

# XPS 15 9500

## 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.

# Contents

<b>Chapter 1: Set up your XPS 15 9500.....</b>	<b>4</b>
<b>Chapter 2: Views of XPS 15 9500.....</b>	<b>6</b>
Left.....	6
Right.....	6
Base.....	7
Display.....	8
Bottom.....	9
<b>Chapter 3: Specifications of XPS 15 9500.....</b>	<b>10</b>
Dimensions and weight.....	10
Processor.....	11
Chipset.....	11
Operating system.....	11
Memory.....	11
Internal slots.....	12
External ports.....	12
Wireless module.....	13
Audio.....	13
Storage.....	14
Media-card reader.....	14
Keyboard.....	14
Camera.....	15
Touchpad.....	15
Power adapter.....	16
Battery.....	16
Display.....	17
Fingerprint reader.....	18
GPU—Integrated.....	18
GPU—Discrete.....	18
Operating and storage environment.....	19
<b>Chapter 4: Dell low blue light display.....</b>	<b>20</b>
<b>Chapter 5: Keyboard shortcuts of XPS 15 9500.....</b>	<b>21</b>
<b>Chapter 6: Getting help and contacting Dell.....</b>	<b>23</b>

# Set up your XPS 15 9500

**NOTE:** The images in this document may differ from your computer, depending on the computer configuration you ordered.

1. Connect the power adapter to a power source and to the Thunderbolt 3 (USB Type-C) port with Power Delivery. Then press the power button on your computer.

**NOTE:** You can charge your XPS 15 9500 by connecting the power adapter to one of the Thunderbolt 3 (USB Type-C) ports that are located on the left side of your computer or to the USB 3.2 Gen 2 (Type-C) port located on the right side of your computer.



**NOTE:** The battery may go into power-saving mode during shipment to conserve charge on the battery. Ensure that the power adapter is connected to your computer when it is turned on for the first time.

2. Complete the operating system setup.






**Table 1. Operating system setup**

Operating system	Setup instructions
Windows	Follow the on-screen instructions to complete the setup. When setting up, it is recommended that you connect to a secure network to download and install the latest Windows updates.
Ubuntu	Follow the on-screen instructions to complete the setup. For more information about installing and configuring Ubuntu, see the knowledge base articles <a href="#">SLN151664</a> and <a href="#">SLN151748</a> at <a href="http://www.dell.com/support">www.dell.com/support</a> .

3. If Windows is installed on your computer, there are Dell apps with which you can get assistance and software updates.

**NOTE:** Dell apps are not available on Ubuntu.

**Table 2. Dell apps**

Dell app	Description
	<p><b>My Dell</b></p> <p>Access Dell applications, help articles, and other important information about your computer. My Dell also notifies you about the warranty status, recommended accessories, and software updates for your computer.</p>
	<p><b>SupportAssist</b></p> <p>Pro-actively checks the health of your computer's hardware and software and troubleshoots issues with the operating system. For more information about the app, see the SupportAssist documentation at <a href="http://www.dell.com/support">www.dell.com/support</a>.</p> <p> <b>NOTE:</b> To renew or upgrade your warranty in the SupportAssist app, click the warranty expiry date.</p>
	<p><b>Dell Update</b></p> <p>Updates your computer with critical fixes and latest device drivers. For more information about the app, see the knowledge base article <a href="https://www.dell.com/support/article/SLN305843">SLN305843</a> at <a href="http://www.dell.com/support">www.dell.com/support</a>.</p>
	<p><b>Dell Digital Delivery</b></p> <p>Download software applications, which are purchased but not pre-installed on your computer. For more information about the app, see the knowledge base article <a href="https://www.dell.com/support/article/153764">153764</a> at <a href="http://www.dell.com/support">www.dell.com/support</a>.</p>

# Views of XPS 15 9500

## Topics:

- Left
- Right
- Base
- Display
- Bottom

## Left



### 1. Security-cable slot (wedge-shaped)

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

### 2. Thunderbolt 3 (USB Type-C) port with Power Delivery (2)

Supports USB 3.2 Gen 2, DisplayPort 1.2, Thunderbolt 3 and also enables you to connect to an external display using a display adapter. Provides data transfer rates up to 10 Gbps for USB 3.2 Gen 2 and up to 40 Gbps for Thunderbolt 3. Supports Power Delivery that enables two-way power supply between devices. Provides up to 5 V power output that enables faster charging.

