	<p>Allows cooling of fans and the processor heat management to adjust system performance, noise, and temperature.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Optimized—enabled by default • Cool • Quiet • Ultra Performance
USB Wake Support	<p>Wake on Dell USB-C Dock Allows you to connect a Dell USB-C Dock to wake the system from standby mode.</p> <p>By default, the option Wake on Dell USB-C Dock is enabled.</p> <p>i NOTE: These features are only functional when the AC power adapter is connected. If the AC power adapter is removed before Standby, the BIOS removes power from all USB ports to conserve battery power.</p>
Block Sleep	<p>This option enables you to block entering to sleep (S3) mode in operating system environment. By default, the Block Sleep option is disabled.</p> <p>i NOTE: When Block Sleep is enabled, the system does not go to sleep. Intel Rapid Start gets disabled automatically, and the operating system power option remains blank if it was set to Sleep.</p>
Lid Switch	<p>Allows you to disable the lid switch.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Enable Lid Switch—enabled by default • Power On Lid Open—enabled by default
Intel Speed Shift technology	<p>Allows you to enable or disable the Intel Speed Shift Technology support. By default, Intel Speed Shift technology is enabled. Enabling this option allows the operating system to select appropriate processor performance.</p>

Security

Table 33. Security

Option	Description
TPM 2.0 Security	<p>Allows you to enable or disable the Trusted Platform Module (TPM).</p> <p>The options are:</p> <ul style="list-style-type: none"> • TPM 2.0 Security On—This option is enabled by default. • PPI Bypass for Enable Commands

Table 33. Security (continued)

Option	Description
	<ul style="list-style-type: none"> ● PPI Bypass for Disable Commands ● PPI Bypass for Clear Command ● Attestation Enable—This option is enabled by default. ● Key Storage Enable—This option is enabled by default. ● SHA-256—This option is enabled by default. ● Clear ● TPM State—This option is enabled by default.
SMM Security Mitigation	<p>Allows you to enable or disable additional UEFI SMM Security Mitigation protection.</p> <p>SMM Security Mitigation - By default, this option is enabled.</p>
Data Wipe on Next Boot	<p>Allows BIOS to queue up data wipe cycle for storage devices connected to the motherboard on the next reboot.</p> <p>Start Data Wipe - By default, this option is disabled.</p> <p> NOTE: Secure Wipe operation deletes information in a way that it cannot be reconstructed.</p>
Absolute	<p>This field allows you to Enable, Disable, or Permanently Disable the BIOS module interface of the optional Absolute Persistence Module service from Absolute® Software.</p> <p>The options are:</p> <ul style="list-style-type: none"> ● Enabled—This option is enabled by default. ● Disabled ● Permanently Disable Absolute
UEFI Boot Path Security	<p>Controls whether the system prompts the user to enter the admin password (if set) when booting to a UEFI boot path device from the F12 boot menu.</p> <p>The options are:</p> <ul style="list-style-type: none"> ● Never ● Always ● Always Except Internal HDD—This option is enabled by default. ● Always Except Internal HDD&PXE

Password

Table 34. 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: <p>Press Enter once you enter the new password and again press Enter to confirm the new password.</p> <p> NOTE: Deleting the admin password deletes the system password (if set). The admin password can also be used to delete hard drive password. For this reason, you cannot set an admin password if a system password or hard drive password is set. Hence, an admin password has to be set first if the admin password has to be used with system password and/or hard drive password.</p>
System Password	<p>Allows you to set, change, or delete the system password.</p>

Table 34. Security (continued)

