

# Vostro 7590

## 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.

© 2019 Dell Inc. or its subsidiaries. All rights reserved. Dell, EMC, and other trademarks are trademarks of Dell Inc. or its subsidiaries. Other trademarks may be trademarks of their respective owners.

# Contents

<b>1 Set up your computer</b> .....	<b>5</b>
<b>2 Chassis overview</b> .....	<b>7</b>
Display view.....	7
Left view.....	8
Right view.....	8
Palmrest view.....	9
Bottom view.....	10
Keyboard shortcuts.....	10
<b>3 Technical specifications</b> .....	<b>12</b>
System information.....	12
Processor.....	12
Memory.....	12
Storage.....	13
System board connectors.....	13
Media card-reader.....	14
Audio.....	14
Video card.....	14
Camera.....	15
Ports and connectors.....	15
Wireless.....	15
Display.....	16
Keyboard.....	16
Touchpad.....	17
Operating system.....	17
Battery.....	17
Power adapter.....	18
Dimensions and weight.....	18
Computer environment.....	18
Security.....	19
Security Software.....	19
<b>4 Software</b> .....	<b>20</b>
Downloading Windows drivers.....	20
<b>5 System setup</b> .....	<b>21</b>
Boot menu.....	21
Navigation keys.....	21
Boot Sequence.....	22
System setup options.....	22
General options.....	22
System configuration.....	23

Video screen options.....	25
Security.....	25
Secure boot.....	27
Intel Software Guard Extensions options.....	27
Performance.....	28
Power management.....	28
Post behavior.....	29
Virtualization support.....	30
Wireless options.....	31
Maintenance.....	31
System logs.....	32
SupportAssist system resolution.....	32
Updating the BIOS in Windows .....	32
Updating BIOS on systems with BitLocker enabled.....	33
Updating your system BIOS using a USB flash drive.....	33
Updating the Dell BIOS in Linux and Ubuntu environments.....	34
Flashing the BIOS from the F12 One-Time boot menu.....	34
System and setup password.....	36
Assigning a system setup password.....	37
Deleting or changing an existing system setup password.....	37
<b>6 Getting help.....</b>	<b>38</b>
Contacting Dell.....	38

# 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](http://www.dell.com/support).

**For Windows:** 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

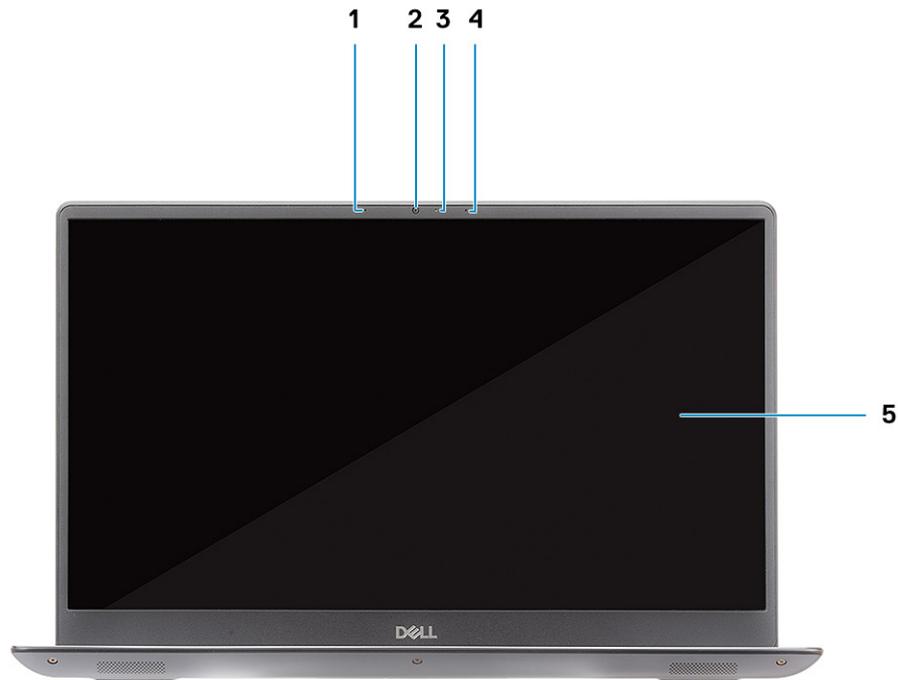
Dell apps	Details
	<p><b>My Dell</b></p> <p>Centralized location for key Dell applications, help articles, and other important information about your computer. It also notifies you about the warranty status, recommended accessories, and software updates if available.</p>
	<p><b>Dell Product Registration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

## Chassis overview

Topics:

- Display view
- Left view
- Right view
- Palmrest view
- Bottom view
- Keyboard shortcuts

### Display view



**Figure 1. Display view**

- |   |                     |   |            |
|---|---------------------|---|------------|
| 1 | Microphone          | 2 | Camera     |
| 3 | Camera-status light | 4 | Microphone |

## Left view



Figure 2. Left view

- Power-adaptor port
- HDMI 2.0 port
- USB 3.1 Gen 1 port
- Thunderbolt 3 (USB Type-C) port

## Right view



Figure 3. Right view

- |   |                      |   |               |
|---|----------------------|---|---------------|
| 1 | microSD card reader  | 2 | USB 3.1 Gen 1 |
| 3 | Universal audio jack |   |               |

# Palmrest view



**Figure 4. Palmrest view**

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

# Bottom view



Figure 5. Bottom view

- 1 Speakers
- 2 Service tag label
- 3 Air vent

## Keyboard shortcuts

**NOTE:** Keyboard characters may differ depending on the keyboard language configuration. Keys 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

<b>Keys</b>	<b>Description</b>
Fn + F4	Play / Pause
Fn + F6	Decrease brightness
Fn + F7	Increase brightness
Fn + F8	Switch to external display
Fn + F10	Print screen
Fn + F11	Home
Fn + F12	End

# Technical 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.

## System information

**Table 3. System information**

Feature	Specifications
Chipset	Intel Coffee Lake-H Refresh
DRAM bus speed	Up to DDR4-2666 MHz
FLASH EPROM	SP1 BIOS ROM
PCIe bus	PCIe 3.0 x1 985 MB/s (8 GT/s)

## Processor

**NOTE:** Processor numbers are not a measure of performance. Processor availability is subject to change and may vary by region/country.