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

## Right



### 1. USB 3.2 Gen 2 (Type-C) port with DisplayPort

Connect peripherals such as external storage devices, printers, and external displays. Provides data transfer rate of up to 10 Gbps. Supports DisplayPort 1.4 and also enables you to connect an external display using a display adapter.

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

### 2. SD-card slot

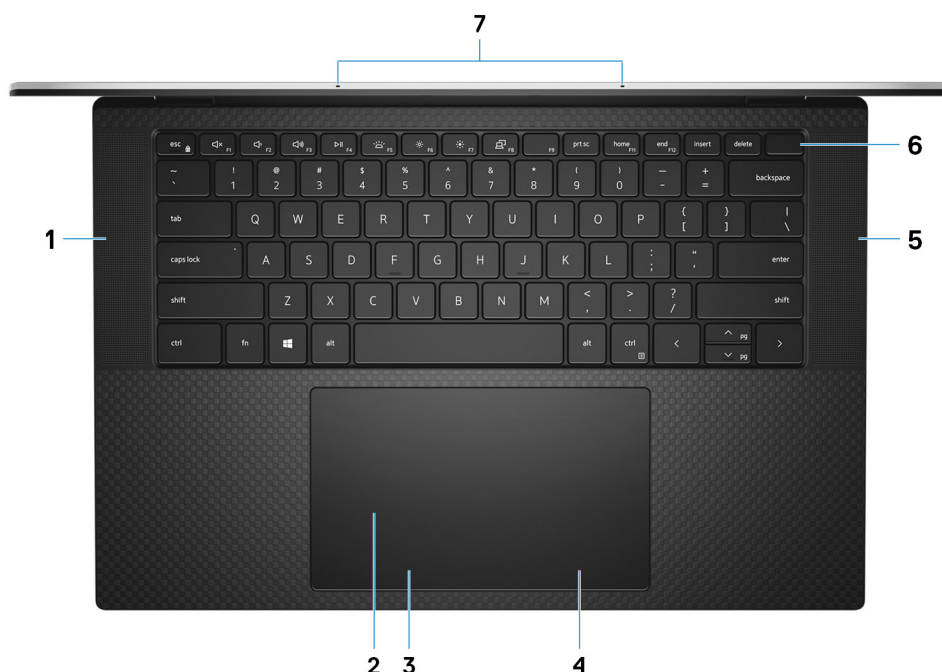
Reads from and writes to the SD card. The computer supports the following card types:

- Secure Digital (SD)
- Secure Digital High Capacity (SDHC)
- Secure Digital Extended Capacity (SDXC)

### 3. Headset port

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

# Base



## 1. Left speaker

Provides audio output.

## 2. Touchpad

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

## 3. Left-click area

Press to left-click.

## 4. Right-click area

Press to right-click.

## 5. Right speaker

Provides audio output.

## 6. Power button with 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 10 seconds to force shut-down the computer.

Place your finger on the power button to log-in with the fingerprint reader.



**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).

## 7. Microphones (2)

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

# Display



**1. Infrared emitter**

Emits infrared light, which enables the infrared camera to sense and track motion.

**2. Ambient-light sensor**

Detects the ambient light and automatically adjusts the keyboard backlight and display brightness.

**3. RGB-infrared camera**

This combined camera supports both infrared Windows Hello facial recognition and standard RGB imaging for photos and videos.

**4. Camera-status light**

Turns on when the camera is in use.

**5. Infrared emitter**

Emits infrared light, which enables the infrared camera to sense and track motion.

**6. Battery-status light**

Indicates the battery-charge status.



# Bottom



**1. Left woofer**

Enhances low-frequency audio output.

**2. 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.

**3. Right woofer**

Enhances low-frequency audio output.

# Specifications of XPS 15 9500


## Topics:

- Dimensions and weight
- Processor
- Chipset
- Operating system
- Memory
- Internal slots
- External ports
- Wireless module
- Audio
- Storage
- Media-card reader
- Keyboard
- Camera
- Touchpad
- Power adapter
- Battery
- Display
- Fingerprint reader
- GPU—Integrated
- GPU—Discrete
- Operating and storage environment

## Dimensions and weight

The following table lists the height, width, depth, and weight of your XPS 15 9500.