Option	Description
	<p>The entries to set password are:</p> <ul style="list-style-type: none"> ● Enter the old password: ● Enter the new password: <p>Press Enter once you enter the new password and again press Enter to confirm the new password.</p>
<p>Password Configuration</p>	<p>Allows you to configure a password.</p> <p>Upper Case Letter When enabled, this field reinforces password must contain at least one upper capital letter.</p> <p>Lower Case Letter When enabled, this field reinforces password must contain at least one lower capital letter.</p> <p>Digit When enabled, this field reinforces password must contain at least one-digit number.</p> <p>Special Character When enabled, this field reinforces password must contain at least one special character.</p> <p> NOTE: These options by default are disabled.</p> <p>Minimum Characters Defines the number of characters allowed for a password. Min = 4</p>
<p>Password Bypass</p>	<p>Allows you to bypass the System password and the Internal hard drive password, when it is set, during a system restart.</p> <p>The options are:</p> <ul style="list-style-type: none"> ● Disabled—This option is enabled by default. ● Reboot bypass
<p>Password Changes</p>	<p>Allows you to change the system password and hard drive password without the need of administrator password.</p> <p>Enable Non-Admin Password Changes - By default, this option is disabled.</p>
<p>Admin Setup Lockout</p>	<p>Allows the administrator to control how the user can access BIOS setup.</p> <p>Enable Admin Setup Lockout - By default, this option is disabled.</p> <p> NOTE:</p> <ul style="list-style-type: none"> ● If the admin password is set and Enable Admin Setup Lockout is enabled, you cannot view the BIOS setup (using F2 or F12) without the admin password. ● If the admin password is set and Enable Admin Setup Lockout is disabled, the BIOS setup can be entered and items that are viewed in Locked mode.
<p>Master Password Lockout</p>	<p>Allows you to disable master password support.</p> <p>Enable Master Password Lockout - By default, this option is disabled.</p> <p> NOTE: The Hard Disk password has to be cleared before the settings can be changed.</p>

Update and Recovery

Table 35. Update and recovery

Option	Description
UEFI Capsule Firmware Updates	Allows you to update the system BIOS through UEFI capsule update packages. Enable UEFI Capsule Firmware Updates - By default, this option is enabled.
BIOS Recovery from Hard Drive	Allows you to recover BIOS on the primary hard drive or USB drive in corrupted conditions. BIOS Recovery from Hard Drive - By default, this option is enabled.  NOTE: BIOS Recovery from hard drives is not available for Self-Encrypting Drives (SED).
BIOS Downgrade	Allows you to control flashing of the system firmware to previous versions. Allow BIOS Downgrade - By default, this option is enabled.
SupportAssist OS Recovery	Allows you to enable or disable the boot flow for SupportAssist OS Recovery if there are certain system errors. SupportAssist OS Recovery - By default, this option is enabled.  NOTE: If SupportAssist OS Recovery setup option is disabled, then all the automatic boot flow for SupportAssist OS Recovery tool is disabled.
BIOSConnect	Allows you to recover cloud service operating system if the main operating system and/or local service operating system fails to boot with the number of failures equal to or greater than the value specified by the Auto operating system Recovery Threshold setup. BIOSConnect - By default, this option is enabled.
Dell Auto OS Recovery Threshold	The Auto OS Recovery threshold setup options control the automatic flow for SupportAssist System Resolution Console and for Dell OS Recovery Tool. The options are: <ul style="list-style-type: none"> • Off • 1 • 2 - Default • 3

System management

Table 36. System management

Option	Description
Service Tag	Displays the service tag of your computer.
Asset Tag	An Asset Tag is a string of 64 characters that are used by IT administrator to uniquely identify a particular system. On an asset tag is set, it cannot be changed.
AC Behavior	Allows you to enable or disable the computer from turning on automatically when an AC adapter is connected. Wake on AC By default, this option is disabled.
Auto On Time	This setting allows a system to automatically power on for defined days/time. The options are:

Table 36. System management (continued)

Option	Description
	<ul style="list-style-type: none"> ● Disabled - This option is enabled by default. ● Every Day ● Weekdays ● Select Days