**Table 4. Processor specifications**

Type	UMA Graphics
9th Generation Intel Core i5-9300H (45 W, up to 4.1 GHz, 8 MB cache, 4 core count, 8 thread count)	Intel UHD Graphics 630
9th Generation Intel Core i7-9750H (45 W, up to 4.5 GHz, 12 MB cache, 6 core count, 12 thread count)	Intel UHD Graphics 630
9th Generation Intel Core i9-9880H (45 W, up to 4.8 GHz, 16 MB cache, 8 core count, 16 thread count)	Intel UHD Graphics 630

## Memory

**Table 5. Memory specifications**

Feature	Specifications
Minimum memory configuration	8 GB
Maximum memory configuration	32 GB
Number of slots	Two-SODIMM slots

Feature	Specifications
Maximum memory supported per slot	16 GB
Memory options	<ul style="list-style-type: none"> <li>8 GB</li> <li>16 GB</li> <li>32 GB</li> </ul>
Configuration supported	<ul style="list-style-type: none"> <li>8 GB DDR4 at 2666 MHz (1 x 8 GB and 2 x 4 GB)</li> <li>16 GB DDR4 at 2666 MHz (2x 8 GB)</li> <li>32 GB DDR4 at 2666 MHz (2 x 16 GB)</li> </ul>
Type	Dual-channel DDR4
Speed	2666 MHz

## Storage

Your computer supports one of the following configurations:

- One 2.5-inch hard-disk drive
- One M.2 2230/2280 Solid-State Drive (SSD)
- One 2.5-inch hard-disk drive and one M.2 2230/2280 Solid-State Drive (SSD)
- One 2.5-inch hard-disk drive and one M.2 2230/2280 Intel Optane storage

The primary drive of your computer varies with the storage configuration. For computers with a M.2 drive, the M.2 drive is the primary drive.

**Table 6. Storage specifications**

Type	Form factor	Interface	Capacity
One 2.5-inch hard-disk drive	2.5-inch	SATA AHCI, up to 6 Gbps	Up to 2 TB
One M.2 2230/2280 solid-state drive	M.2	PCIe Gen 3.0x4 NVMe, up to 32 Gbps	Up to 512 GB
One M.2 2230/2280 Intel Optane Storage	M.2	PCIe Gen 3.0x4 NVMe, up to 32 Gbps	Up to 512 GB

## System board connectors

**Table 7. System board connectors**

Feature	Specification
M.2 Connectors	<ul style="list-style-type: none"> <li>One M.2 2230 slot for WLAN</li> <li>One M.2 2280/2230/2242 slot for solid-state drive/Intel Optane</li> <li>One M.2 2280 slot for PCI-E SSD</li> </ul>

# Media card-reader

Table 8. Media-card reader specifications

Feature	Specifications
Type	One SD card slot
Supported cards	Micro Secure Digital (mSD)

# Audio

Table 9. Audio specifications

Feature	Specifications
Controller	Realtek ALC3254
Type	High-definition audio
Speakers	Stereo 2.0
Interface	<ul style="list-style-type: none"><li>· Universal audio jack<ul style="list-style-type: none"><li>– Stereo headphone</li><li>– Stereo headset (CTIA and OMTP)</li><li>– Stereo line-in/line-out</li><li>– Microphone in</li></ul></li><li>· Inline control support for 3-button headset<ul style="list-style-type: none"><li>– Microsoft Windows and Google compliant</li></ul></li></ul>
Internal speaker amplifier	2 W (RMS) per channel

# Video card

Table 10. Video card specifications

Controller	Type	Graphics memory type	Capacity	External display support	Maximum resolution
Intel UHD Graphics 630	UMA	9th Generation Intel Core i5/i7/i9	Shared system memory	HDMI 2.0	4096 x 2160
NVIDIA GeForce GTX 1050	Discrete	GDDR5	3 GB	NA	NA
NVIDIA GeForce GTX 1650	Discrete	GDDR5	4 GB	NA	NA

# Camera

**Table 11. Camera specifications**

<b>Feature</b>	<b>Specifications</b>
Number of cameras	One
Location	Front camera
Resolution	<ul style="list-style-type: none"><li>• Still image: 0.92 megapixels</li><li>• Video: 1280x720 (HD) at 30 fps</li></ul>
Diagonal viewing angle	74.9 degrees
Type	HD RGB camera
Sensor type	CMOS sensor technology

# Ports and connectors

**Table 12. Ports and connectors**

<b>Feature</b>	<b>Specifications</b>
Memory card reader	One SD-card slot
USB	<ul style="list-style-type: none"><li>• Three USB 3.1 Gen 1 ports</li><li>• One Thunderbolt 3 (USB Type-C) port</li></ul>
Security	N/A
Docking port	Not supported
Audio	One headset (headphone and microphone combo) port
Power adapter port	One 4.5 mm x 2.9 mm DC-in
Video	HDMI 2.0
Network adapter	N/A
SIM card reader	N/A

# Wireless

**Table 13. Wireless options**

<b>Wireless options</b>
Intel Wireless-AC 9560, 802.11ac + Bluetooth 5.0
Dell Qualcomm QCA61x4A, 802.11ac

# Display

**Table 14. Display specifications**

<b>Feature</b>	<b>Specifications</b>	
Type	Full High Definition (FHD)	Ultra High Definition (UHD)
Height (Active area)	350.70 mm (13.81 in.)	350.70 mm (13.81 in.)
Width (Active area)	205.70 mm (8.10 in.)	205.70 mm (8.10 in.)
Diagonal	394 mm (15.51 in.)	394 mm (15.51 in.)
Native resolution	1920 x 1080 (FHD, non-touch)	3840 x 2160 (UHD, non-touch)
Luminance/Brightness (typical)	300 nits	400 nits
Refresh rate	60 Hz	60 Hz
Horizontal viewing angle (min)	80/80 +/- degrees	80/80 +/- degrees
Vertical viewing angle (min)	80/80 +/- degrees	80/80 +/- degrees
Color Gamut	72% (NTSC)	100% (Adobe)
Contrast ratio	600:1	800:1
Pixel pitch	0.17925 mm	0.08964 mm
Anti-glare vs glossy finish	Anti-glare	Anti-glare
Touch options	Not supported	Not supported

