D≪LL Technologies

MyDell Mobile Version 1.2 Release Notes

Introduction

MyDell Mobile is a free companion app that helps maximize the Dell device experience for users.

Dell users can use MyDell Mobile to stay informed about their Dell devices, including features such as order tracking, warranty management, solution articles, and device usage tips. You can access MyDell Mobile with a valid Dell account.

MyDell Mobile helps small business users stay organized with their Dell products and empowers team members to do more with their devices, with less help from IT. You can access MyDell Mobile with a Google Workspace or Microsoft Azure account to stay up to date in real time.

Release Summary

We are constantly working on improving your MyDell Mobile experience. Below is a summary of the new features and enhancements in this version.

Version

MyDell Mobile version 1.2

Release date

July 2022

Previous version

MyDell Mobile version 1.1

Compatible devices

● Android devices
● iOS devices

New features

● **View software subscriptions for use with personal devices**—View the details of software subscriptions supported by MyDell Mobile. The following subscriptions are supported in this release:
  ○ Microsoft 365
  ○ McAfee
  ○ Dell Premium Support

- **Get support for monitors and peripherals for use with personal devices**—For the list of monitors and peripherals that are supported in this release, see Products supported by MyDell Mobile.
- **Delete an account**—Delete your MyDell Mobile account from the **Profile** screen.

  ⓘ **NOTE:** For small business accounts, only the super admin can delete accounts.

- **Remove a device**—Remove a device from your **Home** screen. Add the device back to your account by entering the **Service Tag** or **Order details**.
- **Copy text**—Copy the carrier tracking number, order number, purchase ID, and Service Tag details of your device.
- **Use the accessibility feature**—The MyDell Mobile login and home screens offer screen reading for visually impaired users.

Enhancements

- **Updated Add devices screen**—Added **Type in Service Tag** option to add a device to the **Home** screen.
- **Updated one-time password verification screen**—The **Verify** button is removed from the one-time password login screen.
- **Updated notification view**—For notification descriptions, the entire content of the notification is displayed on the **Notifications** screen.
- **Updated Order History screen**—Use the pull-down gesture to refresh the **Order History** screen. The canceled order status of the device is displayed.
- **Updated Order Details screen**—Use the pull-down gesture to refresh the **Order Details** screen. If there is a change in the estimated delivery date for any orders in your account, the revised delivery date along with the initial estimated delivery date is displayed.

Installing MyDell Mobile

Prerequisites

- If you are an Android user, ensure that version 7.0 or later is installed.
- If you are an iOS user, ensure that version 10.0 or higher is installed.
- Ensure that you have an active Dell account to use personal devices supported by MyDell Mobile.
- Ensure that you have an active Google Workspace account or Microsoft Azure account to use small business devices supported by MyDell Mobile.
- Ensure that you have a valid Dell order for devices that are supported by MyDell Mobile.

Steps

1. Go to the **Google Play Store** for Android devices or the **App Store** for iOS devices.
2. Search for **MyDell Mobile**.
3. Tap **Install** on Android devices or tap the download icon on iOS devices.
   MyDell Mobile is downloaded to your device.
4. Once the installation is complete, tap **Open** to launch MyDell Mobile.

Tested mobile devices

The following mobile devices were tested for compatibility with MyDell Mobile:

Table 1. Tested mobile devices

Operating system	Device type	Operating system version
iOS	iPhone 13	iOS 15.4
	iPhone SE	iOS 14.6

Table 1. Tested mobile devices (continued)

Operating system	Device type	Operating system version
	iPhone XR	iOS 15.4
	iPhone XI	iOS 14.6 and iOS 14.4
	iPhone 7	iOS 14.8
	iPhone XS	iOS 14.8
	iPhone 8	iOS 15.2.1
	iPhone XR	iOS 14.7.1
	iPhone 6s	iOS 13.5.1
	iPhone X	iOS 14.8.1
	iPhone SE	iOS 13.6.1
	iPhone 13 Pro Max	iOS 15.0.2
	iPhone 13 Mini	iOS 15.0.0
Android	Google Pixel 2	Android 11
	POCO X3	Android 11
	Samsung Galaxy Tab S7	Android 11
	Samsung Note 8	Android 9
	OnePlus 6T	Android 10
	Redmi Note 5 Pro	Android 11
	OnePlus Nord	Android 11
	VIVO V2027	Android 10
	Samsung J8	Android 11
	OnePlus 8T	Android 11
	Google Pixel 6	Android 12
	Oppo F15	Android 11
	Google Pixel XL	Android 9
	moto g6 play	Android 10
	Samsung Note 10	Android 10
	OnePlus 7	Android 10
	POCO X2	Android 10
	Huawei P30 Lite	Android 10
	Samsung S6 Tab	Android 11
	OnePlus Nord CE	Android 11
	moto e7 POWER	Android 10
	realme 8 Pro	Android 11

Supported devices

For the list of the devices supported by MyDell Mobile, see Products supported by MyDell Mobile on the product page at
https://www.dell.com/support.

Contacting Dell

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 technical support or customer service issues, see
www.dell.com/contactdell.

If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or
the product catalog.

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