

# Inspiron 24 5415 All-in-One

## 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.

<b>Chapter 1: Set up your computer</b> .....	<b>4</b>
<b>Chapter 2: Views of Inspiron 24 5415 All-in-One</b> .....	<b>8</b>
Front.....	8
Retractable camera .....	9
Left.....	11
Back.....	12
Back panel.....	12
Bottom.....	13
Tilt.....	14
<b>Chapter 3: Specifications of Inspiron 24 5415 All-in-One</b> .....	<b>16</b>
Dimensions and weight.....	16
Stand.....	16
Processor.....	18
Chipset.....	18
Operating system.....	19
Memory.....	19
Ports and connectors.....	19
Ethernet.....	20
Wireless module.....	20
Audio.....	21
Storage.....	21
Media-card reader.....	22
Camera.....	22
Display.....	23
Power adapter.....	23
GPU—Integrated.....	24
Operating and storage environment.....	24
<b>Chapter 4: Dell ComfortView</b> .....	<b>26</b>
<b>Chapter 5: Getting help and contacting Dell</b> .....	<b>27</b>

# Set up your computer

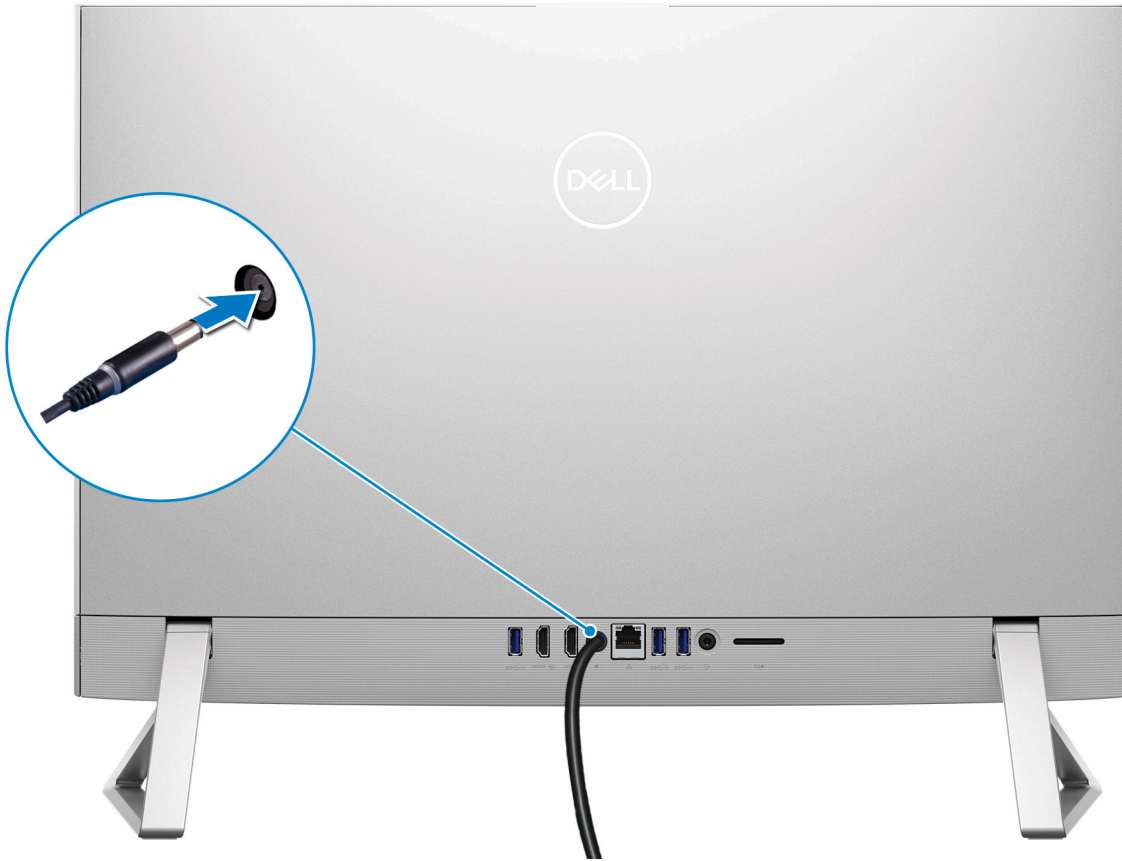
1. Set up the stand by inserting it into the slot on the back cover until it snaps into place.