Keyboard

Table 37. Keyboard





Option	Description
Numlock Enable	<p>Allows you to enable or disable Numlock function when the system boots.</p> <p>Enable Numlock</p> <p>This option is enabled by default.</p>
Fn Lock Options	<p>Allows you to change the function key settings.</p> <p>Fn Lock Mode</p> <p>This option is enabled by default.</p> <p>The options are:</p> <ul style="list-style-type: none"> ● Lock Mode Standard ● Lock Mode Secondary- This option is enabled by default.
Keyboard Illumination	<p>Allows you to set keyboard illumination settings using hotkeys <Fn>+<F5> during normal system operation.</p> <p>The options are:</p> <ul style="list-style-type: none"> ● Disabled ● Dim ● Bright- This option is enabled by default. <p> NOTE: The keyboard illumination brightness is set at 100%.</p>
Keyboard Backlight Timeout on AC	<p>This feature defines the timeout value for the keyboard backlight when an AC adapter is plugged in the system.</p> <p>The options are:</p> <ul style="list-style-type: none"> ● 5 seconds ● 10 seconds - This option is enabled by default. ● 15 seconds ● 30 seconds ● 1 minute ● 5 minutes ● 15 minutes ● Never <p> NOTE: If Never is selected, the backlight stays on always when the system has AC adapter plugged in.</p>
Keyboard Backlight Timeout on Battery	<p>This feature defines the timeout value for the keyboard backlight when the system is running only on battery power.</p> <p>The options are:</p> <ul style="list-style-type: none"> ● 5 seconds

Table 37. Keyboard (continued)

Option	Description
	<ul style="list-style-type: none"> ● 10 seconds - This option is enabled by default. ● 15 seconds ● 30 seconds ● 1 minute ● 5 minutes ● 15 minutes ● Never <p> NOTE: If Never is selected, the backlight stays on always when the system is running on battery power.</p>

Pre-boot behavior

Table 38. Pre-boot behavior

Option	Description
Adapter Warnings	<p>This option displays warning messages during boot when adapters with little power capacity are detected.</p> <ul style="list-style-type: none"> ● Enable Adapter Warnings—enabled by default
Warnings and Errors	<p>This option causes the boot process to only pause when warnings and errors are detected rather than stop, prompt, and wait for user input. This feature is useful where the system is being remotely managed.</p> <p>Select one of the following options:</p> <ul style="list-style-type: none"> ● Prompt on Warnings and Errors—enabled by default ● Continue on Warnings ● Continue on Warnings and Errors <p> NOTE: Errors deemed critical to the operation of the system hardware always stop the system.</p>
USB-C Warnings	<p>This option enables or disables dock warning messages.</p> <p>Enable Dock Warning Messages — enabled by default.</p>
Fastboot	<p>This option allows you to configure the speed of UEFI boot process.</p> <p>Select one of the following options:</p> <ul style="list-style-type: none"> ● Minimal ● Thorough—enabled by default ● Auto
Extend BIOS POST Time	<p>This option allows you to configure the BIOS POST load time.</p> <p>Select one of the following options:</p> <ul style="list-style-type: none"> ● 0 seconds—enabled by default. ● 5 seconds ● 10 seconds
Mouse/Touchpad	<p>This option defines how the system handles mouse and touchpad input.</p> <p>Select one of the following options:</p> <ul style="list-style-type: none"> ● Serial Mouse ● PS/2 Mouse ● Touchpad and PS/2 Mouse—enabled by default.

Virtualization support

Table 39. Virtualization Support

Option	Description
Intel Virtualization Technology	This option specifies whether the system can run on a Virtual Machine Monitor (VMM). By default, the Enable Intel Virtualization Technology (VT) option is enabled.
VT for Direct I/O	This option specifies whether the system can perform Virtualization technology for direct I/O; an Intel method for virtualization for memory map I/O. By default, the Enable Intel VT for Direct I/O option is enabled.

Performance

Table 40. Performance

Option	Description
Multi Core Support	<p>This field specifies whether the process has one or all cores enabled. The default value is set to the maximum number of cores.</p> <ul style="list-style-type: none"> • All Cores — This option is enabled by default. • 1 • 2 • 3
Intel SpeedStep	<p>This feature allows the system to dynamically adjust processor voltage and core frequency, decreasing average power consumption and heat production.</p> <p>Enable Intel SpeedStep Technology</p> <p>This option is enabled by default.</p>
C-States Control	<p>This feature allows you to enable or disable the ability of the CPU to enter and exit low-power states.</p> <p>Enable C-state control</p> <p>This option is enabled by default.</p>
Enable Adaptive C-states for Discrete Graphics	<p>This feature allows the system to dynamically detect high usage of discrete graphics and adjust system parameters for higher performance during that time period.</p> <p>Enable Adaptive C-states for Discrete Graphics</p> <p>This option is enabled by default.</p>
Intel Turbo Boost Technology	<p>This option allows you to enable or disable the Intel TurboBoost mode of the processor.</p> <p>Enable Intel Turbo Boost Technology</p> <p>This option is enabled by default.</p>
Intel Hyper-Threading Technology	<p>This option allows you to enable or disable the HyperThreading in the processor.</p> <p>Enable Intel Hyper-Threading Technology</p> <p>This option is enabled by default.</p>


