

# Inspiron 15 5515

## 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.

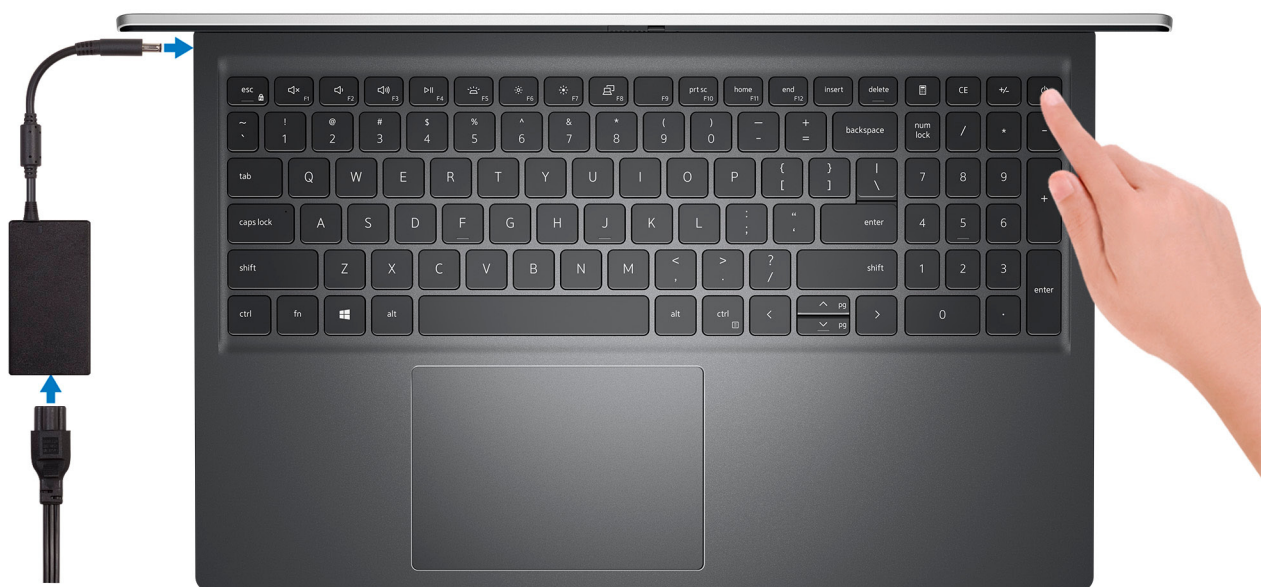
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# Set up your Inspiron 15 5515

**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**

Resources	Description
	<b>My Dell</b> 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.
	<b>SupportAssist</b> 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

**Table 1. Locate Dell apps (continued)**

Resources	Description
	<p>failures. For more information, see <i>SupportAssist for Home PCs User's Guide</i> at <a href="http://www.dell.com/serviceabilitytools">www.dell.com/serviceabilitytools</a>. Click <b>SupportAssist</b> and then, click <b>SupportAssist for Home PCs</b>.</p> <p> <b>NOTE:</b> In SupportAssist, click the warranty expiry date to renew or upgrade your warranty.</p>
	<p><b>Dell Update</b></p> <p>Updates your computer with critical fixes and latest device drivers as they become available. For more information about using Dell Update, see the knowledge base article <a href="http://www.dell.com/support">000149088</a> at <a href="http://www.dell.com/support">www.dell.com/support</a>.</p>
	<p><b>Dell Digital Delivery</b></p> <p>Download software applications, which are purchased but not preinstalled on your computer. For more information about using Dell Digital Delivery, see the knowledge base article <a href="http://www.dell.com/support">000129837</a> at <a href="http://www.dell.com/support">www.dell.com/support</a>.</p>

## Views of Inspiron 15 5515

### Right



#### 1. SD-card slot

Reads from and writes to the SD card. The computer supports the following card types:

- Secure Digital (SD)
- Secure Digital High Capacity (SDHC)
- Secure Digital Extended Capacity (SDXC)

#### 2. USB 3.2 Gen 1 port

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

#### 3. Global headset jack

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

### Left



#### 1. Power-adaptor port

Connect a power adapter to provide power to your computer.