2. Set up the keyboard and mouse.

**i** **NOTE:** For setup instructions, see the documentation shipped with the keyboard and mouse.

3. Connect the power cable.



4. Press the power button.





5. 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.

6. 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>Dell Update</b> 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="https://www.dell.com/support">000149088</a> at <a href="https://www.dell.com/support">www.dell.com/support</a> .

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

Resources	Description
	<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="https://www.dell.com/support/000129837">000129837</a> at <a href="https://www.dell.com/support">www.dell.com/support</a>.</p>
	<p><b>SupportAssist</b></p> <p>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 <a href="https://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>

## Views of Inspiron 24 5415 All-in-One

### Front



**1. Retractable-camera assembly**

Enables you to videochat, capture photos, and record videos. This camera can be retracted to protect your privacy.

**2. Left speaker**

Provides audio output.

**3. Digital-array microphones (2)**

Provide digital sound input for audio recording, voice calls, and so on.

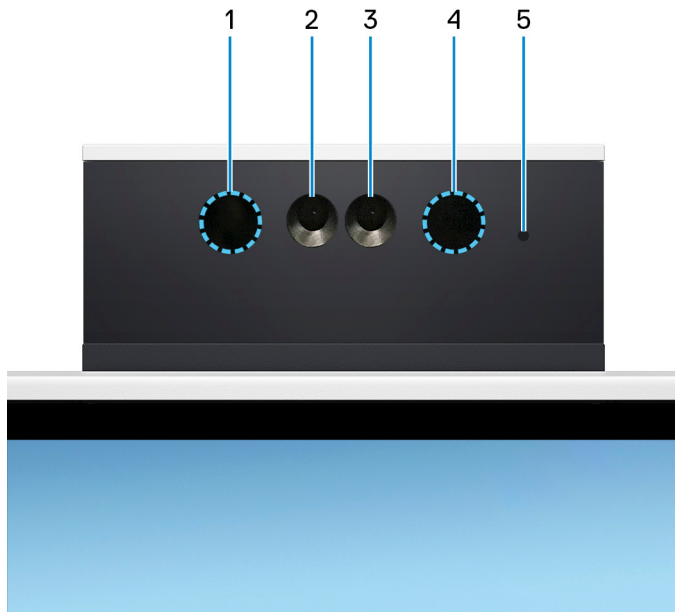
**4. Right speaker**

Provides audio output.