# Keyboard

**Table 15. Keyboard specifications**

<b>Feature</b>	<b>Specifications</b>
Number of keys	<ul style="list-style-type: none"><li>• US: 101</li><li>• UK: 102</li><li>• JP: 105</li></ul>
Size	Full sized <ul style="list-style-type: none"><li>• X= 331.20 mm</li><li>• Y= 106.60 mm</li></ul>
Backlit keyboard	Yes
Layout	QWERTY

# Touchpad

Table 16. Touchpad specifications

Feature	Specifications
Resolution	<ul style="list-style-type: none"><li>Horizontal: 3211</li><li>Vertical: 2431</li></ul>
Dimensions	<ul style="list-style-type: none"><li>Width: 4.13 inch (105 mm )</li><li>Height: 3.14 inch (80 mm)</li></ul>
Multi-touch	Supports 10 fingers

# Operating system

Table 17. Operating system

Supported operating systems	
Operating systems supported	<ul style="list-style-type: none"><li>Windows 10 Home (64-bit)</li><li>Windows 10 Professional (64-bit)</li><li>Ubuntu</li></ul>

# Battery

Table 18. Battery specifications

Feature	Specifications	
Type	3-Cell lithium-ion (56 WHr)	6-cell lithium-ion (97 WHr)
Dimension	<ul style="list-style-type: none"><li>Width: 72 mm (2.835 in)</li><li>Height: 223.4 mm (8.795 in)</li><li>Depth: 7.2 mm (0.283 in)</li></ul>	<ul style="list-style-type: none"><li>Width: 72 mm (2.835 in)</li><li>Height: 330.7 mm (13.02 in)</li><li>Depth: 7.2 mm (0.283 in)</li></ul>
Weight (maximum)	0.245 kg (0.54 lb)	0.367 kg (0.82 lb)
Voltage	11.40 VDC	11.40 VDC
Life span	300 discharge/recharge cycles	300 discharge/recharge cycles
Charging time when the computer is off (approximate)	4 hours <b>NOTE: Control the charging time, duration, start and end time, and so on, using the Dell Power Manager application.</b>	4 hours <b>NOTE: Control the charging time, duration, start and end time, and so on, using the Dell Power Manager application.</b>
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

Feature	Specifications	
Temperature range: Operating	0 °C to 70°C (32°F to 158°F)	0 °C to 70°C (32°F to 158°F)
Temperature range: Storage	-20°C to 65°C (-4°F to 149°F)	-20°C to 65°C (-4°F to 149°F)
Coin-cell battery	CR2032	CR2032

## Power adapter

**Table 19. Power adapter specifications**

Feature	Specifications	
Type	E90W	E130W
Diameter (connector)	4.5 mm x 2.9 mm	4.5 mm x 2.9 mm
Input Voltage	100 to 240 VAC	100 to 240 VAC
Input current (maximum)	1.5 A	2.5 A
Input frequency	50 to 60 Hz	50 to 60 Hz
Output current	4.62 A (continuous)	6.7A (continuous)
Rated output voltage	19.5 VDC	19.5 VDC
Weight	0.33 kg (0.72 lb)	0.52 kg (1.14 lb)
Dimension	32 x 52 x 128 mm (1.3 x 2.0 x 5.0 in)	25.1 x 76.2 x 154.7 mm (1.0 x 3.0 x 6.1 in)
Temperature range (Operating)	0°C to 40° C (32°F to 104°F)	0°C to 40° C (32°F to 104°F)
Temperature range (Non-Operating)	- 40°C to 70°C (-40°F to 158°F)	-40°C to 70°C (-40°F to 158°F)

## Dimensions and weight

**Table 20. Dimensions and weight**

Feature	Specifications
Height	Front height - 0.70 inch (18 mm)
	Back height - 0.78 inch (20 mm)
Width	14.09 inch (358 mm)
Depth	9.44 inch (240 mm)
Weight	Starting 1.9 kg (4.18 lbs)

## Computer environment

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

**Table 21. Computer environment**

	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 80% (non-condensing)	10% to 95% (non-condensing)
	<b>i</b>   <b>NOTE: Maximum dew point temperature = 26°C</b>	<b>i</b>   <b>NOTE: Maximum dew point temperature = 33°C</b>
Vibration (maximum)	0.26 GRMS	1.37 GRMS
Shock (maximum)	105 G †	40 G‡
Altitude (maximum)	-15.2 m to 3048 m (-50 ft to 10,000 ft)	-15.2 m to 10,668 m (-50 ft to 35,000 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.

‡ Measured using a 2 ms half-sine pulse when the hard-drive head is in parked position.

## Security

**Table 22. Security**

Feature	Specifications
Trusted Platform Module (TPM) 2.0	Supported
Firmware TPM	Supported
Windows Hello Support	Supported
Fingerprint reader (on power button)	Optional

## Security Software

**Table 23. Security Software**

Feature	Specifications
Intel security solution	Supported
<ul style="list-style-type: none"> <li>· Intel Power Optimizer (CPPM)</li> <li>· Intel Rapid Start Technology</li> <li>· Active Resume BIOS updates</li> <li>· Identity Protection Technology 2012 (IPT)</li> <li>· Intel Smart Sound Technology</li> <li>· Intel vPRO Technology</li> </ul>	
Windows Hardware Quality Labs (WHQL) complaint	Yes
Energy Star compliant	Yes

This chapter details the supported operating systems along with instructions on how to install the drivers.

## Downloading Windows drivers

- 1 Turn on the tabletdesktopnotebook.
- 2 Go to **Dell.com/support**.
- 3 Click **Product Support**, enter the Service Tag of your tabletdesktopnotebook, and then click **Submit**.