#### 2. Power and battery-status light

Indicates the power state and battery state of the computer.

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

Solid amber—Battery charge is low or critical.

Off—Battery is fully charged.

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

#### 3. HDMI 1.4 port

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

#### 4. USB 3.2 Gen 1 port

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

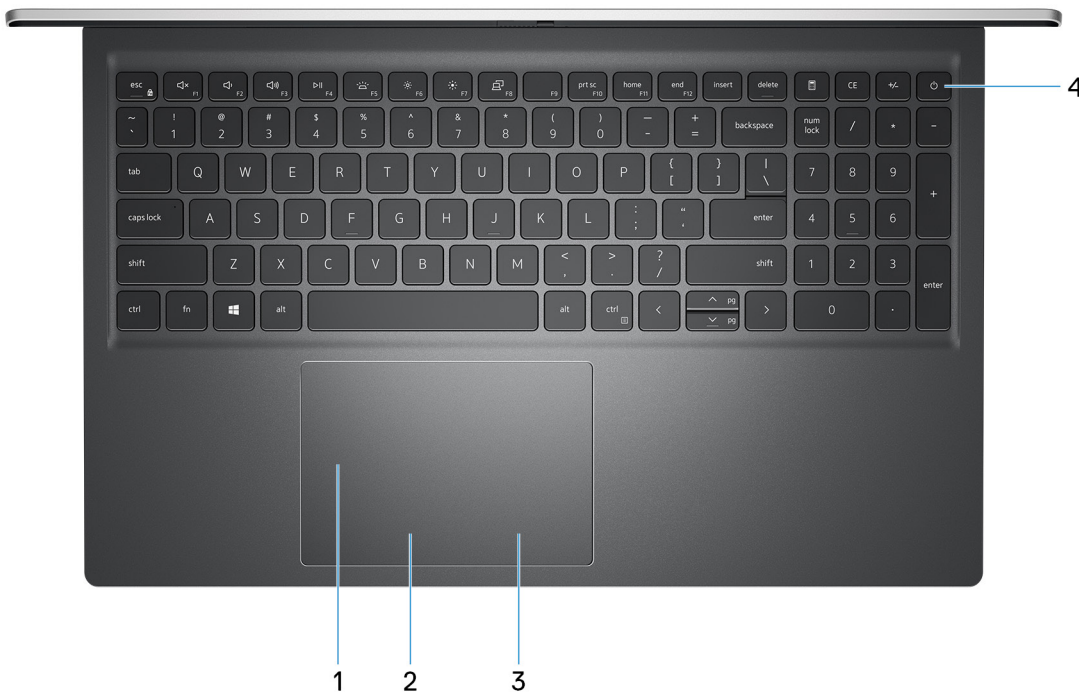
#### 5. USB 3.2 Gen 2 Type-C port with DisplayPort 1.4 and PowerDelivery

Connect devices such as external storage devices, printers, and external displays.

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

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

## Top



#### 1. Precision touchpad

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

#### 2. Left-click area

Press to left-click.

#### 3. Right-click area

Press to right-click.

#### 4. 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.

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

# Front



**1. Left microphone**

Provides digital sound input for audio recording and voice calls.