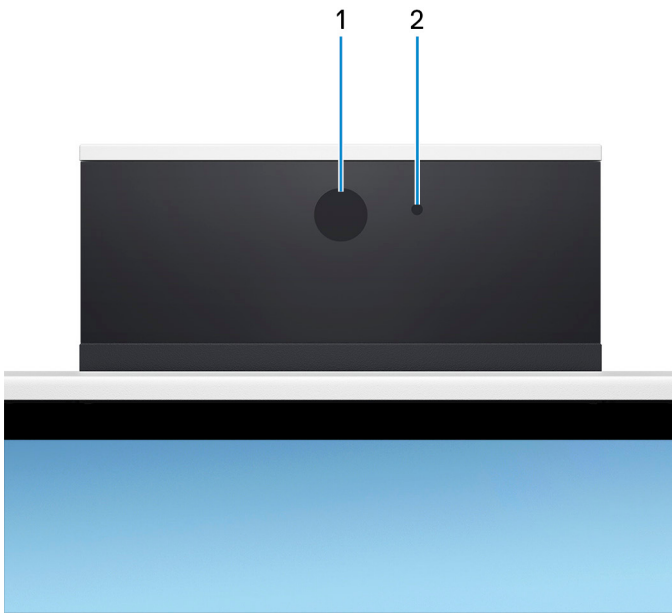
# Retractable camera

Retractable camera for computers shipped with FHD RGB + IR camera



- 1. Infrared emitter**  
Emits infrared light, which enables the infrared camera to sense and track motion.
- 2. Infrared camera**  
Enhances security when paired with Windows Hello face authentication.
- 3. Camera**  
Enables you to video chat, capture photos, and record videos.
- 4. Infrared emitter**  
Emits infrared light, which enables the infrared camera to sense and track motion.
- 5. Camera-status light**  
Turns on when the camera is in use.

## Retractable camera for computers shipped with FHD RGB camera



- 1. Camera**  
Enables you to video chat, capture photos, and record videos.
- 2. Camera-status light**  
Turns on when the camera is in use.

## Left



### 1. **USB 3.2 Gen 2 Type-C port**

Connect devices such as external storage devices and printers.

Provides data transfer speeds up to 10 Gbps. PowerShare enables you to charge connected USB devices.

**i** **NOTE:** Connected USB devices will not charge when the computer is turned off or in sleep state. Turn on the computer to charge the connected USB devices.

# Back

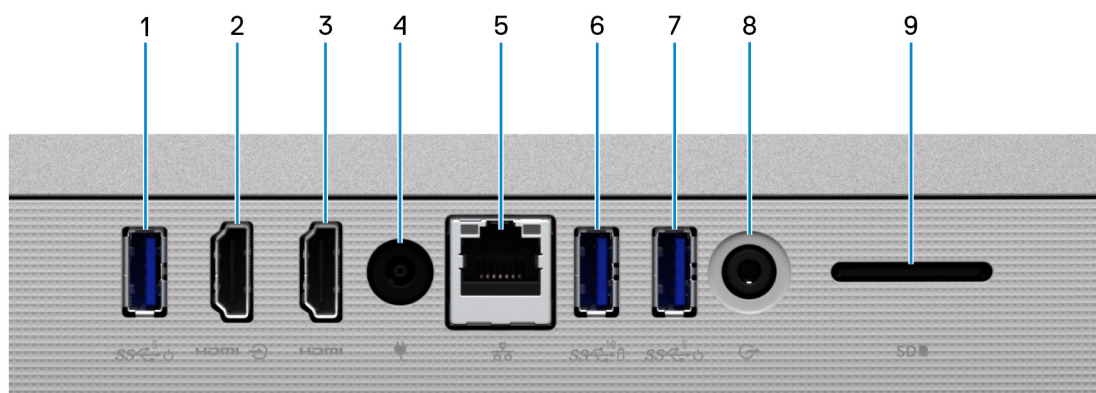


## 1. Back panel

Connect USB, audio, video, and other devices.

For more information on the rear ports, see [Back panel](#).

# Back panel



## 1. USB 3.1 Gen 1 port with Power on/Wake-up support

Connect peripherals such as external storage devices and printers. Provides data transfer speeds up to 5 Gbps. Wake the computer from standby with the keyboard or mouse connected to this port.

**NOTE:** Set the BIOS Deep Sleep control to disabled to enable Wake up when the computer is powered off.

## 2. HDMI-in port

Connect a gaming console, Blu-ray player, or other HDMI-out enabled device.

## 3. HDMI port

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

## 4. Power-adaptor port

Connect a power adapter to provide power to your computer.

## 5. Network port

Connect an Ethernet (RJ45) cable from a router or a broadband modem for network or Internet access, with a transfer rate of 10/100/1000 Mbps.

## 6. USB 3.1 Gen 2 port with PowerShare

Connect peripherals such as external storage devices and printers.

Provides data transfer speeds up to 10 Gbps. PowerShare enables you to charge connected USB devices.