**NOTE:** If you do not have the Service Tag, use the auto detect feature or manually browse for your tabletdesktopnotebook model.

- 4 Click **Drivers and Downloads**.
- 5 Select the operating system installed on your tabletdesktopnotebook.
- 6 Scroll down the page and select the driver to install.
- 7 Click **Download File** to download the driver for your tabletdesktopnotebook.
- 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](#)
- [System setup options](#)
- [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 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:**
  - Windows Boot Manager
- **Other Options:**
  - BIOS Setup
  - Device Configuration
  - BIOS Flash Update
  - Diagnostics
  - SupportAssist OS Recovery
  - Exit Boot Menu and Continue

## 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.

Keys	Navigation
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 allows 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

**NOTE:** XXX denotes the SATA drive number.

- Optical Drive (if available)
- SATA Hard Drive (if available)
- Diagnostics

**NOTE:** Choosing Diagnostics, will display the ePSA diagnostics screen.

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

## System setup options

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

## General options

Table 24. General options

Option	Description
<b>System Information</b>	<p>This section lists the primary hardware features of your computer.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>System Information</b></li> <li>• <b>Memory Configuration</b></li> <li>• <b>Processor Information</b></li> <li>• <b>Device Information</b></li> </ul>
<b>Battery Information</b>	<p>Displays the battery status and the type of AC adapter connected to the computer.</p>

Option	Description
<b>Boot Sequence</b>	<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"> <li>• <b>Windows Boot Manager</b>—Enable or disable the Windows Boot Manager option.</li> <li>• <b>Boot List Option</b>—You can add, delete, and view the boot options.</li> </ul>
<b>Advanced Boot Options</b>	<p>Enable or disable the UEFI Network Stack option.</p>
<b>UEFI Boot Path Security</b>	<p>Allows you to control whether the system prompts the user to enter the Admin password when booting to a UEFI boot path.</p> <p>Click one of the following options:</p> <ul style="list-style-type: none"> <li>• <b>Always, Except Internal HDD</b>—Default</li> <li>• <b>Always</b></li> <li>• <b>Never</b></li> </ul>
<b>Date/Time</b>	<p>Allows you to set the date and time. The change to the system date and time takes effect immediately.</p>

## System configuration

Table 25. System Configuration options

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

Option	Description
<b>USB Configuration</b>	<p>Allows you to enable or disable the internal/integrated USB configuration.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>· <b>Enable USB Boot Support</b></li> <li>· <b>Enable External USB Port</b></li> </ul> <p>By default, all the options are enabled.</p> <p> <b>NOTE: USB keyboard and mouse always work in the BIOS setup irrespective of these settings.</b></p>
<b>Thunderbolt Adapter Configuration</b>	<p>Allows you to configure the Thunderbolt adapter security settings within the operating system.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>· <b>Thunderbolt</b>—This option is enabled by default.</li> <li>· <b>Enable Thunderbolt Support</b></li> <li>· <b>Enable Thunderbolt (and PCIe behind TBT) Pre-boot Modules</b></li> <li>· <b>No Security</b></li> <li>· <b>User Authorization</b>—This option is enabled by default.</li> <li>· <b>Secure Connect</b></li> <li>· <b>Display Port and USB Only</b></li> </ul>
<b>Thunderbolt Auto Switch</b>	<p>Allows you to configure the method used by the Thunderbolt controller to perform the PCIe device enumeration. By default, the <b>Auto switch</b> option is enabled.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>· <b>Native Enumeration</b></li> <li>· <b>BIOS Assist Enumeration</b></li> </ul>
<b>Audio</b>	<p>Allows you to enable or disable the integrated audio controller. By default, the <b>Enable Audio</b> option is selected.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>· <b>Enable Microphone</b></li> <li>· <b>Enable Internal Speaker</b></li> </ul> <p>By default, all the options are enabled.</p>
<b>Fingerprint Reader</b>	<p>Enables or disables the fingerprint reader device. The options are:</p> <ul style="list-style-type: none"> <li>· Enable Fingerprint Reader Device</li> <li>· Enable Finger Reader Single Sign On</li> </ul> <p>By default, both the options are enabled.</p>
<b>Miscellaneous devices</b>	<p>Allows you to enable or disable the following devices:</p> <ul style="list-style-type: none"> <li>· <b>Enable Camera</b></li> <li>· <b>Enable Hard Drive Free Fall Protection</b></li> <li>· <b>WiFi Radio</b></li> <li>· <b>Enable Secure Digital (SD) Card</b></li> </ul> <p>By default, all the options are enabled.</p>

# Video screen options

Table 26. Video

Option	Description
LCD Brightness	Allows you to set the display brightness depending upon the power source. By default, Brightness On Battery is 50% and Brightness On AC is 100%.

## Security

Table 27. Security

Option	Description
<b>Admin Password</b>	<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"><li>• <b>Enter the old password:</b></li><li>• <b>Enter the new password:</b></li><li>• <b>Confirm new password:</b></li></ul> <p>Click <b>OK</b> once you set the password.</p> <p><b>NOTE:</b> By default, the Enter the old password field is marked as Not set. Hence, password has to be set for the first time you login and then you can change or delete the password.</p>
<b>System Password</b>	<p>Allows you to set, change, or delete the system password.</p> <p>The entries to set password are:</p> <ul style="list-style-type: none"><li>• <b>Enter the old password:</b></li><li>• <b>Enter the new password:</b></li><li>• <b>Confirm new password:</b></li></ul> <p>Click <b>OK</b> once you set the password.</p> <p><b>NOTE:</b> By default, the Enter the old password field is marked as Not set. Hence, password has to be set for the first time you login and then you can change or delete the password.</p>
<b>Strong Password</b>	<p>Allows you to enforce the option to always set strong password.</p> <ul style="list-style-type: none"><li>• <b>Enable Strong Password</b></li></ul> <p>By default, this option is disabled.</p>
<b>Password Configuration</b>	<p>You can define the length of your password. Min = 4, Max = 32</p>
<b>Password Bypass</b>	<p>Allows you to bypass the System password and the Internal HDD password, when it is set, during a system restart.</p> <p>The options are:</p> <ul style="list-style-type: none"><li>• <b>Disabled</b>—This option is enabled by default.</li><li>• <b>Reboot bypass</b></li></ul>