**2. Camera**

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

**3. Privacy shutter**

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

**4. Camera-status light**

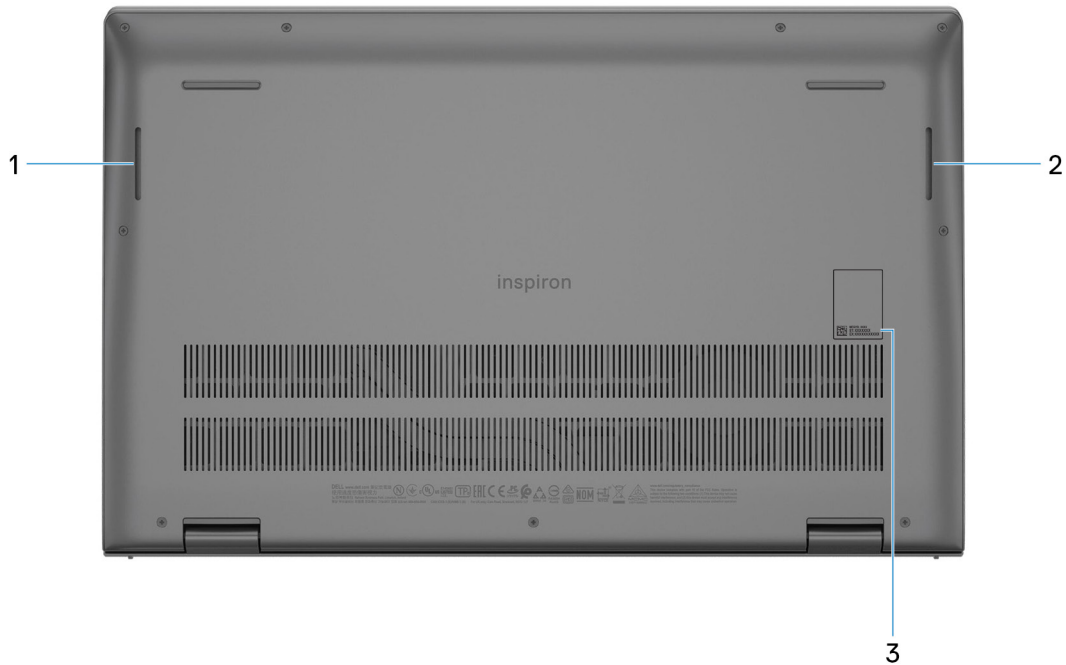
Turns on when the camera is in use.

**5. Right microphone**

Provides digital sound input for audio recording and voice calls.



# Bottom



**1. Left speaker**

Provides audio output.

**2. Right speaker**

Provides audio output.

**3. Service Tag**


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.

# Specifications of Inspiron 15 5515

## Dimensions and weight

The following table lists the height, width, depth, and weight of your Inspiron 15 5515.

**Table 2. Dimensions and weight**

Description	Values
Height:	
Front height	14.59 mm (0.57 in.)
Rear height	17.99 mm (0.71 in.)
Width	356.06 mm (14.02 in.)
Depth	228.90 mm (9.01 in.)
Weight  <b>NOTE:</b> The weight of your computer depends on the configuration ordered and manufacturing variability.	1.75 kg (3.86 lb) (maximum)

## Processor

The following table lists the details of the processors supported by your Inspiron 15 5515.

**Table 3. Processor**

Description	Option one	Option two	Option three
Processor type	AMD Ryzen 3 5300U	AMD Ryzen 5 5500U	AMD Ryzen 7 5700U
Processor wattage	15 W	15 W	15 W
Processor core count	4	6	8
Processor thread count	8	12	16
Processor speed	2.60 GHz to 3.85 GHz	2.10 GHz to 4 GHz	1.80 GHz to 4.30 GHz
Processor cache	4 MB	8 MB	8 MB
Integrated graphics	AMD Radeon Graphics	AMD Radeon Graphics	AMD Radeon Graphics

# Chipset

The following table lists the details of the chipset supported by your Inspiron 15 5515.