System logs

Table 41. System Logs


Option	Description
BIOS Event Log	Allows you to either keep and clear the BIOS event log. Clear BIOS Event Log The options are: <ul style="list-style-type: none">● Keep - This option is enabled by default.● Clear
Thermal Event Log	Allows you to either keep and clear the Thermal event log. Clear Thermal Event Log The options are: <ul style="list-style-type: none">● Keep - This option is enabled by default.● Clear
Power Event Log	Allows you to either keep and clear the Power event log. Clear Power Event Log The options are: <ul style="list-style-type: none">● Keep - This option is enabled by default.● Clear

Updating the BIOS in Windows

It is recommended to update your BIOS (System Setup) when you replace the system board or if an update is available. For laptops, ensure that your computer battery is fully charged and connected to a power before initiating a BIOS update.

 **NOTE:** If BitLocker is enabled, it must be suspended prior to updating the system BIOS, and then re-enabled after the BIOS update is completed.

For more information about this subject, see Knowledge Article: [How to Enable or Disable BitLocker with TPM in Windows](#).

1. Restart the computer.
2. Go to **Dell.com/support**.
 - Enter the **Service Tag** or **Express Service Code** and click **Submit**.
 - Click **Detect Product** and follow the instructions on screen.
3. If you are unable to detect or find the Service Tag, click **Choose from all products**.
4. Choose the **Products** category from the list.
 **NOTE:** Choose the appropriate category to reach the product page.
5. Select your computer model and the **Product Support** page of your computer appears.
6. Click **Get drivers** and click **Drivers and Downloads**.
The Drivers and Downloads section opens.
7. Click **Find it myself**.
8. Click **BIOS** to view the BIOS versions.
9. Identify the latest BIOS file and click **Download**.
10. Select your preferred download method in the **Please select your download method below** window, click **Download File**.
The **File Download** window appears.
11. Click **Save** to save the file on your computer.
12. Click **Run** to install the updated BIOS settings on your computer.
Follow the instructions on the screen.

Updating BIOS on systems with BitLocker enabled

CAUTION: If BitLocker is not suspended before updating the BIOS, the next time you reboot the system it will not recognize the BitLocker key. You will then be prompted to enter the recovery key to progress and the system will ask for this on each reboot. If the recovery key is not known, this can result in data loss or an unnecessary operating system reinstall. For more information about this subject, see Knowledge Article: [Updating the BIOS on Dell Systems With BitLocker Enabled](#)

Updating the Dell BIOS in Linux and Ubuntu environments

If you want to update the system BIOS in a Linux environment, such as Ubuntu, see [Update the Dell BIOS in a Linux or Ubuntu environment](#).

Flashing the BIOS from the F12 One-Time boot menu

Updating your system BIOS using a BIOS update .exe file that is copied to a FAT32 USB drive and booting from the F12 one time boot menu.

BIOS Update

You can run the BIOS update file from Windows using a bootable USB drive or you can also update the BIOS from the F12 One-Time boot menu on the system.

Most Dell systems built after 2012 have this capability and you can confirm by booting your system to the F12 One-Time Boot Menu to see if **BIOS UPDATE** is listed as a boot option for your system. If the option is listed, then the BIOS supports this BIOS update option.

NOTE: Only systems with BIOS Flash Update option in the F12 One-Time Boot Menu can use this function.