Option	Description
<b>Password Change</b>	<p>Allows you to change the system password when the administrator password is set.</p> <ul style="list-style-type: none"> <li>• <b>Allow Non-Admin Password Changes</b></li> </ul> <p>By default, this option is enabled.</p>
<b>Non-Admin Setup Changes</b>	<p>Allows you to determine whether changes to the setup options are allowed when an administrator password is set. If disabled the setup options are locked by the admin password.</p> <ul style="list-style-type: none"> <li>• <b>Allow Wireless Switch Changes</b></li> </ul> <p>By default, this option is disabled.</p>
<b>UEFI Capsule Firmware Updates</b>	<p>Allows you to update the system BIOS through UEFI capsule update packages.</p> <ul style="list-style-type: none"> <li>• <b>Enable UEFI Capsule Firmware Updates</b></li> </ul> <p>By default, this option is enabled.</p>
<b>TPM 2.0 Security</b>	<p>Allows you to enable or disable the Trusted Platform Module (TPM) during POST.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>TPM On</b>—This option is enabled by default.</li> <li>• <b>Clear</b></li> <li>• <b>PPI Bypass for Enable Commands</b></li> <li>• <b>PPI Bypass for Disable Commands</b></li> <li>• <b>PPI Bypass for Clear Command</b></li> <li>• <b>Attestation Enable</b>—This option is enabled by default.</li> <li>• <b>Key Storage Enable</b>—This option is enabled by default.</li> <li>• <b>SHA-256</b>—This option is enabled by default.</li> </ul>
<b>Absolute®</b>	<p>This field lets you Enable, Disable, or Permanently Disable the BIOS module interface of the optional Absolute Persistence Module service from Absolute® Software.</p>
<b>Admin Setup Lockout</b>	<p>Allows you to prevent users from entering Setup when an administrator password is set.</p> <ul style="list-style-type: none"> <li>• <b>Enable Admin Setup Lockout</b></li> </ul> <p>By default, this option is disabled.</p>
<b>Master Password Lockout</b>	<p>Allows you to disable master password support.</p> <ul style="list-style-type: none"> <li>• <b>Enable Master Password Lockout</b></li> </ul> <p>By default, this option is disabled.</p> <p> <b>NOTE: Hard Disk password should be cleared before the settings can be changed.</b></p>
<b>SMM Security Mitigation</b>	<p>Allows you to enable or disable additional UEFI SMM Security Mitigation protection.</p> <ul style="list-style-type: none"> <li>• <b>SMM Security Mitigation</b></li> </ul> <p>By default, this option is enabled.</p>

# Secure boot

Table 28. Secure Boot

Option	Description
<b>Secure Boot Enable</b>	Allows you to enable or disable the Secure Boot Feature. <ul style="list-style-type: none"><li>• <b>Secure Boot Enable</b>—By default, this option is disabled.</li></ul>
<b>Secure Boot Mode</b>	Changes to the Secure Boot operation mode modifies the behavior of Secure Boot to allow evaluation of UEFI driver signatures. <p>This options are:</p> <ul style="list-style-type: none"><li>• <b>Deployed Mode</b>—By default, this option is enabled.</li><li>• <b>Audit Mode</b></li></ul>
<b>Expert Key Management</b>	Allows you to enable or disable Expert Key Management. <ul style="list-style-type: none"><li>• <b>Enable Custom Mode</b>—By default, this option is disabled.</li></ul> <p>The Custom Mode Key Management options are:</p> <ul style="list-style-type: none"><li>• <b>PK</b>—By default, this option is disabled.</li><li>• <b>KEK</b></li><li>• <b>db</b></li><li>• <b>dbx</b></li></ul>

# Intel Software Guard Extensions options

Table 29. Intel Software Guard Extensions

Option	Description
<b>Intel SGX Enable</b>	This field specifies you to provide a secured environment for running code/storing sensitive information in the context of the main OS. <p>Click one of the following options:</p> <ul style="list-style-type: none"><li>• <b>Disabled</b></li><li>• <b>Enabled</b></li><li>• <b>Software controlled</b>—Default</li></ul>
<b>Enclave Memory Size</b>	This option sets <b>SGX Enclave Reserve Memory Size</b> <p>Click one of the following options:</p> <ul style="list-style-type: none"><li>• <b>32 MB</b></li><li>• <b>64 MB</b></li><li>• <b>128 MB</b>—Default</li></ul>

# Performance

Table 30. Performance

Option	Description
<b>Multi Core Support</b>	<p>This field specifies whether the process has one or all cores enabled. The performance of some applications improves with the additional cores.</p> <ul style="list-style-type: none"><li>• <b>All</b>—Default</li><li>• <b>1</b></li><li>• <b>2</b></li><li>• <b>3</b></li></ul>
<b>Intel SpeedStep</b>	<p>Allows you to enable or disable the Intel SpeedStep mode of processor.</p> <ul style="list-style-type: none"><li>• <b>Enable Intel SpeedStep</b></li></ul> <p>This option is set by default.</p>
<b>C-States Control</b>	<p>Allows you to enable or disable the additional processor sleep states.</p> <ul style="list-style-type: none"><li>• <b>C states</b></li></ul> <p>This option is set by default.</p>
<b>Intel® TurboBoost™</b>	<p>This option enables or disables the Intel® TurboBoost™ mode of the processor</p>
<b>Hyper-Thread Control</b>	<p>Allows you to enable or disable the HyperThreading in the processor.</p> <ul style="list-style-type: none"><li>• <b>Disabled</b></li><li>• <b>Enabled</b>—Default</li></ul>

