

# Inspiron 3493

## 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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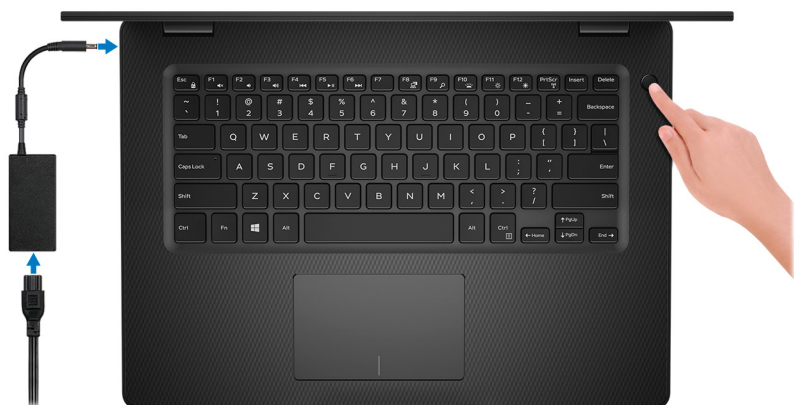
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# Set up your Inspiron 3493

**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:** 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.

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**

Resources	Description
	<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>SupportAssist</b></p> <p>Pro-actively checks the health of your computer's hardware and software. The SupportAssist OS Recovery tool troubleshoots issues with the operating system. For more information, see the SupportAssist documentation at <a href="http://www.dell.com/support">www.dell.com/support</a>.</p>

**NOTE:** In SupportAssist, click the warranty expiry date to renew or upgrade your warranty.

## Resources

## Description

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### Dell Update

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 [SLN305843](#) at [www.dell.com/support](http://www.dell.com/support).



### Dell Digital Delivery

Download software applications, which are purchased but not pre-installed on your computer. For more information about using Dell Digital Delivery, see the knowledge base article [153764](#) at [www.dell.com/support](http://www.dell.com/support).

## Views of Inspiron 3493

### Right



**1. SD-card slot**

Reads from and writes to the SD card.

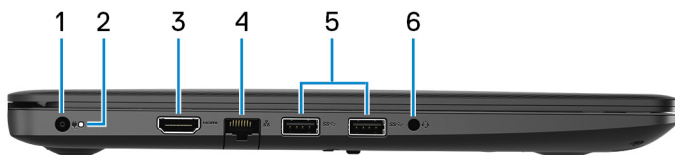
**2. USB 2.0 port**

Connect peripherals such as external storage devices and printers. Provides data transfer speeds up to 480 Mbps.

**3. Security-cable slot (wedge-shaped)**

Connect a security cable to prevent unauthorized movement of your computer.

### Left



**1. Power-adaptor port**

Connect a power adapter to provide power to your computer.

**2. Power and battery-status light/hard-drive activity light**

Indicates the battery-charge status or the hard-drive activity.



**NOTE:** Press Fn+H to toggle between the power and battery-status light, and hard-drive activity light.

**Hard-drive activity light**

Turns on when the computer reads from or writes to the hard drive.

**Power and battery-status light**

Indicates the power and battery-charge status.

**Solid white** — Power adapter is connected and the battery has more than 5% charge.

**Amber** — Computer is running on battery and the battery has less than 5% charge.

**Off**

- Power adapter is connected and the battery is fully charged.
- Computer is running on battery and the battery has more than 5% charge.
- Computer is in sleep state, hibernation, or turned off.

**3. HDMI port**

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

**4. Network port**

Connect an Ethernet (RJ45) cable from a router or a broadband modem for network or Internet access.

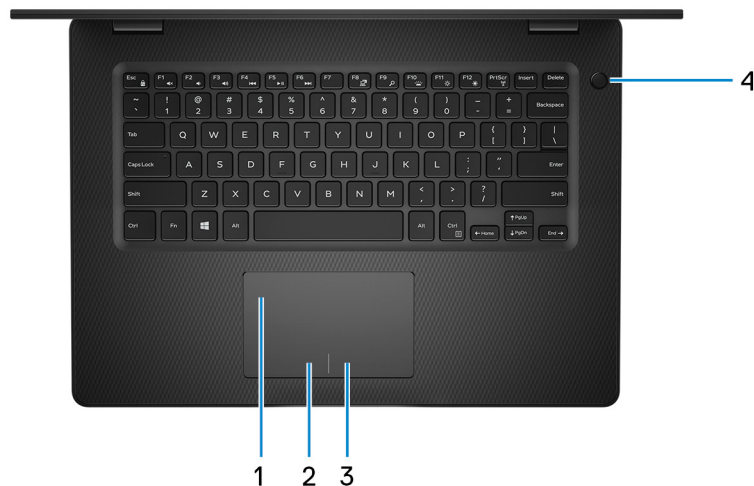
**5. USB 3.1 Gen 1 ports (2)**

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

## 6. Headset port

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

# Base



## 1. Touchpad

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

## 2. Left-click area

Press to left-click.

