

Inspiron 14 Plus 7420

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 14 Plus 7420

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

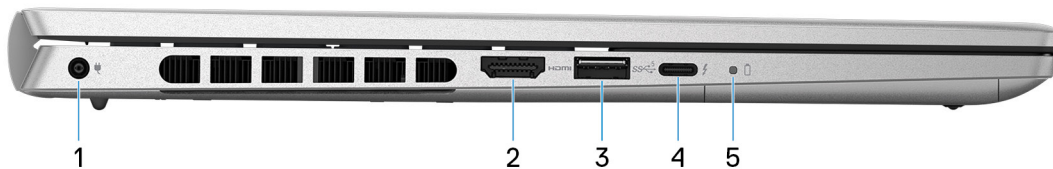
Resources	Description
	My Dell Centralized location for key Dell applications, help articles, and other important information about your computer. It also notifies you about the warranty status, recommended accessories, and software updates if available.
	SupportAssist

Table 1. Locate Dell apps (continued)

Resources	Description
	SupportAssist proactively and predictively identifies hardware and software issues on your computer and automates the engagement process with Dell Technical support. It addresses performance and stabilization issues, prevents security threats, monitors, and detects hardware failures. For more information, see <i>SupportAssist for Home PCs User's Guide</i> at www.dell.com/serviceabilitytools. Click SupportAssist and then, click SupportAssist for Home PCs.  NOTE: In SupportAssist, click the warranty expiry date to renew or upgrade your warranty.
	Dell Update Updates your computer with critical fixes and latest device drivers as they become available. For more information on using Dell Update, search in the Knowledge Base Resource at www.dell.com/support.
	Dell Digital Delivery Download software applications, which are purchased but not preinstalled on your computer. For more information on using Dell Digital Delivery, search in the Knowledge Base Resource at www.dell.com/support.

Views of Inspiron 14 Plus 7420

Left



1. Power-adapter port

Connect a power adapter to provide power to your computer and charge the battery.

2. HDMI 2.0 port

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

3. USB 3.2 Gen 1 port

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

4. Thunderbolt 4 port with Power Delivery and DisplayPort

Supports USB4, DisplayPort 1.4, Thunderbolt 4 and also enables you to connect to an external display using a display adapter. Provides data transfer rates of up to 40 Gbps for USB4 and Thunderbolt 4.

NOTE: You can connect a Dell Docking Station to the Thunderbolt 4 ports. For more information, search in the Knowledge Base Resource at www.dell.com/support.

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

NOTE: USB4 is backward compatible with USB 3.2, USB 2.0, and Thunderbolt 3.

NOTE: Thunderbolt 4 supports two 4K displays or one 8K display.

5. 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. Universal audio jack

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

2. microSD-card slot

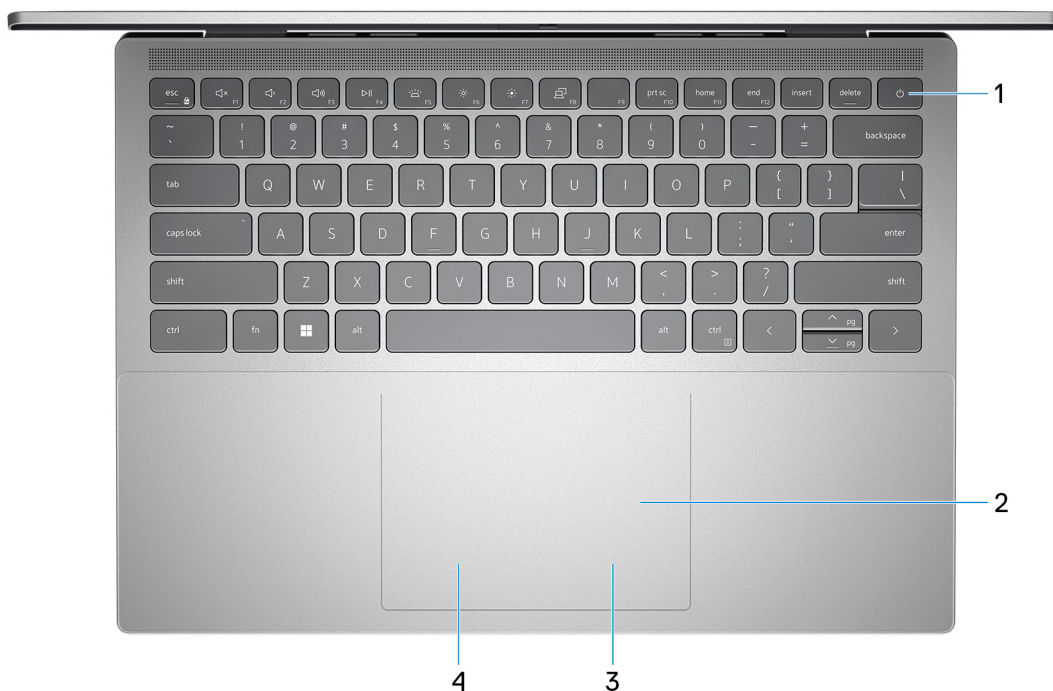
Reads from and writes to the microSD card. The computer supports the following card types:

- microSecure Digital (microSD)
- microSecure Digital High Capacity (microSDHC)
- microSecure Digital Extended Capacity (microSDXC)

3. USB 3.2 Gen 1 port

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

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 four 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.

2. Precision touchpad

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

3. Right-click area

Press to right-click.

4. Left-click area

Press to left-click.

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 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.

Specifications of Inspiron 14 Plus 7420

Dimensions and weight

The following table lists the height, width, depth, and weight of your Inspiron 14 Plus 7420.

Table 2. Dimensions and weight

Description	Values
Height:	
Front height	16.15 mm (0.64 in.)
Rear height	18.87 mm (0.74 in.)
Width	314 mm (12.36 in.)
Depth	227.50 mm (8.96 in.)
Weight  NOTE: The weight of your computer depends on the configuration ordered and manufacturing variability.	1.68 kg (3.70 lb)

Processor

The following table lists the details of the processors supported by your Inspiron 14 Plus 7420.

Table 3. Processor

Description	Option one	Option two
Processor type	12 th Generation Intel Core i5-12500H	12 th Generation Intel Core i7-12700H
Processor wattage	45 W	45 W
Processor core count	12	14
Processor thread count	16	20
Processor speed	Up to 4.50 GHz	Up to 4.70 GHz
Processor cache	18 MB	24 MB
Integrated graphics	- Intel UHD Graphics (for computers shipped with a single-channel memory configuration) - Intel Iris X^e Graphics (for computers shipped with a dual-channel memory configuration)	- Intel UHD Graphics (for computers shipped with a single-channel memory configuration) - Intel Iris X^e Graphics (for computers shipped with a dual-channel memory configuration)

Chipset

The following table lists the details of the chipset supported by your Inspiron 14 Plus 7420.

Table 4. Chipset

Description	Values
Chipset	Integrated in the processor
Processor	12 th Generation Intel Core i5/i7
DRAM bus width	64-bit
Flash EPROM	32 MB
PCIe bus	Up to Gen4

Operating system

Your Inspiron 14 Plus 7420 supports the following operating systems:

- Windows 11 Pro, 64-bit
- Windows 11 Pro National Education, 64-bit
- Windows 11 Home, 64-bit

Memory

The following table lists the memory specifications of your Inspiron 14 Plus 7420.

Table 5. Memory specifications

Description	Values
Memory slots	• One SODIMM slot • One 8 GB integrated memory
Memory type	DDR5
Memory speed	4800 MHz
Maximum memory configuration	40 GB
Minimum memory configuration	8 GB (integrated)
Memory size per slot	8 GB, 16 GB, and 32 GB
Memory configurations supported	• 8 GB, 1 x 8 GB integrated, DDR5, 4800 MHz • 16 GB, 1 x 8 GB integrated + 1 x 8 GB, DDR5, 4800 MHz, dual-channel • 24 GB, 1 x 8 GB integrated + 1 x 16 GB, DDR5, 4800 MHz, dual-channel • 40 GB, 1 x 8 GB integrated + 1 x 32 GB, DDR5, 4800 MHz, dual-channel  NOTE: Dual-channel support is up to a total of 8 GB + 8 GB = 16 GB memory.