Updating from the One-Time Boot Menu

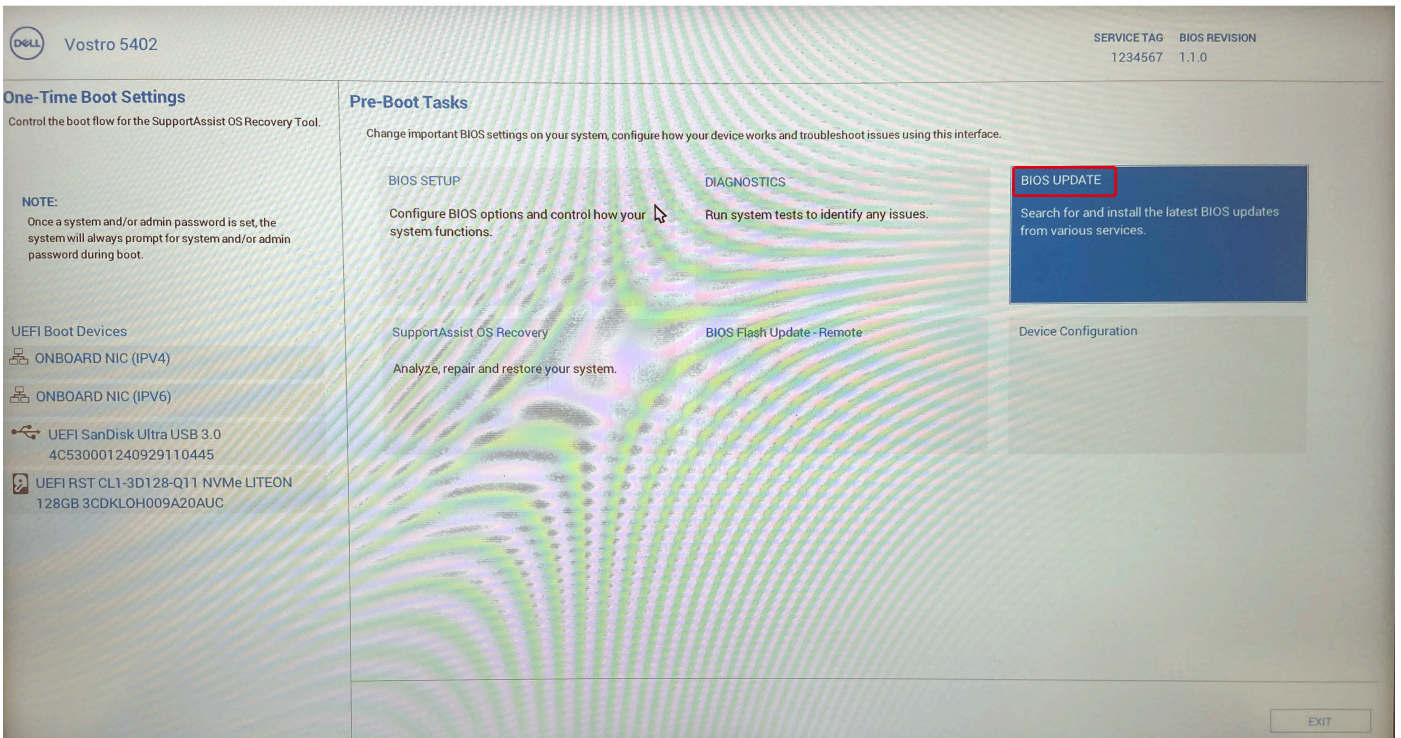
To update your BIOS from the F12 One-Time boot menu, you need:

- USB drive formatted to the FAT32 file system (key does not have to be bootable).
- BIOS executable file that you downloaded from the Dell Support website and copied to the root of the USB drive.
- AC power adapter that is connected to the system.
- Functional system battery to flash the BIOS.

Perform the following steps to run the BIOS update flash process from the F12 menu:

CAUTION: Do not power off the system during the BIOS update process. Powering off the system could make the system fail to boot.

1. From a power off state, insert the USB drive where you copied the flash into a USB port of the system .
2. Power on the system and press the **F12** key to access the One-Time Boot Menu.
3. Select **BIOS Update** using the mouse or arrow keys then press **Enter**.



The **Flash BIOS** opens.