## 3. Right-click area

Press to right-click.

## 4. Power button with optional fingerprint reader

Press to turn on the computer if it is turned off, in sleep state, or in hibernate state.

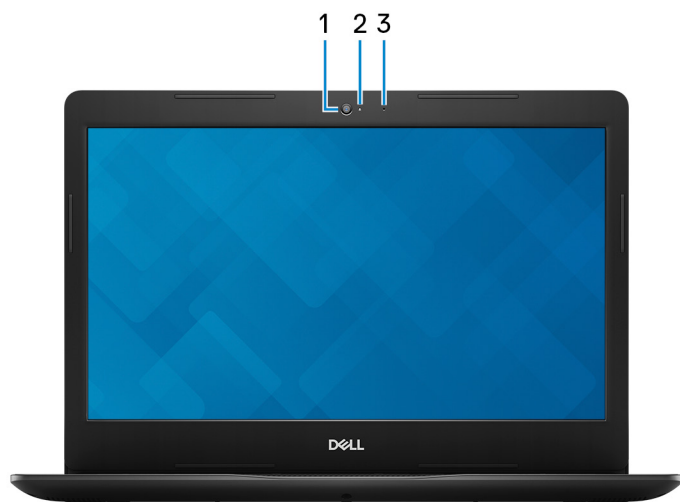
When the computer is turned on, press the power button to put the computer into sleep state; press and hold the power button for 4 seconds to force shut-down the computer.

If the power button has a fingerprint reader, place your finger on the power button to log in.



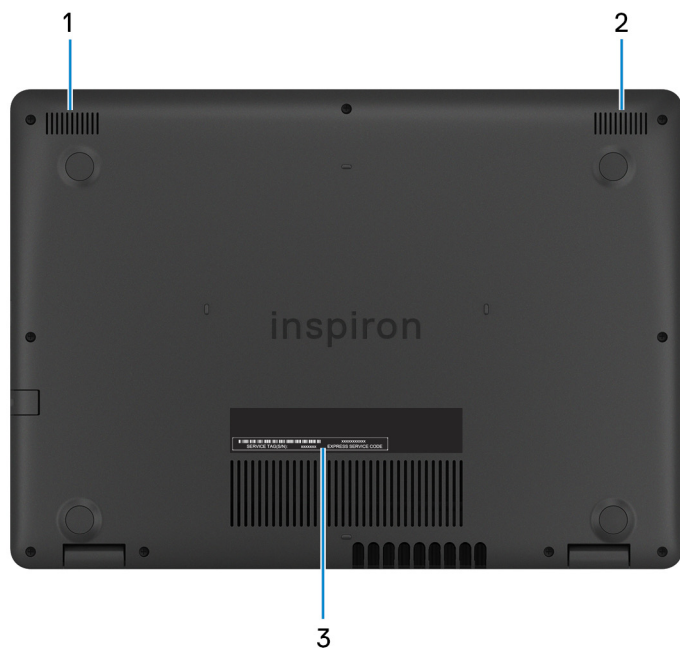
**NOTE:** You can customize power-button behavior in Windows. For more information, see *Me and My Dell* at [www.dell.com/support/manuals](http://www.dell.com/support/manuals).

# Display



- 1. Camera**  
Enables you to video chat, capture photos, and record videos.
- 2. Camera-status light**  
Turns on when the camera is in use.
- 3. Microphone**  
Provides digital sound input for audio recording, voice calls, and so on.