External ports

The following table lists the external ports on your Inspiron 14 Plus 7420.

Table 6. External ports

Description	Values
USB ports	- Two USB 3.2 Gen 1 ports - One Thunderbolt 4 port with DisplayPort and Power Delivery
Audio port	One universal headset jack
Video port/ports	- One HDMI 2.0 port - One Thunderbolt 4 port with DisplayPort and Power Delivery NOTE: A USB Type-C to DisplayPort adapter (sold separately) is required to connect to a DisplayPort device.
Media-card reader	One microSD-card slot
Power-adaptor port	One of the following power-adaptor types, depending on the configuration ordered: - One 4.50 mm x 2.90 mm DC-in - One Thunderbolt 4 port DC-in
Security-cable slot	Not supported

Internal slots

The following table lists the internal slots of your Inspiron 14 Plus 7420.

Table 7. Internal slots

Description	Values
M.2	- One M.2 2230 slot for WiFi and Bluetooth combo card - One M.2 2230/2280 slot for solid-state drive NOTE: To learn more about the features of different types of M.2 cards, search in the Knowledge Base Resource at www.dell.com/support.

Wireless module

The following table lists the Wireless Local Area Network (WLAN) modules supported on your Inspiron 14 Plus 7420.

Table 8. Wireless module specifications

Description	Option one	Option two
Model number	Intel AX201	Intel AX211
Transfer rate	Up to 2400 Mbps	Up to 2400 Mbps
Frequency bands supported	2.4 GHz/5 GHz	2.4 GHz/5 GHz/6 GHz

Table 8. Wireless module specifications (continued)

Description	Option one	Option two
Wireless standards	• WiFi 802.11a/b/g • Wi-Fi 4 (WiFi 802.11n) • Wi-Fi 5 (WiFi 802.11ac) • Wi-Fi 6 (WiFi 802.11ax)	• WiFi 802.11a/b/g • Wi-Fi 4 (WiFi 802.11n) • Wi-Fi 5 (WiFi 802.11ac) • Wi-Fi 6E (WiFi 802.11ax)
Encryption	• 64-bit/128-bit WEP • AES-CCMP • TKIP	• 64-bit/128-bit WEP • AES-CCMP • TKIP
Bluetooth	Bluetooth 5.2	Bluetooth 5.2

Audio

The following table lists the audio specifications of your Inspiron 14 Plus 7420.

Table 9. Audio specifications

Description	Values
Audio controller	Waves MaxxAudio Pro and Dolby Atmos
Stereo conversion	Supported
Internal audio interface	High-definition audio interface
External audio interface	• One universal headset jack • One HDMI 2.0 port
Number of speakers	Two
Internal-speaker amplifier	Supported
External volume controls	Keyboard shortcut controls
Speaker output:	
Average speaker output	2 W x 2 = 4 W
Peak speaker output	2.5 W x 2 = 5 W
Subwoofer output	Supported
Microphone	Digital-array microphones in camera assembly

Storage

This section lists the storage options on your Inspiron 14 Plus 7420.

Your Inspiron 14 Plus 7420 supports one of the following storage configurations:

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

Table 10. Storage specifications

Storage type	Interface type	Capacity
M.2 2230 solid-state drive	PCIe Gen3 x4 NVMe, up to 32 Gbps	Up to 1 TB
M.2 2230 solid-state drive	PCIe Gen4 x4 NVMe, up to 64 Gbps	Up to 1 TB
M.2 2280 solid-state drive	PCIe Gen4 x4 NVMe, up to 64 Gbps	Up to 2 TB
M.2 2280 solid-state drive	PCIe Gen3 x4 NVMe QLC, up to 32 Gbps	Up to 1 TB

Media-card reader

The following table lists the media cards supported by your Inspiron 14 Plus 7420.