4. Click **Flash from file**.

Flash BIOS

System BIOS Information

System: Vostro 5402
Revision: 1.1.0
Vendor: Dell
Power Status: Okay

Flash from file

BIOS update file: <None selected>
System: <None selected>
Revision: <None selected>
Vendor: <None selected>
Options:

Cancel Update

5. Select external USB device.
6. Once the file is selected, double-click the flash target file and click **Submit**.

Flash BIOS

System BIOS Information

System: Vostro 5402

Revision: 1.1.0

Vendor:

Power Stat

Flash from

BIOS updat

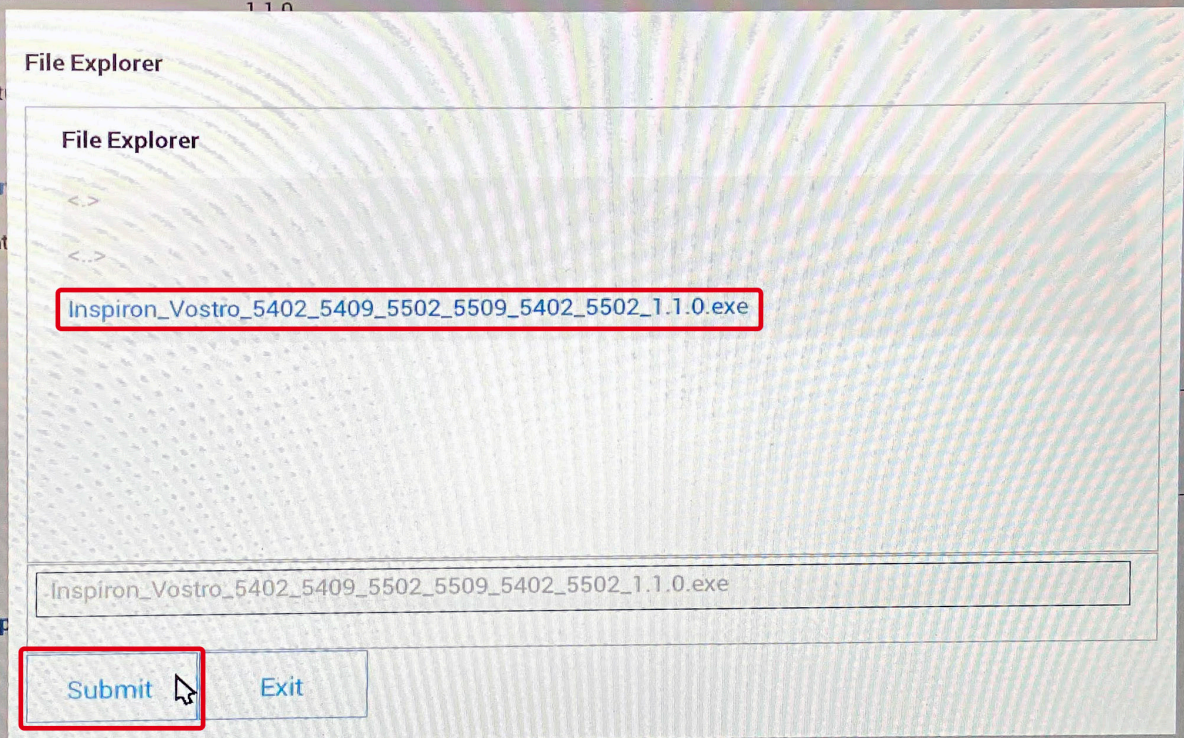
System:

Revision:

Vendor:

Options:

Cancel Up



7. Click **Update BIOS** for the system to reboot and flash the BIOS.

Flash BIOS

System BIOS Information

System: Vostro 5402
Revision: 1.1.0
Vendor: Dell
Power Status: Okay

Flash from file

BIOS update file: \\BIOS\Inspiron_Vostro_5402_5409_5502_5509_5402_5502_1.1.0\EXE\Inspiron_Vostro_5402_5409_5502_5509_5402_5502_1.1.0.exe