# 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 3493

## Dimensions and weight

**Table 2. Dimensions and weight**

Description	Values
Height:	
Front	19.90 mm (0.78 in.)
Rear	21 mm (0.83 in.)
Width	339 mm (13.35 in.)
Depth	241.90 mm (9.52 in.)
Weight (maximum)	1.79 kg (3.95 lb)

 **NOTE:** The weight of your computer depends on the configuration ordered and the manufacturing variability.

## Processors

**Table 3. Processors**

Description	Values		
Processors	10 <sup>th</sup> Generation Intel Core i3	10 <sup>th</sup> Generation Intel Core i5	10 <sup>th</sup> Generation Intel Core i7
Wattage	15 W	15 W	15 W
Core count	2	4	4
Thread count	4	8	8
Speed	Up to 3.4 GHz	Up to 3.6 GHz	Up to 3.8 GHz
Cache	4 MB	6 MB	8 MB
Integrated graphics	Intel UHD Graphics	Intel UHD Graphics	Intel Iris Plus Graphics

## Chipset

**Table 4. Chipset**

Description	Values
Chipset	Integrated in the processor
Processor	10 <sup>th</sup> Generation Intel Core i3/i5/i7
DRAM bus width	64-bit


Description	Values
Flash EPROM	16 MB + 8 MB
PCIe bus	Up to PCIe Gen3.0
External bus frequency	Not supported

## Operating system

- Ubuntu
- Windows 10 Home (64-bit)
- Windows 10 Professional (64-bit)


## Memory

**Table 5. Memory specifications**

Description	Values
Slots	Up to two SoDIMM slots  <b>NOTE:</b> Number of memory slots available may differ according to region.
Type	DDR4
Speed	2666 MHz/3200 MHz (discrete graphics config ONLY)
Maximum memory	16 GB
Minimum memory	4 GB
Memory size per slot	4 GB, 8 GB, and 16 GB
Configurations supported	<ul style="list-style-type: none"> <li>• 4 GB DDR4 at 2666/3200 MHz (1 x 4 GB)</li> <li>• 8 GB DDR4 at 2666/3200 MHz (1 x 8 GB)</li> <li>• 8 GB DDR4 at 2666/3200 MHz (2 x 4 GB)</li> <li>• 16 GB DDR4 at 2666/3200 MHz (1 x 16 GB)</li> <li>• 16 GB DDR4 at 2666/3200 MHz (2 x 8 GB)</li> </ul>

## Ports and connectors

**Table 6. External ports and connectors**

Description	Values
<b>External:</b>	
Network	One RJ-45 port
USB	<ul style="list-style-type: none"> <li>• One USB 2.0 port</li> <li>• Two USB 3.1 Gen 1 ports</li> </ul>
Audio	One headset port
Video	One HDMI port.  <b>NOTE:</b> The maximum resolution supported by this HDMI port is 2048x1080.

Description	Values
Media card reader	One SD card slot
Docking port	Not supported
Power adapter port	One power adapter port
Security	One wedge-shaped lock

**Table 7. Internal ports and connectors**

Description	Values
<b>Internal:</b>	
M.2	<ul style="list-style-type: none"> <li>• One M.2 slot for Wi-Fi and Bluetooth combo card</li> <li>• One M.2 slot for one of the following: <ul style="list-style-type: none"> <li>• Solid-state drive (2230/2280)</li> <li>• Intel Optane Memory (2280)</li> </ul> </li> </ul> <p><b>NOTE:</b> To learn more about the features of different types of M.2 cards, see the knowledge base article <a href="#">SLN301626</a>.</p>

# Communications

## Ethernet

**Table 8. Ethernet specifications**

Description	Values
Model number	Realtek RTL8106 Ethernet controller (integrated on system board)
Transfer rate	10/100 Mbps

