

# Dell Precision 3240 Compact

## Statement of Volatility



## 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.

# Statement of Volatility

## Dell Precision 3240 Compact

The Dell Precision 3240 Compact contains both volatile and nonvolatile components. Volatile components lose their data immediately after power is removed from the component. Nonvolatile components continue to retain their data even after power is removed from the component. The following nonvolatile components are present on the Precision 3240 system board.

**Table 1. List of Non-Volatile Components on System Board**

Description	Reference Designator	Volatility Description	User Accessible for external data	Remedial Action (Action necessary to prevent loss of data)
SSD drives.	M.2 - 2280	Non-Volatile magnetic media, various sizes in GB. SSD (solid-state flash drive).	No	Low-level format
System BIOS/EC	U21 (32M)	Non-Volatile memory, Video BIOS for basic boot operation, PSA (on board diagnostics), PXE diagnostics.	No	NA
Thunderbolt EEPROM	Add-in-Card	Non-Volatile memory, 8 Mbits (1 MB) (Thunderbolt FW)	No	NA
USB-Type C PD	U 71	128 KB Flash and 8 KB SRAM	No	NA
System Memory - DDR4 memory	Two DIMM on board DDR4 memory: DIMM1, DIMM2	Volatile memory in OFF state (see state definitions later in text)	Yes	Power off system
RTC CMOS	BATTERY	Non-Volatile memory 256 bytes Stores CMOS information	No	Removing the on board Coin Cell battery.
Video memory - frame buffer	For UMA platform: Using system memory	Volatile memory in off state. UMA uses main system memory size that is allocated out of main memory.	No	Power off system
Intel ME Firmware	Combine on BIOS ROM.	Non-Volatile memory, Intel ME firmware for system configuration, security, and protection	No	N/A
TPM Controller	U40/TPM Nuvoton NPCT750JABYX	28 KB nonvolatile memory located in the TPM module.	No	N/A
ISH	Combine on BIOS ROM.	N/A	No	N/A

**NOTE:** All other components on the system board lose data if power is removed from the system. Primary power loss (unplugging the power adapter) destroys all user data on the memory (DDR4, 2667 MHz). Secondary power loss (removing the on-board coin-cell battery) destroys system data on the system configuration and time-of-day information.

# 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 2. Self-help resources**

Self-help resources	Resource location
Information about Dell products and services	<a href="https://www.dell.com/">https://www.dell.com/</a>
Dell Support	
Tips	
Contact Support	In Windows search, type <b>Contact Support</b> , and press Enter.
Online help for operating system	<ul style="list-style-type: none"> <li>Windows: <a href="https://www.dell.com/support/windows">https://www.dell.com/support/windows</a></li> <li>Linux: <a href="https://www.dell.com/support/linux">https://www.dell.com/support/linux</a></li> </ul>
Troubleshooting information, user manuals, set up instructions, product specifications, technical help blogs, drivers, software updates, and so on.	<a href="https://www.dell.com/support/home/">https://www.dell.com/support/home/</a>
Dell knowledge base articles for various of system concerns:	<ol style="list-style-type: none"> <li>Go to <a href="https://www.dell.com/support/home/?app=knowledgebase">https://www.dell.com/support/home/?app=knowledgebase</a>.</li> <li>Type the subject or keyword in the <b>Search</b> box.</li> <li>Click <b>Search</b> to retrieve the related articles.</li> </ol>
Learn and get more 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>	Dell provides several online and telephone-based support and service options. 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. <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> <li>Once on product support page, scroll down to Manuals and Documents section to preview all the Manuals, documents, and other information for your product.</li> </ul>

# Contacting Dell

Dell provides several online and telephone-based support and service options. 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. Availability varies by country/region 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 <https://www.dell.com/support/>.
  2. Select your country/region from the drop-down menu on the lower right corner of the page.
  3. For **customized support**:
    - a. Enter your system Service Tag in the **Enter your Service Tag** field.
    - b. Click **submit**.
      - The support page that lists the various support categories is displayed.
  4. For **general support**:
    - a. Select your product category.
    - b. Select your product segment.
    - c. Select your product.
      - The support page that lists the various support categories is displayed.
  5. For contact details of Dell Global Technical Support, see <https://www.dell.com/contactdell>.  
 **NOTE:** The Contact Technical Support page is displayed with details to call, chat, or email the Dell Global Technical Support team.
-  **NOTE:** Availability varies by country/region and product, and some services may not be available in your area.