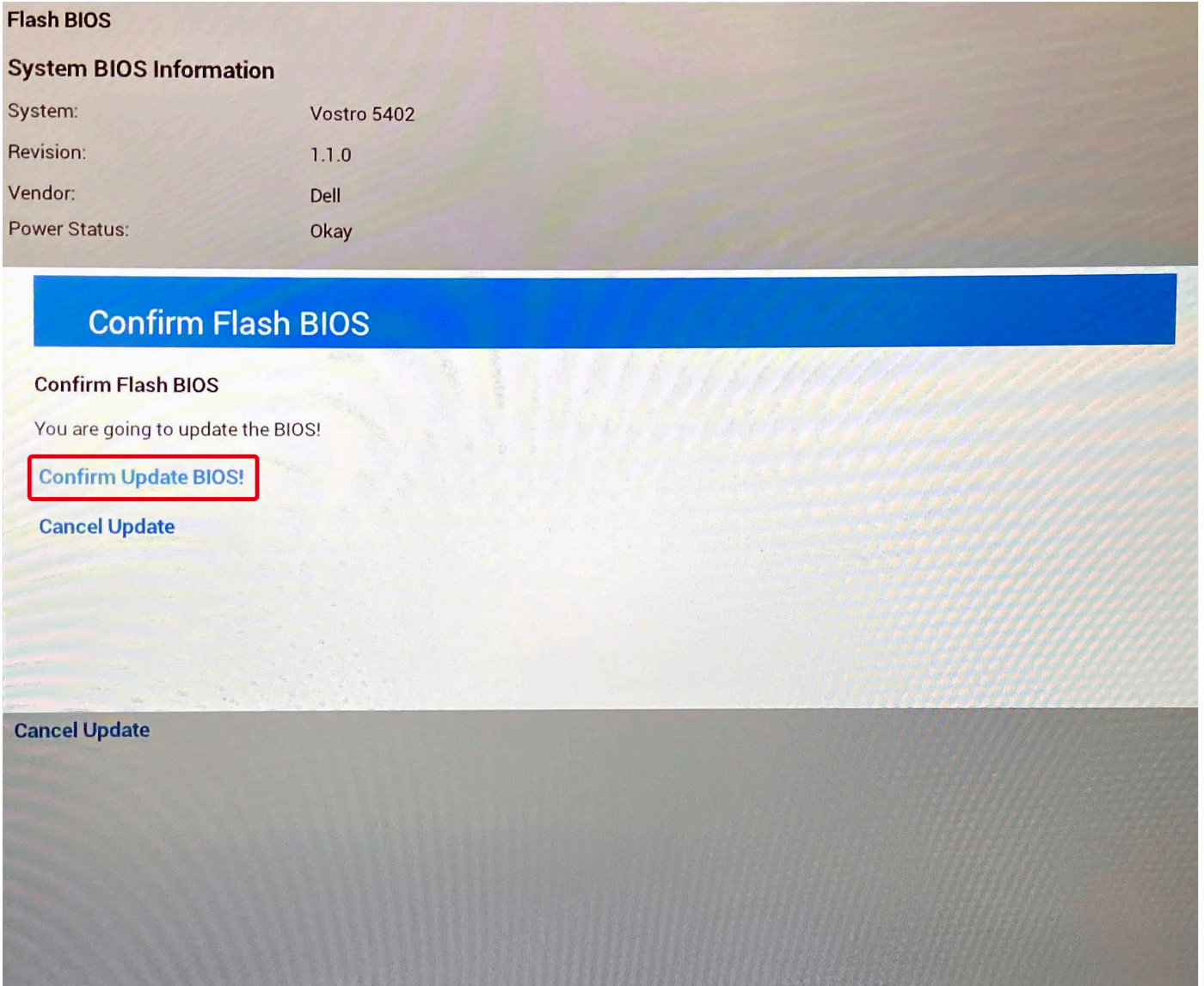
System: Vostro 5402
Revision: 1.1.0
Vendor: Dell Inc.

Options:

Update BIOS!

Cancel Update

8. Click **Confirm Update BIOS**.



Once complete, the system reboots and the BIOS update process is completed.

System and setup password

Table 42. 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.

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.