## Wireless module

**Table 9. Wireless module specifications**

Description	Values		
Model number	Qualcomm QCA9565 (DW 1707)	<ul style="list-style-type: none"> <li>• Qualcomm QCA9377 (DW 1810)</li> <li>• Qualcomm QCA61x4A (DW1820)</li> </ul>	<ul style="list-style-type: none"> <li>• Intel 9462</li> <li>• Intel 9560</li> </ul>
Transfer rate	Up to 150 Mbps	<ul style="list-style-type: none"> <li>• Up to 433 Mbps</li> <li>• Up to 867 Mbps</li> </ul>	<ul style="list-style-type: none"> <li>• Up to 433 Mbps</li> <li>• Up to 867 Mbps</li> </ul>
Frequency bands supported	2.4 GHz	Dual band 2.4 GHz/5 GHz	Dual band 2.4 GHz/5 GHz
Wireless standards	<ul style="list-style-type: none"> <li>• Wi-Fi 802.11b/g</li> <li>• Wi-Fi 4 (Wi-Fi 802.11n)</li> </ul>	<ul style="list-style-type: none"> <li>• Wi-Fi 802.11a/b/g</li> <li>• Wi-Fi 4 (Wi-Fi 802.11n)</li> <li>• Wi-Fi 5 (Wi-Fi 802.11ac)</li> </ul>	<ul style="list-style-type: none"> <li>• Wi-Fi 802.11a/b/g</li> <li>• Wi-Fi 4 (Wi-Fi 802.11n)</li> <li>• Wi-Fi 5 (Wi-Fi 802.11ac)</li> </ul>
Encryption	<ul style="list-style-type: none"> <li>• 64-bit/128-bit WEP</li> </ul>	<ul style="list-style-type: none"> <li>• 64-bit/128-bit WEP</li> </ul>	<ul style="list-style-type: none"> <li>• 64-bit/128-bit WEP</li> </ul>

Description	Values		
	<ul style="list-style-type: none"> <li>• AES-CCMP</li> <li>• TKIP</li> </ul>	<ul style="list-style-type: none"> <li>• AES-CCMP</li> <li>• TKIP</li> </ul>	<ul style="list-style-type: none"> <li>• AES-CCMP</li> <li>• TKIP</li> </ul>
Bluetooth	Bluetooth 4.0	Bluetooth 4.2	Bluetooth 5



## Audio

**Table 10. Audio specifications**

Description	Values
Controller	Realtek ALC3204
Stereo conversion	Supported
Internal interface	Intel High-definition audio
External interface	One headset port
Speakers	Two
Internal speaker amplifier	Supported (audio codec integrated)
External volume controls	Media-control shortcut keys
Speaker output:	
Average	2 W
Peak	2.5 W
Subwoofer output	Not supported
Microphone	Single digital microphone in the camera assembly

## Storage

Your computer is shipped with **one** of the following configurations:

- One M.2 solid-state drive
- One 2.5-inch hard drive
- One M.2 solid-state drive and one 2.5-inch hard drive
-  **NOTE: The solid-state drive is the primary drive.**
- One 2.5-inch hard drive and one Intel Optane Memory M10 or M15
-  **NOTE: The 2.5-inch hard drive is the primary drive.**

**Table 11. Storage specifications**

Storage type	Interface type	Capacity
2.5-inch hard drive	SATA AHCI 6 Gbps	Up to 2 TB
M.2 2230/2280 solid-state drive	PCIe NVMe up to 32 Gbps	Up to 512 GB

# Intel Optane memory (optional)

Intel Optane technology utilizes 3D XPoint memory technology and functions as a non-volatile storage cache/accelerator and/or storage device depending on the Intel Optane memory installed in your computer.

Your computer supports the following Intel Optane Memory devices:

- Intel Optane Memory M10
- Intel Optane Memory M15

## Intel Optane Memory M10

Intel Optane Memory M10 functions only as a non-volatile storage cache/accelerator, enabling enhanced read/write speeds for hard-drive storage. It neither replaces nor adds to the memory (RAM) installed on your computer.

**Table 12. Intel Optane Memory M10 specifications**

Description	Values
Interface	PCIe Gen 3.0x2 NVMe
Connector	M.2
Form factor	2280
Capacity	16 GB or 32 GB

**NOTE:** Intel Optane Memory M10 is supported on computers that meet the following requirements:

- 7<sup>th</sup> Generation or higher Intel Core i3/i5/i7 processors
- Windows 10 64-bit version or higher (Anniversary Update)
- Intel Rapid Storage Technology driver version 15.7 or higher

## Intel Optane Memory M15

Intel Optane Memory M15 functions only as a non-volatile storage cache/accelerator, enabling enhanced read/write speeds for hard-drive storage. It neither replaces nor adds to the memory (RAM) installed on your computer.