**NOTE:** Connected USB devices will not charge when the computer is turned off. Please set BIOS Deep Sleep control to disabled to start charging when the computer is powered off.

## 7. USB 3.1 Gen 1 port with Power on/Wake-up support

Connect peripherals such as external storage devices and printers. Provides data transfer speeds up to 5 Gbps. Wake the computer from standby with the keyboard or mouse connected to this port.

**NOTE:** Set the BIOS Deep Sleep control to disabled to enable Wake up when the computer is in hibernation mode.

## 8. Universal audio jack

Connect audio-output devices such as speakers, amplifiers, and so on.

## 9. 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)

# Bottom



## 1. Power button

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 10 seconds to force shut-down the computer.

**i** **NOTE:** You can customize the power-button behavior in Windows.

## 2. Display Built-in Self Test button/Input-source selection button

This button has two functions:

- When the computer is on, use this button to select the video input-source.  
Press the button to switch the display between the internal system display and HDMI input.
- When the computer is off (there is no power; neither is it in sleep state nor hibernate state), use this button to run the built-in self-test for the display.

Press and hold down this button, and then press the power button to turn on the computer. The built-in color pattern for the LCD monitor will appear on the screen.

**i** **NOTE:** For more information, see the Troubleshooting section in the Service Manual at [www.dell.com/support/manuals](http://www.dell.com/support/manuals).

## 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.

# Tilt

## Y stand



Isosceles stand



# Specifications of Inspiron 24 5415 All-in-One

## Dimensions and weight

The following table provides the dimensions and weight of your Inspiron 24 5415 All-in-One without stand.

**Table 2. Computer dimensions and weight (without stand)**

Description		Values
Height		
	Front	353.80 mm (13.93 in.) <b>i</b> <b>NOTE:</b> The height of your computer varies depending on the stand installed.
	Rear	358.50 mm (14.11 in.) <b>i</b> <b>NOTE:</b> The height of your computer varies depending on the stand installed.
Width		542.70 mm (21.37 in.)
Depth		40.20 mm (1.58 in.)
Weight		<ul style="list-style-type: none"> <li>5.42 kg (11.95 lb) - maximum for touchscreen</li> <li>5.39 kg (11.88 lb) - maximum for non-touchscreen</li> </ul> <b>i</b> <b>NOTE:</b> The weight of your computer varies depending on the configuration ordered and the manufacturing variability.

## Stand

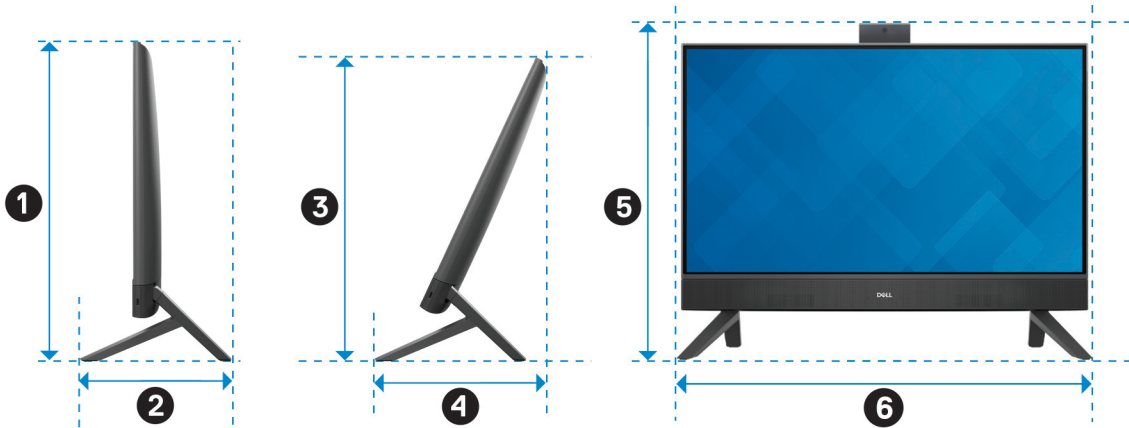
The following table provides the height, width, depth, and weight of the stand supported by your Inspiron 24 5415 All-in-One.