Table 11. Media-card reader specifications

Description	Values
Media-card type	One microSD-card slot
Media-cards supported	• microSecure Digital (microSD) • microSecure Digital High Capacity (microSDHC) • microSecure Digital Extended Capacity (microSDXC)
i NOTE: 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 14 Plus 7420.

Table 12. Keyboard specifications

Description	Values
Keyboard type	• Standard backlit keyboard • Standard non-backlit keyboard
Keyboard layout	QWERTY
Number of keys	• United States and Canada: 79 keys • United Kingdom: 80 keys • Japan: 83 keys
Keyboard size	X=19.05 mm key pitch Y=19.05 mm key pitch
Keyboard shortcuts	Some keys on your keyboard have two symbols on them. These keys can be used to type alternate characters or to perform secondary functions. To type the alternate character, press shift and the desired key. To perform secondary functions, press fn and the desired key. i NOTE: You can define the primary behavior of the function keys (F1–F12) changing Function Key Behavior in BIOS setup program. For more information, see Keyboard shortcuts.

Camera

The following table lists the camera specifications of your Inspiron 14 Plus 7420.

Table 13. Camera specifications

Description		Values
Number of cameras		One
Camera type		FHD camera
Camera location		Front
Camera sensor type		CMOS sensor technology
Camera resolution:		
	Still image	2.07 megapixels
	Video	1920 x 1080 (FHD) at 30 fps
Diagonal viewing angle:		82 degrees

Touchpad

The following table lists the touchpad specifications of your Inspiron 14 Plus 7420.

Table 14. Touchpad specifications

Description		Values
Touchpad resolution:		>300 dpi
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 at support.microsoft.com .

Power adapter

The following table lists the power adapter specifications of your Inspiron 14 Plus 7420.

Table 15. Power adapter specifications

Description		Option one	Option two
Type		90 W USB-C	E4 130 W
Connector dimensions:			
	External diameter	Not applicable	4.50 mm
	Internal diameter	Not applicable	2.90 mm

Table 15. Power adapter specifications (continued)

Description		Option one	Option two
Input voltage		100 VAC–240 VAC	100 VAC–240 VAC
Input frequency		50 Hz–60 Hz	50 Hz–60 Hz
Input current (maximum)		1.50 A	1.80 A/2.50 A
Output current (continuous)		20 VDC/4.50 A (Continuous) 15 VDC/3 A (Continuous) 9 VDC/3 A (Continuous) 5 VDC/3 A (Continuous)	6.70 A (Continuous)
Rated output voltage		20 VDC/15 VDC/9 VDC/5 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)
 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.			

Battery

The following table lists the battery specifications of your Inspiron 14 Plus 7420.

Table 16. Battery specifications

Description		Option one	Option two
Battery type		4-cell 54 Wh polymer	4-cell 64 Wh polymer
Battery voltage		15 VDC	15.20 VDC
Battery weight (maximum)		0.23 kg (0.51 lb)	0.26 kg (0.57 lb)
Battery dimensions:			
	Height	5.75 mm (0.23 in.)	5.75 mm (0.23 in.)
	Width	271.90 mm (10.70 in.)	271.90 mm (10.70 in.)
	Depth	82 mm (3.23 in.)	82 mm (3.23 in.)
Temperature range:			
	Operating	- Charge: 0°C to 45°C (32°F to 113°F) - Discharge: 0°C to 70°C (32°F to 128°F)	- Charge: 0°C to 45°C (32°F to 113°F) - Discharge: 0°C to 70°C (32°F to 128°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.

Table 16. Battery specifications (continued)

Description	Option one	Option two
Battery charging time (approximate)  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 .	0°C to 15°C: 4 hours 16°C to 50°C: 3 hours	0°C to 15°C: 4 hours 16°C to 50°C: 3 hours
Coin-cell battery	Not applicable	Not applicable
 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.  CAUTION: Dell recommends that you charge the battery regularly for optimal power consumption. If your battery charge is completely depleted, connect the power adapter, turn on your computer, and then restart your computer to reduce the power consumption.		