**Table 13. Intel Optane Memory M15 specifications**

Description	Values
Interface	PCIe Gen 3.0x4 NVMe
Connector	M.2
Form factor	2280
Capacity	16 GB or 32 GB

**NOTE:** Intel Optane Memory M15 is supported on computers that meet the following requirements:

- 7<sup>th</sup> Generation or higher Intel Core i3/i5/i7 processors
- Windows 10 64-bit version or higher (Anniversary Update)
- Intel Rapid Storage Technology driver version 17 or higher

# Media-card reader

Table 14. Media-card reader specifications

Description	Values
Type	One SD card slot
Cards supported	<ul style="list-style-type: none"><li>Secure Digital (SD)</li><li>Secure Digital High Capacity (SDHC)</li><li>SD Extended Capacity (SDXC)</li></ul>

# Keyboard

Table 15. Keyboard specifications

Description	Values
Type	<ul style="list-style-type: none"><li>Backlit keyboard</li><li>Non-backlit keyboard</li></ul>
Layout	QWERTY
Number of keys	<ul style="list-style-type: none"><li>United States and Canada: 80 keys</li><li>United Kingdom: 81 keys</li><li>Japan: 84 keys</li></ul>
Size	X = 19.05 mm key pitch Y = 18.05 mm key pitch
Shortcut keys	<p>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.</p> <p><b>NOTE:</b> You can define the primary behavior of the function keys (F1–F12) by changing Function Key Behavior in BIOS setup program.</p>

[Keyboard shortcuts](#)

# Camera

Table 16. Camera specifications

Description	Values
Number of cameras	One
Type	One HD fixed focus
Location	Front camera
Sensor type	CMOS sensor technology
Resolution:	
Still image	0.92 megapixel (HD)
Video	1280 x 720 (HD) at 30 fps

Description	Values
Diagonal viewing angle	78.6 degrees

## Touchpad

**Table 17. Touchpad specifications**

Description	Values
Resolution:	
Horizontal	3215
Vertical	1956
Dimensions:	
Horizontal	105 mm (4.13 in.)
Vertical	65 mm (2.56 in.)

## Touchpad gestures

For more information about touchpad gestures for Windows 10, see the Microsoft knowledge base article [4027871](https://support.microsoft.com/4027871) at [support.microsoft.com](https://support.microsoft.com).

## Power adapter

**Table 18. Power adapter specifications**

Description	Values	
Type	45 W	65 W
Connector dimensions:		
External diameter	4.5 mm	4.5 mm
Internal diameter	2.9 mm	2.9 mm
Input voltage	100 VAC-240 VAC	100 VAC-240 VAC
Input frequency	50 Hz-60 Hz	50 Hz-60 Hz
Input current (maximum)	1.30 A	1.70 A
Output current (continuous)	2.31 A	3.34 A
Rated output voltage	19.50 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)



# Battery

**NOTE:** 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.

**Table 19. Battery specifications**

Description	Values	
Type	3-cell polymer (33 WHr)	3-cell polymer (42 WHr)
Voltage	11.40 VDC	11.40 VDC
Weight (maximum)	0.2 kg (0.44 lb)	0.2 kg (0.44 lb)
Dimensions:		
Height	5.90 mm (0.23 in.)	5.90 mm (0.23 in.)
Width	175.37 mm (6.90 in.)	175.37 mm (6.90 in.)
Depth	90.73 mm (3.57 in.)	90.73 mm (3.57 in.)
Temperature range:		
Operating	0°C to 35°C (32°F to 95°F)	0°C to 35°C (32°F to 95°F)
Storage	–40°C to 65°C (–40°F to 149°F)	–40°C to 65°C (–40°F to 149°F)
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.
Charging time (approximate)	4 hours (when the computer is off) <b>NOTE:</b> Control the charging time, duration, start and end time, and so on using the Dell Power Manger application. For more information on the Dell Power Manger see, <i>Me and My Dell</i> on <a href="https://www.dell.com/">https://www.dell.com/</a> .	4 hours (when the computer is off) <b>NOTE:</b> Control the charging time, duration, start and end time, and so on using the Dell Power Manger application. For more information on the Dell Power Manger see, <i>Me and My Dell</i> on <a href="https://www.dell.com/">https://www.dell.com/</a> .
Life span (approximate)	300 discharge/charge cycles	300 discharge/charge cycles
Coin-cell battery	CR-2032	CR-2032
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.