**Table 3. Stand**

Description	Y stand	Isosceles stand
Height	96.81 mm (3.81 in.)	97.56 mm (3.84 in.)
Width	72.25 mm (2.84 in.)	66.95 mm (2.63 in.)
Depth	199.55 mm (7.85 in.)	200.77 mm (7.90 in.)
Weight	0.24 kg (0.53 lb)	0.32 kg (0.71 lb)



## Y stand

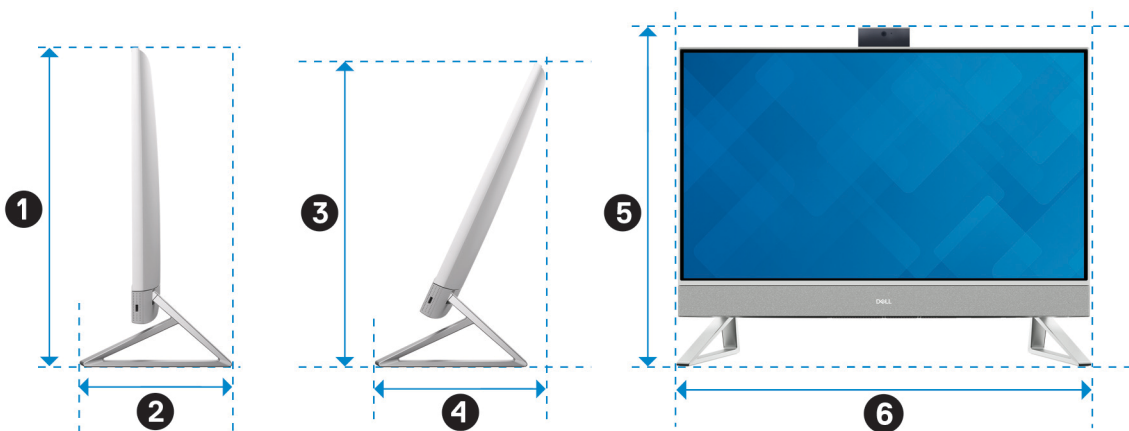


The following table provides the dimensions of the computer with Y stand installed.

**Table 4. Y stand dimensions**

Description	Dimensions
①	412.32 mm (16.24 in.)
②	199.55 mm (7.86 in.)
③	390.71 mm (15.38 in.)
④	228.19 mm (8.98 in.)
⑤	440.30 mm (17.34 in.)
⑥	542.70 mm (21.37 in.)

## Isosceles stand



The following table provides the dimensions of the computer with Isosceles stand installed.

**Table 5. Isosceles stand**

Description	Dimensions
①	412.32 mm (16.24 in.)
②	200.77 mm (7.90 in.)
③	390.71 mm (15.38 in.)
④	228.87 mm (9.01 in.)
⑤	440.30 mm (17.34 in.)
⑥	542.70 mm (21.37 in.)

## Processor

The following table lists the details of the processors supported by your Inspiron 24 5415 All-in-One.

**Table 6. Processor**

Description	Option one	Option two
Processor type	AMD Ryzen 3 5425U	AMD Ryzen 5 5625U
Processor wattage	15 W	15 W
Processor core count	4	6
Processor thread count	8	12
Processor speed	Up to 2.70 GHz	Up to 2.40 GHz
Processor cache	8 MB	16 MB
Integrated graphics	AMD Radeon Graphics	AMD Radeon Graphics

## Chipset

The following table lists the details of the chipset supported by your Inspiron 24 5415 All-in-One.

**Table 7. Chipset**

Description	Values
Chipset	Integrated in the processor
Processor	AMD Ryzen 3/5
DRAM bus width	64-bit
Flash EPROM	16 MB
PCIe bus	Up to Gen3

# Operating system

Your Inspiron 24 5415 All-in-One supports the following operating systems:

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

# Memory

The following table lists the memory specifications of your Inspiron 24 5415 All-in-One.