**Table 4. Chipset**

Description	Values
Chipset	Integrated in the processor
Processor	AMD Ryzen 3 5300U/Ryzen 5 5500U/Ryzen 7 5700U
DRAM bus width	64-bit
Flash EPROM	32 MB
PCIe bus	Up to Gen3

# Operating system

Your Inspiron 15 5515 supports the following operating systems:

- Windows 11 Home, 64-bit
- Windows 11 Home in S-mode, 64-bit
- Windows 11 Pro, 64-bit
- Windows 11 Pro National Academic, 64-bit
- Windows 10 Home, 64-bit
- Windows 10 Home in S-mode, 64-bit
- Windows 10 Pro, 64-bit

# Memory

The following table lists the memory specifications of your Inspiron 15 5515.

**Table 5. Memory specifications**

Description	Values
Memory slots	Two SODIMM slots
Memory type	DDR4
Memory speed	3200 MHz
Maximum memory configuration	32 GB
Minimum memory configuration	4 GB
Memory size per slot	4 GB, 8 GB, or 16 GB
Memory configurations supported	<ul style="list-style-type: none"><li>• 4 GB (1 x 4 GB), DDR4, 3200 MHz</li><li>• 8 GB (2 x 4 GB), DDR4, 3200 MHz, dual-channel</li><li>• 8 GB (1 x 8 GB), DDR4, 3200 MHz</li><li>• 12 GB (1 x 4 GB + 1 x 8 GB), DDR4, 3200 MHz</li><li>• 16 GB (1 x 16 GB), DDR4, 3200 MHz</li><li>• 16 GB (2 x 8 GB), DDR4, 3200 MHz, dual-channel</li><li>• 24 GB (1 x 8 GB + 1 x 16 GB), DDR4, 3200 MHz</li></ul>

**Table 5. Memory specifications (continued)**

Description	Values
	<ul style="list-style-type: none"> <li>32 GB (2 x 16 GB), DDR4, 3200 MHz, dual-channel</li> </ul>

## External ports

The following table lists the external ports on your Inspiron 15 5515.

**Table 6. External ports**

Description	Values
USB ports	<ul style="list-style-type: none"> <li>Two USB 3.2 Gen 1 ports</li> <li>One USB 3.2 Gen 1 Type-C port with DisplayPort 1.4 and Power Delivery</li> </ul>
Audio port	One global headset jack
Video port/ports	<ul style="list-style-type: none"> <li>One USB 3.2 Gen 1 Type-C port with DisplayPort 1.4 and Power Delivery</li> <li><b>NOTE:</b> You can connect a Dell Docking Station to this port. For more information, see the knowledge base article <a href="https://www.dell.com/support/article/000124295">000124295</a> at <a href="https://www.dell.com/support">www.dell.com/support</a>.</li> <li><b>NOTE:</b> A USB Type-C to DisplayPort adapter (sold separately) is required to connect to a DisplayPort device.</li> <li>HDMI 1.4 port</li> </ul>
Media-card reader	One SD-card slot
Power-adaptor port	DC-IN through an AC adapter (4.50 mm x 2.90 mm)
Security-cable slot	Not applicable

## Internal slots

The following table lists the internal slots of your Inspiron 15 5515.

**Table 7. Internal slots**

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

# Wireless module

The following table lists the Wireless Local Area Network (WLAN) modules supported on your Inspiron 15 5515.

**Table 8. Wireless module specifications**

Description	Option one	Option two
Model number	AX200	Qualcomm QCA61x4A (DW1820)
Transfer rate	Up to 2400 Mbps	Up to 867 Mbps
Frequency bands supported	2.4 GHz/5 GHz	2.4 GHz/5 GHz
Wireless standards	<ul style="list-style-type: none"> <li>• WiFi 802.11a/b/g</li> <li>• Wi-Fi 4 (WiFi 802.11n)</li> <li>• Wi-Fi 5 (WiFi 802.11ac)</li> <li>• Wi-Fi 6 (WiFi 802.11ax)</li> </ul>	<ul style="list-style-type: none"> <li>• WiFi 802.11a/b/g</li> <li>• Wi-Fi 4 (WiFi 802.11n)</li> <li>• Wi-Fi 5 (WiFi 802.11ac)</li> </ul>
Encryption	<ul style="list-style-type: none"> <li>• 64-bit/128-bit WEP</li> <li>• AES-CCMP</li> <li>• TKIP</li> </ul>	<ul style="list-style-type: none"> <li>• 64-bit/128-bit WEP</li> <li>• AES-CCMP</li> <li>• TKIP</li> </ul>
Bluetooth	Bluetooth 5.1	Bluetooth 5.0

# Audio

The following table lists the audio specifications of your Inspiron 15 5515.