# Display

**Table 20. Display specifications**

Description	Values	
Type	14-inch HD panel	14-inch FHD panel
Panel technology	Twisted Nematic (TN)	In-Plane Switching (IPS)
Luminance (typical)	220 nits	220 nits
Dimensions (Active area):		

Description	Values	
Height	173.95 mm (6.85 in.)	173.95 mm (6.85 in.)
Width	309.40 mm (12.18 in.)	309.40 mm (12.18 in.)
Diagonal	355.60 mm (14 in.)	355.60 mm (14 in.)
Native resolution	1366 x 768	1920 x 1080
Megapixels	1.05	2.07
Pixels per inch (PPI)	112	158
Contrast ratio (min)	300:1600:1	600:1
Response time (max)	25 msec rise/fall	35 msec rise/fall
Refresh rate	60 Hz	60 Hz
Horizontal view angle	+/- 40 degrees	+/- 80 degrees
Vertical view angle	+ 10/- 30 degrees	+/- 80 degrees
Pixel pitch	0.226 mm	0.161 mm
Power consumption (maximum)	3.0 W	2.85 W (Mosaic pattern)
Anti-glare vs glossy finish	Anti-glare	Anti-glare
Touch options	No	No

## Video

**Table 21. Video specifications**

### Discrete graphics

Controller	External display support	Memory size	Memory Type
Nvidia MX230	One HDMI port	2 GB	GDDR5

**Table 22. Video specifications**

### Integrated graphics

Controller	External display support	Memory size	Processor
Intel UHD Graphics	One HDMI port	Shared system memory	10 <sup>th</sup> Generation Intel Core i3/i5
Intel Iris Plus Graphics	One HDMI port	Shared system memory	10 <sup>th</sup> Generation Intel Core i7

## Fingerprint reader (optional)

**Table 23. Fingerprint reader specifications**

Description	Values
Sensor technology	Capacitive
Sensor resolution	500 dpi

Description	Values
Sensor area	5.50 mm x 4.50 mm
Sensor pixel size	108 x 88 pixels

## Computer environment

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

**Table 24. Computer environment**

Description	Operating	Storage
Temperature range	0°C to 40°C (32°F to 104°F)	–40°C to 65°C (–40°F to 149°F)
Relative humidity (maximum)	10% to 90% (non-condensing)	0% to 95% (non-condensing)
Vibration (maximum)*	0.66 GRMS	1.30 GRMS
Shock (maximum)	140 G†	160 G‡
Altitude (maximum)	0 m to 3,048 m (0 ft to 10,000 ft)	0 m to 10,668 m (0 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.

# 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 25. List of keyboard shortcuts**

Function key	Re-defined key (for multi-media control)	Behavior
	 + 	Mute audio
	 + 	Decrease volume
	 + 	Increase volume
	 + 	Play previous track/chapter
	 + 	Play/Pause
	 + 	Play next track/chapter
	 + 	Switch to external display
	 + 	Search
	 + 	Toggle keyboard backlight (optional)
	 + 	Decrease brightness
	 + 	Increase brightness

The **Fn** key is also used with selected keys on the keyboard to invoke other secondary functions.

**Table 26. List of keyboard shortcuts**

Function key	Behavior
 + 	Turn off/on wireless



Function key	Behavior
	Pause/Break
	Sleep
	Toggle scroll lock
	Toggle between power and battery-status light/hard-drive activity light
	System request
	Open application menu
	Toggle Fn-key lock
	Page up
	Page down
	Home
	End

# 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 27. 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	
Tips	
Contact Support	In Windows search, type <b>Contact Support</b> , and press Enter.
Online help for operating system	<a href="http://www.dell.com/support/windows">www.dell.com/support/windows</a> <a href="http://www.dell.com/support/linux">www.dell.com/support/linux</a> <a href="http://www.dell.com/support">www.dell.com/support</a>
Troubleshooting information, user manuals, setup instructions, product specifications, technical help blogs, drivers, software updates, and so on.	<a href="http://www.dell.com/support">www.dell.com/support</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. Type the subject or keyword in the <b>Search</b> box.</li> <li>3. Click <b>Search</b> to retrieve the related articles.</li> </ol>
Learn and know the following information about your product:	<p>See <i>Me and My Dell</i> at <a href="http://www.dell.com/support/manuals">www.dell.com/support/manuals</a>.</p> <p>To locate the <i>Me and My Dell</i> relevant to your product, identify your product through one of the following:</p> <ul style="list-style-type: none"> <li>• Select <b>Detect Product</b>.</li> <li>• Locate your product through the drop-down menu under <b>View Products</b>.</li> <li>• Enter the <b>Service Tag number</b> or <b>Product ID</b> in the search bar.</li> </ul>

## 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 on your purchase invoice, packing slip, bill, or Dell product catalog.