**Table 8. 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, 16 GB, 32 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</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, 2 x 8 GB, DDR4, 3200 MHz</li><li>• 16 GB, 1 x 16 GB, DDR4, 3200 MHz</li><li>• 24 GB, 1 x 8 GB + 1 x 16 GB, DDR4, 3200 MHz</li><li>• 32 GB, 2 x 16 GB, DDR4, 3200 MHz</li><li>• 32 GB, 1 x 32 GB, DDR4, 3200 MHz</li></ul>


# Ports and connectors

The following table lists the external and internal ports available on your Inspiron 24 5415 All-in-One.

**Table 9. Ports and connectors**

Description	Values
<b>External:</b>	
Network	One RJ-45 port
USB	<ul style="list-style-type: none"><li>• Two USB 3.1 Gen 1 ports with Power on/Wake-up support</li><li>• One USB 3.1 Gen 2 port with PowerShare</li><li>• One USB 3.2 Gen 2 (Type-C) port</li></ul>
Audio	One universal audio jack
Video	<ul style="list-style-type: none"><li>• One HDMI 1.4b port</li><li>• One HDMI-in 1.4b port</li></ul>

**Table 9. Ports and connectors (continued)**

Description	Values
Media-card reader	One SD-card slot
Power port	One 4.5 mm x 2.9 mm DC-in adapter port
Security	Not supported
<b>Internal:</b>	
SATA	One SATA slot for 2.5-inch HDD
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> </ul> <p> <b>NOTE:</b> To learn more about the features of different types of M.2 cards, search in the Knowledge Base Resource at <a href="http://www.dell.com/support">www.dell.com/support</a>.</p>

## Ethernet

The following table lists the wired Ethernet Local Area Network (LAN) specifications of your Inspiron 24 5415 All-in-One.

**Table 10. Ethernet specifications**

Description	Values
Model number	RTL8111HSD-CG
Transfer rate	10/100/1000 Mbps


## Wireless module

The following table lists the Wireless Local Area Network (WLAN) modules that are supported on your Inspiron 24 5415 All-in-One.

**Table 11. Wireless module specifications**

Description	Option one	Option two
Model number	MediaTek MT7921	Qualcomm WCN6856-DBS
Transfer rate	Up to 1200 Mbps	Up to 3571 Mbps
Frequency bands supported	2.4 GHz/5 GHz	2.4 GHz/5 GHz/6 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> <li>Wi-Fi 6E (WiFi 802.11ax)</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 wireless card	Bluetooth 5.2	Bluetooth 5.2

**Table 11. Wireless module specifications (continued)**

Description	Option one	Option two
	 <b>NOTE:</b> The version of the Bluetooth wireless card may vary depending on the operating system that is installed on your computer.	

## Audio

The following table lists the audio specifications of your Inspiron 24 5415 All-in-One.

**Table 12. Audio specifications**

Description	Values
Audio controller	Realtek ALC3289
Stereo conversion	Supported
Internal audio interface	High definition audio
External audio interface	Universal audio jack
Number of speakers	2
Internal-speaker amplifier	Supported
External volume controls	Not supported
Speaker output:	
Average speaker output	5 W
Peak speaker output	6 W
Subwoofer output	Not supported
Microphone	Digital-array microphones

## Storage

This section lists the storage options on your Inspiron 24 5415 All-in-One.

Your Inspiron 24 5415 All-in-One supports one of the following storage configurations:

- One 2.5-inch hard-drive
- One M.2 2230/2280 solid-state drive
- One 2.5-inch hard-drive and one M.2 2230/2280 solid-state drive

**Table 13. Storage specifications**

Storage type	Interface type	Capacity
2.5-inch hard-drive	SATA AHCI, up to 6 Gbps	Up to 2 TB
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, QLC solid-state drive	PCIe Gen3 x4 NVMe, up to 32 Gbps	Up to 1 TB

## Media-card reader

The following table lists the media cards supported by your Inspiron 24 5415 All-in-One.