# Power management

Table 31. Power Management

Option	Description
<b>Lid Switch</b>	<p>Allows you to disable the lid switch.</p> <p>The options are:</p> <ul style="list-style-type: none"><li>• <b>Enable Lid Switch</b>—enabled by default</li><li>• <b>Power On Lid Open</b>—enabled by default</li></ul>
<b>AC Behavior</b>	<p>Allows you to enable or disable the computer from turning on automatically when an AC adapter is connected.</p> <ul style="list-style-type: none"><li>• <b>Wake on AC</b></li></ul> <p>By default, this option is disabled.</p>

Option	Description
<b>Enable Intel Speed Shift technology</b>	Allows you to enable or disable the Intel Speed Shift Technology option. By default, this option is enabled.
<b>Auto On Time</b>	Allows you to set the time at which the computer must turn on automatically.  The options are: <ul style="list-style-type: none"> <li>• <b>Disabled</b>—enabled by default</li> <li>• <b>Every Day</b></li> <li>• <b>Weekdays</b></li> <li>• <b>Select Days</b></li> </ul>
<b>USB Wake Support</b>	Allows you to enable USB devices to wake the system from standby. By default, the option <b>Enable USB Wake Support</b> is disabled.
<b>Block Sleep</b>	This option enables you to block entering to sleep in operating system environment. By default, the <b>Block Sleep</b> option is disabled.
<b>Advanced Battery Charge Configuration</b>	This option enables you to maximize the battery health. When you enable this option, your system uses the standard charging algorithm and other techniques, during the nonwork hours to improve the battery health. By default, the <b>Enable Advanced Battery Charge Mode</b> option is disabled.
<b>Primary Battery Charge Configuration</b>	Allows you to select the charging mode for the battery.  The options are: <ul style="list-style-type: none"> <li>• <b>Adaptive</b>—enabled by default</li> <li>• <b>Standard</b></li> <li>• <b>ExpressCharge</b></li> <li>• <b>Primarily AC use</b></li> <li>• <b>Custom</b></li> </ul> <p>If Custom Charge is selected, you can also configure Custom Charge Start and Custom Charge Stop.</p> <p> <b>NOTE: All charging mode may not be available for all the batteries.</b></p>
<b>Type-C Connector Power</b>	Allows you to set the maximum power that can be drawn from the type-c connector. The options are: <ul style="list-style-type: none"> <li>• 7.5 Watts—enabled by default</li> <li>• 15 Watts</li> </ul>

## Post behavior

Table 32. POST Behavior

Option	Description
<b>Adapter Warnings</b>	Allows you to enable or disable the system setup (BIOS) warning messages when you use certain power adapters. <ul style="list-style-type: none"> <li>• <b>Enable Adapter Warnings</b>—enabled by default</li> </ul>
<b>Keypad (embedded)</b>	Allows you to choose one of two methods to enable the keyboard that is embedded in the internal keyboard. The options are: <ul style="list-style-type: none"> <li>• <b>Fn Key Only</b>—enabled by default</li> <li>• <b>By Numlock</b></li> </ul>

Option	Description
<b>Numlock Enable</b>	Allows you to enable or disable the Numlock function when the system boots. <ul style="list-style-type: none"> <li>• <b>Enable Numlock</b>—enabled by default</li> </ul>
<b>Fn Lock Options</b>	Allows you to let hot key combinations Fn + Esc toggle the primary behavior of F1–F12, between their standard and secondary functions. If you disable this option, you cannot toggle dynamically the primary behavior of these keys. By default, the <b>Fn Lock</b> option is enabled. <p>Select one of the following options:</p> <ul style="list-style-type: none"> <li>• <b>Lock Mode Disable/Standard</b></li> <li>• <b>Lock Mode Enable/Secondary</b>—enabled by default</li> </ul>
<b>Fastboot</b>	Allows you to speed up the boot process by bypassing some of the compatibility steps. <p>Select one of the following options:</p> <ul style="list-style-type: none"> <li>• <b>Minimal</b>—enabled by default</li> <li>• <b>Thorough</b></li> <li>• <b>Auto</b></li> </ul>
<b>Extended BIOS POST Time</b>	Allows you to create an additional preboot delay. <p>Select one of the following options:</p> <ul style="list-style-type: none"> <li>• <b>0 seconds</b>—enabled by default</li> <li>• <b>5 seconds</b></li> <li>• <b>10 seconds</b></li> </ul>
<b>Full Screen Logo</b>	Allows you to display full screen logo, when your image matches screen resolution. By default, the <b>Enable Full Screen Logo</b> option is disabled.
<b>Warnings and Errors</b>	Allows you to select different options to either stop, prompt and wait for user input, continue when warnings are detected but pause on errors, or continue when either warnings or errors are detected during the POST process. <p>Select one of the following options:</p> <ul style="list-style-type: none"> <li>• <b>Prompt on Warnings and Errors</b>—enabled by default</li> <li>• <b>Continue on Warnings</b></li> <li>• <b>Continue on Warnings and Errors</b></li> </ul>

## Virtualization support

Table 33. Virtualization Support

Option	Description
<b>Virtualization</b>	This option specifies whether a Virtual Machine Monitor (VMM) can use the additional hardware capabilities that are provided by the Intel Virtualization technology. By default, the <b>Enable Intel Virtualization Technology</b> option is enabled.
<b>VT for Direct I/O</b>	Enables or disables the Virtual Machine Monitor (VMM) from using the additional hardware capabilities that are provided by the Intel Virtualization technology for direct I/O. By default, the <b>Enable VT for Direct I/O</b> option is enabled.