**Table 3. Dimensions and weight**

Description		Values
Height:		
	Front height	7.70 mm (0.30 in.)
	Rear height	18 mm (0.71 in.)
Width		344.40 mm (13.56 in.)
Depth		230.30 mm (9.07 in.)
Weight (maximum)		2.05 kg (4.53 lb)
		 <b>NOTE:</b> The weight of your computer depends on the configuration ordered and manufacturing variability.

# Processor

The following table lists the details of the processors supported by your XPS 15 9500.

**Table 4. Processor**

Description	Option one	Option two	Option three	Option four
Processor type	10th Generation Intel Core i5-10300H	10th Generation Intel Core i7-10750H	10th Generation Intel Core i7-10875H	10th Generation Intel Core i9-10885H
Processor wattage	45 W	45 W	45 W	45 W
Processor core count	4	6	8	8
Processor thread count	8	12	16	16
Processor speed	Up to 4.50 GHz	Up to 5 GHz	Up to 5.10 GHz	Up to 5.30 GHz
Processor cache	8 MB	12 MB	16 MB	16 MB
Integrated graphics	Intel UHD Graphics 630	Intel UHD Graphics 630	Intel UHD Graphics 630	Intel UHD Graphics 630

# Chipset

The following table lists the details of the chipset supported by your XPS 15 9500.

**Table 5. Chipset**

Description	Values
Chipset	Intel WM 490
Processor	10th Generation Intel Core i5/i7/i9
DRAM bus width	128 bit
Flash EPROM	32 MB
PCIe bus	Up to PCIe Gen 3.0

# Operating system

Your XPS 15 9500 supports the following operating systems:

- Windows 10 Home, 64-bit
- Windows 10 Pro, 64-bit

# Memory

The following table lists the memory specifications of your XPS 15 9500.

**Table 6. Memory specifications**

Description	Values
Memory slots	Two-SODIMM slots
Memory type	Dual-channel DDR4


**Table 6. Memory specifications (continued)**

Description	Values
Memory speed	2933 MHz
Maximum memory configuration	64 GB
Minimum memory configuration	4 GB
Memory size per slot	4 GB, 8 GB, 16 GB, 32 GB, 64 GB
Memory configurations supported	<ul style="list-style-type: none"> <li>8 GB DDR4 at 2933 MHz (2 x 4 GB), dual channel</li> <li>16 GB DDR4 at 2933 MHz (2 x 8 GB), dual channel</li> <li>32 GB DDR4 at 2933 MHz (2 x 16 GB), dual channel</li> <li>64 GB DDR4 at 2933 MHz (2 x 32 GB), dual channel</li> </ul>

## Internal slots

The following table lists the internal slots of your XPS 15 9500.



**Table 7. Internal slots**

Description	Values
M.2	<p>Two M.2 2230/2280 slot for solid-state drive</p> <p> <b>NOTE:</b> To learn more about the features of different types of M.2 cards, see the knowledge base article <a href="https://www.dell.com/support/sln/sln301626">SLN301626</a> at <a href="https://www.dell.com/support">www.dell.com/support</a>.</p>

## External ports

The following table lists the external ports on your XPS 15 9500.

**Table 8. External ports**

Description	Values
USB ports	<ul style="list-style-type: none"> <li>One USB 3.2 Gen 2 (Type-C) port with DisplayPort</li> <li>Two USB 3.2 Gen 2 (Thunderbolt 3) ports</li> </ul> <p> <b>NOTE:</b> Connect the power adapter (USB Type-C) to one of the three USB Type-C ports.</p>
Audio port	One headset (headphone and microphone combo) port
Video port	<ul style="list-style-type: none"> <li>One USB 3.2 Gen 2 (Type-C) port with DisplayPort</li> <li>Two USB 3.2 Gen 2 (Thunderbolt 3) ports</li> </ul> <p> <b>NOTE:</b> A USB Type-C to DisplayPort adapter (sold separately) is required to connect a DisplayPort device.</p>
Media-card reader	One SD-card slot
Docking port	Not supported
Power-adapter port	DC-IN through one of the three USB Type-C ports
Security	Security-cable slot (wedge-shaped)

# Wireless module

The following table lists the Wireless Local Area Network (WLAN) module specifications of your XPS 15 9500.