**Table 9. Audio specifications**

Description	Values
Audio controller	Realtek
Stereo conversion	Supported
Internal audio interface	High-definition audio
External audio interface	Global headset jack
Number of speakers	Two
Internal-speaker amplifier	Supported (audio codec built-in amplifier)
External volume controls	Keyboard shortcut controls
Speaker output:	
Average speaker output	2 W
Peak speaker output	2.5 W
Subwoofer output	Not supported
Microphone	Dual digital-array microphones

# Storage

This section lists the storage options on your Inspiron 15 5515.

Your Inspiron 15 5515 supports one of the following storage options:

- One M.2 2230 or M.2 2280 solid-state drive
- A combination of two M.2 solid-state drives (M.2 2230 or M.2 2280)

The primary drive of your Inspiron 15 5515 is the M.2 solid-state drive where the operating system is installed.


**Table 10. Storage specifications**

Storage type	Interface type	Capacity
M.2 2230 solid-state drive	PCIe NVMe Gen3 x2 NVMe, up to 32 Gbps	Up to 1 TB
M.2 2280 solid-state drive	PCIe Gen3 x2 NVMe, up to 32 Gbps	Up to 2 TB

# Media-card reader

The following table lists the media cards supported by your Inspiron 15 5515.

**Table 11. Media-card reader specifications**

Description	Values
Media-card type	One SD-card slot
Media-cards supported	<ul style="list-style-type: none"><li>• Secure Digital (SD)</li><li>• Secure Digital High Capacity (SDHC)</li><li>• Secure Digital Extended Capacity (SDXC)</li></ul>
 <b>NOTE:</b> The maximum capacity supported by the media-card reader varies depending on the standard of the media card installed in your computer.	

# Keyboard

The following table lists the keyboard specifications of your Inspiron 15 5515.

**Table 12. Keyboard specifications**

Description	Values
Keyboard type	<ul style="list-style-type: none"><li>• Standard keyboard</li><li>• Backlit keyboard</li></ul>
Keyboard layout	QWERTY
Number of keys	<ul style="list-style-type: none"><li>• United States and Canada: 99 keys</li><li>• United Kingdom: 100 keys</li><li>• Japan: 103 keys</li></ul>
Keyboard size	X=18.70 mm key pitch Y=18.05 mm key pitch
Keyboard shortcuts	Some keys on your keyboard have two symbols on them. These keys can be used to type alternate characters or to perform secondary functions. To type the alternate character,

**Table 12. Keyboard specifications (continued)**

Description	Values
	press Shift and the desired key. To perform secondary functions, press Fn and the desired key. <i>i</i> <b>NOTE:</b> You can define the primary behavior of the function keys (F1–F12) changing <b>Function Key Behavior</b> in BIOS setup program.

## Camera

The following table lists the camera specifications of your Inspiron 15 5515.

**Table 13. Camera specifications**

Description	Values
Number of cameras	One
Camera type	HD RGB
Camera location	Front
Camera sensor type	CMOS sensor technology
Camera resolution:	
Still image	0.92 megapixel
Video	1280 x 720 (HD) at 30 fps
Diagonal viewing angle:	74.90 degrees

## Touchpad

The following table lists the touchpad specifications of your Inspiron 15 5515.