# Wireless options

Table 34. Wireless

Option	Description
<b>Wireless Switch</b>	<p>Allows to set the wireless devices that can be controlled by the wireless switch.</p> <p>The options are:</p> <ul style="list-style-type: none"><li>• <b>WLAN</b></li><li>• <b>Bluetooth®</b></li></ul> <p>All the options are enabled by default.</p>
<b>Wireless Device Enable</b>	<p>Allows you to enable or disable the internal wireless devices.</p> <p>The options are:</p> <ul style="list-style-type: none"><li>• <b>WLAN</b></li><li>• <b>Bluetooth®</b></li></ul> <p>All the options are enabled by default.</p>

# Maintenance

Table 35. Maintenance

Option	Description
<b>Service Tag</b>	<p>Displays the service tag of your computer.</p>
<b>Asset Tag</b>	<p>Allows you to create a system asset tag if an asset tag is not already set.</p> <p>This option is not set by default.</p>
<b>BIOS Downgrade</b>	<p>Allows you to flash previous revisions of the system firmware.</p> <ul style="list-style-type: none"><li>• <b>Allow BIOS Downgrade</b></li></ul> <p>This option is set by default.</p>
<b>Data Wipe</b>	<p>Allows you to securely erase data from all internal storage devices.</p> <ul style="list-style-type: none"><li>• <b>Wipe on Next Boot</b></li></ul> <p>This option is not set by default.</p>
<b>Bios Recovery</b>	<p><b>BIOS Recovery from Hard Drive</b>—By default, this option is enabled. Allows you to recover the corrupted BIOS from a recovery file on the HDD or an external USB key.</p> <p><b>BIOS Auto-Recovery</b>— Allows you to recover the BIOS automatically.</p>

# System logs

Table 36. System Logs

Option	Description
<b>BIOS events</b>	Allows you to view and clear the System Setup (BIOS) POST events.
<b>Thermal Events</b>	Allows you to view and clear the System Setup (Thermal) events.
<b>Power Events</b>	Allows you to view and clear the System Setup (Power) events.

# SupportAssist system resolution

Table 37. SupportAssist System Resolution

Option	Description
<b>Auto OS Recovery Threshold</b>	<p>The <b>Auto OS Recovery Threshold</b> setup option controls the automatic boot flow for Support Assist System Resolution Console and Dell OS Recovery tool.</p> <p>Click one of the following options:</p> <ul style="list-style-type: none"><li>• <b>OFF</b></li><li>• <b>1</b></li><li>• <b>2</b>—enabled by default</li><li>• <b>3</b></li></ul>
<b>SupportAssist OS Recovery</b>	Allows you to recover the SupportAssist OS Recovery (Disabled by default). By default, this option is enabled.

# 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 outlet.

**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.

- 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 re-install. For more information on this subject, see Knowledge Article: <https://www.dell.com/support/article/sln153694>

## Updating your system BIOS using a USB flash drive

If the system cannot load into Windows but there is still a need to update the BIOS, download the BIOS file using another system and save it to a bootable USB Flash Drive.

**NOTE:** You will need to use a bootable USB Flash drive. Please refer to the following article for further details: <https://www.dell.com/support/article/us/en/19/sln143196/>

- 1 Download the BIOS update .EXE file to another system.
- 2 Copy the file e.g. O9010A12.EXE onto the bootable USB Flash drive.
- 3 Insert the USB Flash drive into the system that requires the BIOS update.
- 4 Restart the system and press F12 when the Dell Splash logo appears to display the One Time Boot Menu.
- 5 Using arrow keys, select **USB Storage Device** and click Return.
- 6 The system will boot to a Diag C:\> prompt.
- 7 Run the file by typing the full filename e.g. O9010A12.exe and press Return.
- 8 The BIOS Update Utility will load, follow the instructions on screen.

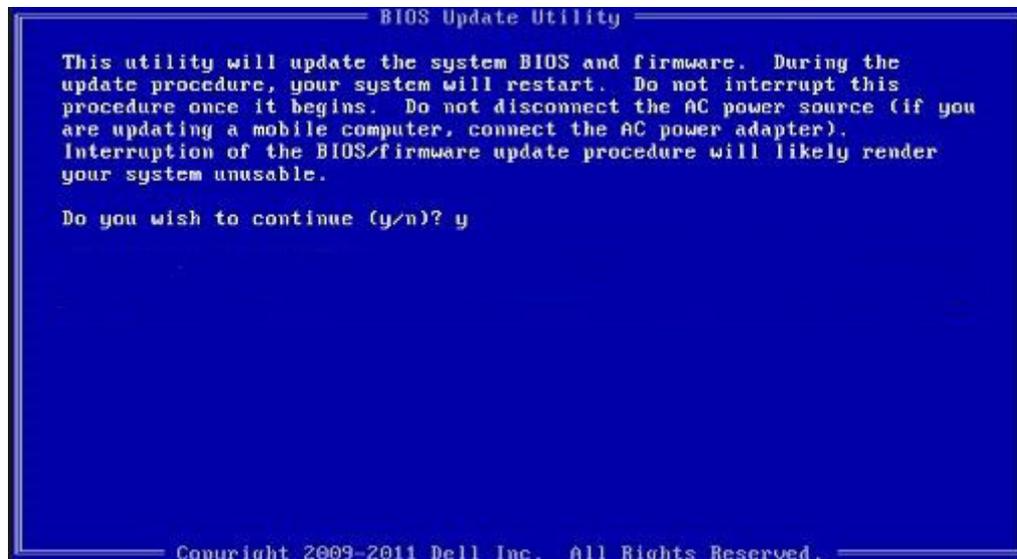


Figure 6. DOS BIOS Update Screen

# 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 <https://www.dell.com/support/article/us/en/19/sl171755/>.

## Flashing the BIOS from the F12 One-Time boot menu

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

### BIOS Update

You can run the BIOS update file from Windows using a bootable USB key 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 FLASH 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