 **NOTE:** The wireless module is integrated on the system board.

**Table 9. Wireless module specifications**

Description	Option one	Option two
Model number	Killer AX1650s	Killer AX500s DBS
Transfer rate	Up to 2400 Mbps	Up to 1774.50 Mbps
Frequency bands supported	2.4 GHz/5 GHz	2.4 GHz/5 GHz
Wireless standards	Wi-Fi 6 (WiFi 802.11ax)	Wi-Fi 6 (WiFi 802.11ax)
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	Bluetooth 5	Bluetooth 5.2

# Audio

The following table lists the audio specifications of your XPS 15 9500.

**Table 10. Audio specifications**

Description		Values
Audio controller		Realtek ALC3281-CG
Stereo conversion		Supported
Internal audio interface		High Definition Audio (HDA)
External audio interface		Universal audio jack
Number of speakers		Two
Internal-speaker amplifier		Supported
External volume controls		Keyboard shortcut controls
Speaker output:		
	Average speaker output	4 W
	Peak speaker output	5 W
Subwoofer output		Supported
Microphone		Digital-array microphones

# Storage

This section lists the storage options on your XPS 15 9500.

Your XPS 15 9500 supports one of the following storage options:

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


**Table 11. Storage specifications**

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

# Media-card reader

The following table lists the media cards supported by your XPS 15 9500.

**Table 12. 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.	

# Keyboard

The following table lists the keyboard specifications of your XPS 15 9500.

**Table 13. Keyboard specifications**

Description	Values
Keyboard type	Backlit keyboard
Keyboard layout	QWERTY
Number of keys	<ul style="list-style-type: none"><li>• United States and Canada: 79 keys</li><li>• United Kingdom: 80 keys</li><li>• Japan: 83 keys</li></ul>
Keyboard size	X = 19.05 mm key pitch Y = 18.05 mm key pitch
Keyboard shortcuts	Some keys on your keyboard have two symbols on them. These keys can be used to type alternate characters or to perform secondary functions. To type the alternate character, press Shift and the desired key. To perform secondary functions, press Fn and the desired key.

**Table 13. Keyboard specifications (continued)**

Description	Values
	<p><b>NOTE:</b> You can define the primary behavior of the function keys (F1–F12) changing Function Key Behavior in BIOS setup program.</p> <p>For more information, see keyboard shortcuts <a href="#">Keyboard shortcuts</a>.</p>

## Camera

The following table lists the camera specifications of your XPS 15 9500.

**Table 14. Camera specifications**

Description	Values
Number of cameras	One
Camera type	RGB IR HD camera
Camera location	Front
Camera sensor type	CMOS-sensor technology
Camera resolution:	
Still image	0.9 megapixel
Video	1280 x 720 (HD) at 30 fps
Infrared camera resolution:	
Still image	0.20 megapixel
Video	576 x 360 (VGA) at 30 fps
Diagonal viewing angle:	
Camera	78.3 degrees
Infrared camera	78.3 degrees

## Touchpad

The following table lists the touchpad specifications of your XPS 15 9500.

**Table 15. Touchpad specifications**

Description	Values
Touchpad resolution:	
Horizontal	4655
Vertical	2731
Touchpad dimensions:	
Horizontal	150 mm (5.91 in.)

**Table 15. Touchpad specifications (continued)**

Description		Values
	Vertical	90 mm (3.54 in.)
Touchpad gestures		For more information about touchpad gestures available on Windows 10, see the Microsoft knowledge base article <a href="https://support.microsoft.com/4027871">4027871</a> at <a href="https://support.microsoft.com">support.microsoft.com</a> .

## Power adapter

The following table lists the power adapter specifications of your XPS 15 9500.

**Table 16. Power adapter specifications**

Description		Option one	Option two
Type		90 W USB Type-C	130 W USB Type-C
Input voltage		100 VAC–240 VAC	100 VAC–240 VAC
Input frequency		50 Hz–60 Hz	50 Hz–60 Hz
Input current (maximum)		1.50 A	1.8 A
Output current (continuous)		<ul style="list-style-type: none"> <li>4.5 A</li> <li>3 A</li> <li>3 A</li> <li>3 A</li> </ul>	<ul style="list-style-type: none"> <li>6.5 A</li> <li>1 A</li> </ul>
Rated output voltage		<ul style="list-style-type: none"> <li>20 VDC</li> <li>15 VDC</li> <li>9 VDC</li> <li>5 VDC</li> </ul>	<ul style="list-style-type: none"> <li>20 VDC</li> <li>5 VDC</li> </ul>
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

The following table lists the battery specifications of your XPS 15 9500.