**Table 14. Touchpad specifications**

Description	Values
Touchpad resolution:	
Horizontal	3512
Vertical	2442
Touchpad dimensions:	
Horizontal	115 mm (4.53 in.)
Vertical	80 mm (3.15 in.)
Touchpad gestures	For more information about touchpad gestures available on Windows, see the Microsoft knowledge base article <a href="https://support.microsoft.com/4027871">4027871</a> at <a href="https://support.microsoft.com">support.microsoft.com</a> .

# Power adapter

The following table lists the power adapter specifications of your Inspiron 15 5515.

**Table 15. Power adapter specifications**

Description		Values
Type		65 W DC-in
Connector dimensions:		
	External diameter	4.50 mm
	Internal diameter	2.90 mm
Input voltage		100 VAC–240 VAC
Input frequency		50 Hz–60 Hz
Input current (maximum)		1.70 A
Output current (continuous)		3.34 A
Rated output voltage		19.50 VDC
Temperature range:		
	Operating	0°C to 40°C (32°F to 104°F)
	Storage	-40°C to 70°C (-40°F to 158°F)
 <b>CAUTION: Operating and storage temperature ranges may differ among components, so operating or storing the device outside these ranges may impact the performance of specific components.</b>		

# Battery



The following table lists the battery specifications of your Inspiron 15 5515.

**Table 16. Battery specifications**

Description	Option one	Option two
Battery type	3-cell polymer (41 Wh)	4-cell polymer (54 Wh)
Battery voltage	11.25 VDC	15 VDC
Battery weight (maximum)	0.176 kg (0.39 lb)	0.231 kg (0.51 lb)
Battery dimensions:		
	Height	5.75 mm (0.23 in.)
	Width	206.40 mm (8.13 in.)
	Depth	82 mm (3.23 in.)
Temperature range:		
	Operating	0°C to 35°C (32°F to 95°F)
		0°C to 35°C (32°F to 95°F)



**Table 16. Battery specifications (continued)**

Description		Option one	Option two
	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)  <b>NOTE:</b> Control the charging time, duration, start and end time, and so on using the Dell Power Manager application. For more information on the Dell Power Manager see, <i>Me and My Dell</i> on <a href="http://www.dell.com">www.dell.com</a> .		4 hours (when the computer is off)	4 hours (when the computer is off)
Coin-cell battery		CR2032	CR2032
 <b>CAUTION:</b> Operating and storage temperature ranges may differ among components, so operating or storing the device outside these ranges may impact the performance of specific components.			

## Display

The following table lists the display specifications of your Inspiron 15 5515.

**Table 17. Display specifications**

Description		Option one	Option two
Display type		Full High Definition (FHD), ComfortView	Full High Definition (FHD), ComfortView
Display-panel technology		Wide-Viewing Angle (WVA)	Wide-Viewing Angle (WVA)
Display-panel dimensions (active area):			
	Height	193.60 mm (7.62 in.)	193.60 mm (7.62 in.)
	Width	344.20 mm (13.55 in.)	344.20 mm (13.55 in.)
	Diagonal	394.90 mm (15.60 in.)	394.90 mm (15.60 in.)
Display-panel native resolution		1920 x 1080	1920 x 1080
Luminance (typical)		250 nits	250 nits
Megapixels		2.0736	2.0736
Color gamut		NTSC 45% (typical)	NTSC 45% (typical)
Pixels Per Inch (PPI)		141 ppi	141 ppi
Contrast ratio (min.)		600:1	600:1
Response time (max.)		35 ms	35 ms
Refresh rate		60 Hz	60 Hz
Horizontal view angle		80	80

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

Description	Option one	Option two
Vertical view angle	80	80
Pixel pitch	0.179 mm x 0.179 mm	0.179 mm x 0.179 mm
Power consumption (maximum)	4.60 W	4.60 W
Anti-glare vs glossy finish	Anti-glare	Anti-glare
Touch options	Yes	No

## Fingerprint reader

The following table lists the fingerprint-reader specifications of your Inspiron 15 5515.