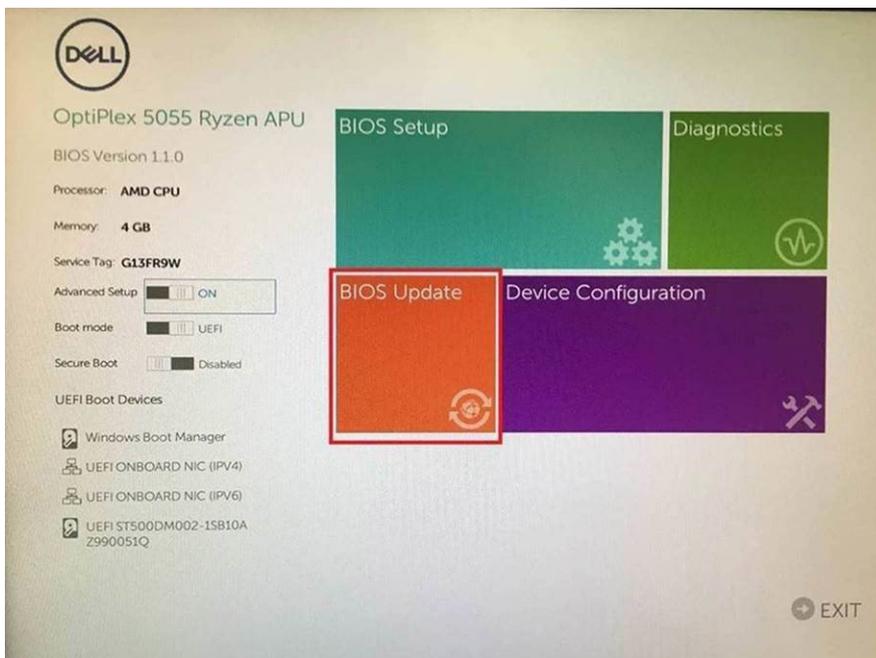
To update your BIOS from the F12 One-Time boot menu, you will need:

- USB key 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 key
- AC power adapter connected to the system
- Functional system battery to flash the BIOS

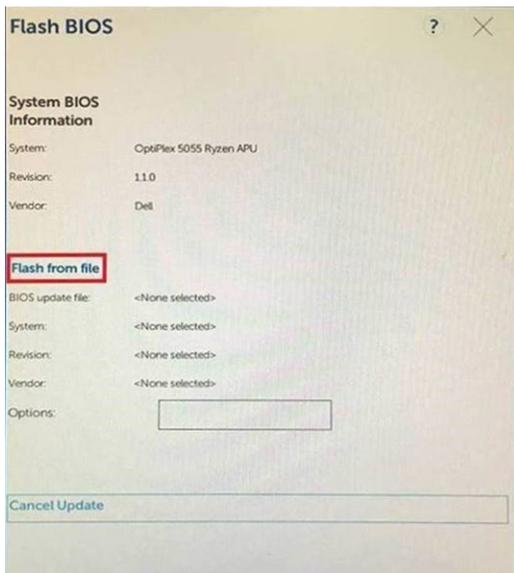
Perform the following steps to execute the BIOS update flash process from the F12 menu:

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

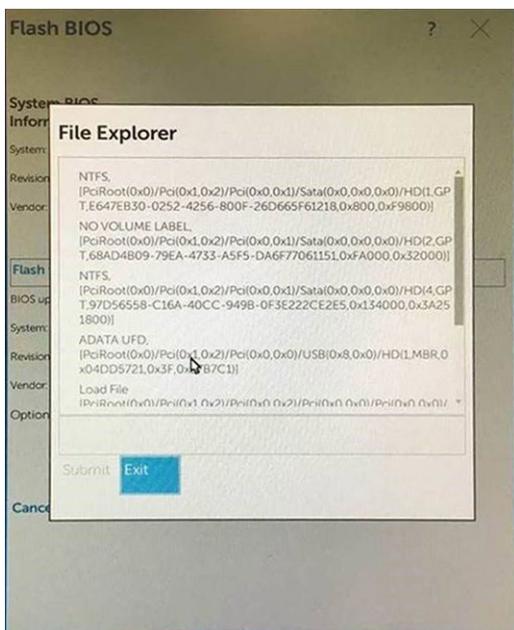
- 1 From a power off state, insert the USB key where you copied the flash into a USB port of the system .
- 2 Power on the system and press the F12 key to access the One-Time Boot Menu, Highlight BIOS Update using the mouse or arrow keys then press **Enter**.



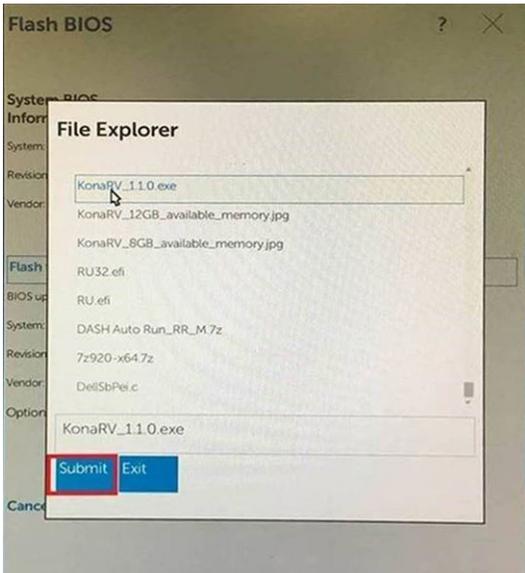
- 3 The Bios flash menu will open then click the **Flash from file**.



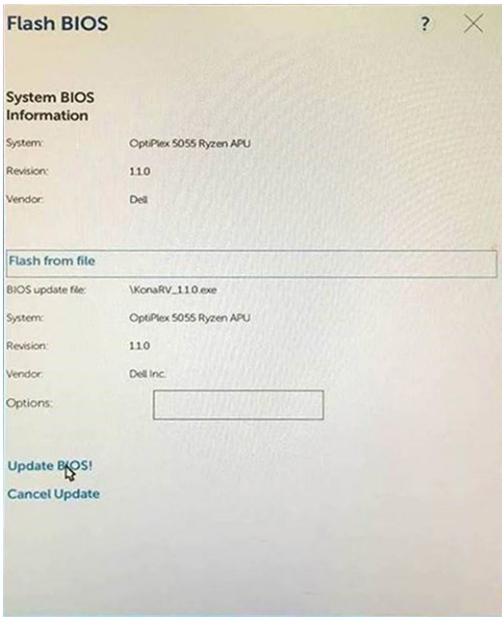
- 4 Select external USB device



- 5 Once the file is selected, Double click the flash target file, then press submit .



6 Click the **Update BIOS** then system will reboot to flash the BIOS.



7 Once complete, the system will reboot and the BIOS update process is completed.

## System and setup password

**Table 38. 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.

 **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 re-boot.

- 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/or 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/or 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 reboot.

# Getting help

## Contacting Dell

① **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.