**Table 17. Battery specifications**

Description		Option one	Option two
Battery type		56 WHr, 3-cell "smart" lithium-ion	86 WHr, 6-cell "smart" lithium-ion
Battery voltage		11.40 VDC	11.40 VDC
Battery weight (maximum)		0.26 kg (0.57 lb)	0.34 kg (0.75 lb)
Battery dimensions:			
	Height	77.70 mm (3.06 in.)	77.70 mm (3.06 in.)
	Width	295.20 mm (11.62 in.)	295.20 mm (11.62 in.)



**Table 17. Battery specifications (continued)**

Description		Option one	Option two
	Depth	7.56 mm (0.30 in.)	7.56 mm (0.30 in.)
Temperature range:			
	Operating	0°C to 70°C (32°F to 158°F)	0°C to 70°C (32°F to 158°F)
	Storage	–20°C to 65 °C (–4°F to 149°F)	–20°C to 65 °C (–4°F to 149°F)
Battery operating time		Varies depending on operating conditions and can significantly reduce under certain power-intensive conditions.	Varies depending on operating conditions and can significantly reduce under certain power-intensive conditions.
Battery charging time (approximate) <b>i NOTE: Control the charging time, duration, start and end time, and so on using the Dell Power Manager application. For more information on the Dell Power Manager see, <i>Me and My Dell</i> on <a href="http://www.dell.com/">www.dell.com/</a></b>		3 hours (when the computer is off).	3 hours (when the computer is off).
Coin-cell battery		Not supported	Not supported

## Display

The following table lists the display specifications of your XPS 15 9500.

**Table 18. Display specifications**

Description		Option one	Option two
Display type		Full High Definition (FHD)	Ultra High Definition (UHD+)
Display-panel technology		Wide viewing angle (WVA)	Wide viewing angle (WVA)
Display-panel dimensions (active area):			
	Height	336.38 mm (13.24 in.)	336.38 mm (13.24 in.)
	Width	210.24 mm (8.28 in.)	210.24 mm (8.28 in.)
	Diagonal	396.24 mm (15.60 in.)	396.24 mm (15.60 in.)
Display-panel native resolution		1920 x 1200	3840 x 2400
Luminance (typical)		500 nits	500 nits
Megapixels		2.3	9.2
Color gamut		sRGB 100%	AdobeRGB 100%
Pixels Per Inch (PPI)		145	290
Contrast ratio (min.)		1650:1	1600:1
Response time (max.)		35 ms	35 ms
Refresh rate		60 Hz	60 Hz

**Table 18. Display specifications (continued)**

Description	Option one	Option two
Horizontal view angle	85 +/- degrees	85 +/- degrees
Vertical view angle	85 +/- degrees	85 +/- degrees
Pixel pitch	0.18 mm	0.09 mm
Power consumption (maximum)	4.41 W	10.4 W
Anti-glare vs glossy finish	Anti-glare	Anti-reflection
Touch options	No	Yes

## Fingerprint reader

The following table lists the fingerprint-reader specifications of your XPS 15 9500.

**i** **NOTE:** The fingerprint reader is located on the power button.

**Table 19. Fingerprint reader specifications**

Description	Values
Fingerprint-reader sensor technology	Capacitive
Fingerprint-reader sensor resolution	500 dpi
Fingerprint-reader sensor pixel size	108 x 88

## GPU—Integrated

The following table lists the specifications of the integrated Graphics Processing Unit (GPU) supported by your XPS 15 9500.

**Table 20. GPU—Integrated**

Controller	External display support	Memory size	Processor
Intel UHD Graphics 630	<ul style="list-style-type: none"> <li>One USB 3.2 Gen 2 (Type-C) port</li> <li>Two Thunderbolt 3 (USB Type-C) ports with Power Delivery</li> </ul>	Shared system memory	10th Generation Intel Core i5/i7/i9

## GPU—Discrete

The following table lists the specifications of the discrete Graphics Processing Unit (GPU) supported by your XPS 15 9500.

**Table 21. GPU—Discrete**

Controller	External display support	Memory size	Memory type
NVIDIA GeForce GTX 1650 Ti	Not supported	4 GB	GDDR6

# Operating and storage environment

This table lists the operating and storage specifications of your XPS 15 9500.