**Table 14. 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.	

## Camera

The following table lists the camera specifications of your Inspiron 24 5415 All-in-One.

**Table 15. Camera specifications**

Description	Values
Number of cameras	One
Camera type	<ul style="list-style-type: none"><li>FHD RGB camera</li><li>FHD RGB + Infrared camera</li></ul>
Camera location	Front camera
Camera sensor type	CMOS sensor technology
Camera resolution:	
Still image	2.07 megapixel
Video	1920 x 1080 (FHD) at 30 fps
Infrared camera resolution:	
Still image	0.31 megapixel
Video	640 x 480 (VGA) at 30 fps
Diagonal viewing angle:	
Camera	82 degrees
Infrared camera	77.3 degrees

# Display

The following table lists the display specifications of your Inspiron 24 5415 All-in-One.

**Table 16. Display specifications**

Description		Option one	Option two
Display type		Full High Definition (FHD)	Full High Definition (FHD)
Touch options		Yes	No
Display-panel technology		Wide Viewing Angle (WVA)	Wide Viewing Angle (WVA)
Display-panel dimensions (active area):			
	Height	296.46 mm (11.67 in.)	296.46 mm (11.67 in.)
	Width	527.04 mm (20.75 in.)	527.04 mm (20.75 in.)
	Diagonal	604.70 mm (23.80 in.)	604.70 mm (23.80 in.)
Display-panel native resolution		1920 x 1080	1920 x 1080
Luminance (typical)		300 nits	250 nits
Megapixels		2.07	2.07
Color gamut		99% (sRGB) - typical	99% (sRGB) - typical
Pixels Per Inch (PPI)		92	92
Contrast ratio (min.)		700:1	700:1
Response time (max.)		25 ms	25 ms
Refresh rate		60 Hz	60 Hz
Horizontal view angle		85 +/- degrees - minimum	85 +/- degrees - minimum
Vertical view angle		85 +/- degrees - minimum	85 +/- degrees - minimum
Pixel pitch		0.2745 mm x 0.2745 mm	0.2745 mm x 0.2745 mm
Power consumption (maximum)		17.24 W	12.70 W
Anti-glare vs glossy finish		Anti-glare	Anti-glare


# Power adapter

The following table lists the power adapter specifications of your Inspiron 24 5415 All-in-One.

**Table 17. Power adapter specifications**

Description		Values
Type		90 W
Connector dimensions:		
	External diameter	4.50 mm

**Table 17. Power adapter specifications (continued)**

Description		Values
	Internal diameter	2.90 mm
Power-adapter dimensions:		
	Height	1.30 mm (0.05 in.)
	Width	2 mm (0.08 in.)
	Depth	5 mm (0.20 in.)
Power-adapter weight (maximum)		0.33 kg (0.73 lb)
Input voltage		100 VAC–240 VAC
Input frequency		50 Hz–60 Hz
Input current (maximum)		1.50 A
Output current (continuous)		4.62 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>		

## GPU—Integrated

The following table lists the specifications of the integrated Graphics Processing Unit (GPU) supported by your Inspiron 24 5415 All-in-One.

**Table 18. GPU—Integrated**

Controller	Memory size	Processor
AMD Radeon Graphics	Shared system memory	AMD Ryzen 3/5

## Operating and storage environment

This table lists the operating and storage specifications of your Inspiron 24 5415 All-in-One.


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

**Table 19. 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



**Table 19. Computer environment (continued)**

Description	Operating	Storage
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)
 <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>		

\* 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 device uses flicker-free technology and maintains a stable backlight. Flicker-Free technology clears the visible flicker, brings comfortable viewing experience, and protects users from eye strain and fatigue. 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 how to download and install DellCinema components, search about it in the Knowledge Base Resource 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.

# 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 20. 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.