**Table 18. Fingerprint reader specifications**

Description	Values
Fingerprint-reader sensor technology	Capacitive
Fingerprint-reader sensor resolution	500 dpi
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 Inspiron 15 5515.

**Table 19. GPU—Integrated**

Controller	Memory size	Processor
AMD Radeon Graphics	Shared system memory	AMD Ryzen 3 5300U/Ryzen 5 5500U/ Ryzen 7 5700U

## Computer environment

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


**Table 20. Computer environment**

Description	Operating	Storage
Temperature range	0°C to 40°C (32°F to 104°F)	-40°C to 65°C (-40°F to 149°F)
Relative humidity (maximum)	50% to 90% (non-condensing)	2% to 95% (non-condensing)
Vibration (maximum)*	0.66 GRMS	Not applicable
Shock (maximum)	140 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.

## Dell ComfortView

 **CAUTION:** Prolonged 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.

Blue light is a color in the white light spectrum which has a short wavelength and high frequency. Chronic exposure to blue light, particularly from digital sources, may disrupt sleep patterns and change our body's Circadian rhythm. Using the computer for an extended period may also cause fatigue in other parts of the body such as the neck, arm, back, and shoulder.


Dell low blue light displays optimize eye comfort with a flicker-free screen. The ComfortView feature is designed to reduce the amount of blue light that is emitted from the monitor to optimize eye comfort. ComfortView feature is designed to reduce the amount of blue light emitted from the display to optimize eye comfort. ComfortView mode can be enabled and configured using the **Dell CinemaColor** (DCC) application. Dell ComfortView is certified by TÜV.

## Dell CinemaColor

Dell CinemaColor (DCC) combines the hardware and software to deliver clear visuals that appear every bit as vibrant as the world around you. The DCC has four color profiles that optimize these settings depending on the content and your surroundings.

When you open DCC, you can choose **Movie (default)**, **ComfortView**, **Sports**, or **Animation** from the list. The ComfortView Profile optimizes eye comfort with a Low Blue Light software solution that meets TÜV standards to reduce harmful blue light emissions to make extended screen time easy on your eyes compared to standard digital panels.

ComfortView mode is certified by TÜV for the effective reduction of hazardous blue light by adjusting display parameters. You can adjust the Saturation, Temperature, and Contrast values to create your custom setting in the ComfortView mode.

 **NOTE:** For more information on DellCinema components see KB article [000178241](https://www.dell.com/support) at <https://www.dell.com/support>.

To reduce the risk of eye strain, it is also recommended that you:

- Position the display at a comfortable viewing distance between 20 in. to 28 in. (50 cm 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 used for shortcuts remain the same across all language configurations.

Some keys on your keyboard have two symbols on them. These keys can be used to type alternate characters or to perform secondary functions. The symbol shown on the lower part of the key refers to the character that is typed out when the key is pressed. If you press shift and the key, the symbol shown on the upper part of the key is typed out. For example, if you press **2**, **2** is typed out; if you press **Shift + 2**, **@** is typed out.

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

However, if the function keys F1-F12 are needed for specific software applications, multi-media functionality can be disabled by pressing **fn + Esc**. Subsequently, 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 21. List of keyboard shortcuts**

Function key	Re-defined key (for multi-media control)	Behavior
F1	fn + F1	Mute audio
F2	fn + F2	Decrease volume
F3	fn + F3	Increase volume
F4	fn + F4	Play/Pause
F5	fn + F5	Toggle keyboard backlight (optional)
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 22. List of keyboard shortcuts**

Function key	Behavior
fn + B	Pause/Break
fn + H	Toggle between power light and battery-status light
fn + S	Toggle scroll lock
fn + R	System request
fn + ctrl	Open application menu
fn + esc	Toggle fn-key lock
fn + page up	Page up

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



<b>Function key</b>	<b>Behavior</b>
fn + page down	Page down

# 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 23. Self-help resources**

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

## Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see [www.dell.com/contactdell](http://www.dell.com/contactdell).

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

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