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

**Table 22. 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% (noncondensing)	0% to 95% (noncondensing)
Vibration (maximum)*	0.66 GRMS	1.30 GRMS
Shock (maximum)	110 G†	160 G†
Altitude (maximum)	-15.2 m to 3048 m (-49.87 ft to 10000 ft)	-15.2 m to 10668 m (-49.87 ft to 35000 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.

## Dell low blue light display

 **WARNING:** Prolonged exposure to blue light from the display may lead to long-term effects such as eye strain, eye fatigue, or damage to the eyes.

The ComfortView feature on Dell laptops and displays is designed to minimize blue light emitted from the display for better eye comfort.

To reduce the risk of eye strain after looking at the laptop's display for an extended period of time, it is recommended that you:

1. Set the laptop's display at a comfortable viewing distance between 20 inches and 28 inches (50 cm and 70 cm) from your eyes.
2. Blink frequently to moisten your eyes, or wet your eyes with water.
3. Take a break for 20 minutes every two hours.
4. 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.

# Keyboard shortcuts of XPS 15 9500

**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).

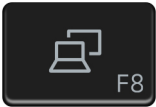
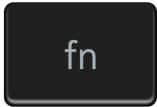

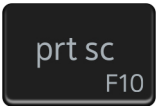

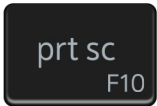
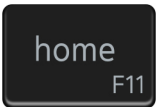
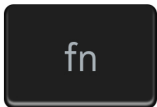

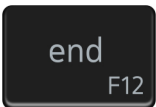
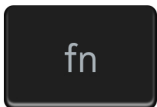
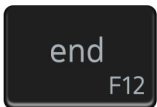
However, if the function keys **F1-F12** are needed for specific software applications, multi-media functionality can be disabled by pressing **Fn + esc**. Subsequently, multimedia control can be invoked by pressing **Fn** and the respective function key. For example, mute audio by pressing **Fn + F1**.

**NOTE:** You can also define the primary behavior of the function keys (F1-F12) by changing Function Key Behavior in BIOS setup program.

**Table 23. List of keyboard shortcuts**

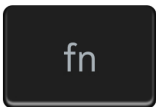

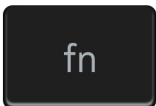
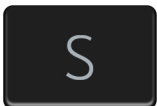
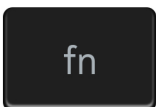

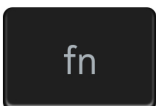
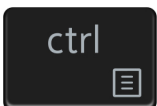
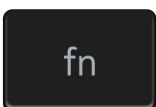
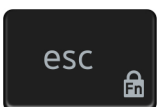
Function key	Redefined key (for multimedia control)	Behavior
 <b>F1</b>	<b>fn</b> +  <b>F1</b>	Mute audio
 <b>F2</b>	<b>fn</b> +  <b>F2</b>	Decrease volume
 <b>F3</b>	<b>fn</b> +  <b>F3</b>	Increase volume
 <b>F4</b>	<b>fn</b> +  <b>F4</b>	Play/Pause
 <b>F5</b>	<b>fn</b> +  <b>F5</b>	Toggle keyboard backlight
 <b>F6</b>	<b>fn</b> +  <b>F6</b>	Decrease brightness
 <b>F7</b>	<b>fn</b> +  <b>F7</b>	Increase brightness

**Table 23. List of keyboard shortcuts (continued)**

Function key	Redefined key (for multimedia control)	Behavior
	 + 	Switch to external display
	 + 	Print screen
	 + 	Home
	 + 	End

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

**Table 24. List of keyboard shortcuts**



Function key	Behavior
 + 	Pause/Break
 + 	Toggle scroll lock
 + 	System request
 + 	Open application menu
 + 	Toggle Fn-key lock

# 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 25. 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>
Troubleshooting information, user manuals, set up 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. 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>
Learn and know the following information about your product: <ul style="list-style-type: none"> <li>• Product specifications</li> <li>• Operating system</li> <li>• Setting up and using your product</li> <li>• Data backup</li> <li>• Troubleshooting and diagnostics</li> <li>• Factory and system restore</li> <li>• BIOS information</li> </ul>	See <i>Me and My Dell</i> at <a href="http://www.dell.com/support/manuals">www.dell.com/support/manuals</a> . To locate the <i>Me and My Dell</i> relevant to your product, identify your product through one of the following: <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 about your purchase invoice, packing slip, bill, or Dell product catalog.