Display

The following table lists the display specifications of your Inspiron 14 Plus 7420.

Table 17. Display specifications

Description	Values
Display type	2.2K, ComfortView Plus
Display-panel technology	Wide Viewing Angle (WVA)
Display-panel dimensions (active area):	
Height	301.59 mm (11.87 in.)
Width	188.50 mm (7.42 in.)
Diagonal	355.65 mm (14 in.)
Display-panel native resolution	2240 x 1400
Luminance (typical)	300 nits
Megapixels	3 Megapixels
Color gamut	100% sRGB (typical)
Pixels Per Inch (PPI)	189
Contrast ratio (min)	1000:1
Response time (max)	35 ms
Refresh rate	60 Hz
Horizontal view angle	+/- 85 degrees
Vertical view angle	+/- 85 degrees

Table 17. Display specifications (continued)

Description	Values
Pixel pitch	0.1346 mm
Power consumption (maximum)	5.30 W
Anti-glare vs glossy finish	Anti-glare
Touch options	Not supported

Fingerprint reader (optional)

The following table lists the specifications of the optional fingerprint-reader of your Inspiron 14 Plus 7420.

Table 18. Fingerprint reader specifications

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

GPU—Integrated

The following table lists the specifications of the integrated Graphics Processing Unit (GPU) supported by your Inspiron 14 Plus 7420.

Table 19. GPU—Integrated

Controller	Memory size	Processor
Intel UHD Graphics	Shared system memory	12 th Generation Intel Core i5/i7
Intel Iris X ^e Graphics  NOTE: Intel Iris X ^e Graphics will default to Intel UHD Graphics on computers shipped with a single-channel memory configuration.	Shared system memory	12 th Generation Intel Core i5/i7

GPU—Discrete

The following table lists the specifications of the discrete Graphics Processing Unit (GPU) supported by your Inspiron 14 Plus 7420.

Table 20. GPU—Discrete

Controller	Memory size	Memory type
NVIDIA GeForce RTX 3050	4 GB	GDDR6
NVIDIA GeForce RTX 3050 Ti	4 GB	GDDR6

Operating and storage environment

This table lists the operating and storage specifications of your Inspiron 14 Plus 7420.

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

Table 21. 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)
 CAUTION: Operating and storage temperature ranges may differ among components, so operating or storing the device outside these ranges may impact the performance of specific components.		

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

† Measured using a 2 ms half-sine pulse.

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 body parts such as the neck, arm, back, and shoulder.

Dell low blue light displays optimize eye comfort with a flicker-free screen. The ComfortView feature reduces the amount of blue light emitted from the monitor to optimize eye comfort. ComfortView mode can be enabled and configured using the **Dell CinemaColor** (DCC) application. Dell ComfortView has been certified by TÜV Rheinland as a low blue light software solution.

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 while still retaining the vibrant colors.

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>.

ComfortView Plus

ComfortView Plus is a built-in, always-on, and virtually unnoticeable low blue light solution for Dell displays. ComfortView Plus employs a hardware-based design that allows for a wider blue spectrum, with a much lower peak and reduced intensity. Dell ComfortView Plus has been certified by TÜV Rheinland as a low blue light hardware solution. This feature is enabled at the factory.

 **NOTE:** ComfortView Plus is an optional hardware feature to be configured at the point of sale.

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 22. 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	Click keyboard backlight (optional). NOTE: Non-backlight keyboards have F10 function key without the backlight icon and do not support toggle keyboard backlight function. NOTE: Toggle to cycle the keyboard backlight status through off, low-backlight, and high-backlight.
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 23. Secondary behavior

Function key	Behavior
fn + B	Pause/Break

Table 23. Secondary behavior (continued)

Function key	Behavior
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
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 24. Self-help resources

Self-help resources	Resource location
Information about Dell products and services	www.dell.com
My Dell app	
Tips	
Contact Support	In Windows search, type <code>Contact Support</code> , and press Enter.
Online help for operating system	www.dell.com/support/windows
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	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.