

Inspiron 3502

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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Set up your Inspiron 3502

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 Windows setup.

Follow the on-screen instructions to complete the setup. When setting up, Dell recommends that you:

- Connect to a network for Windows updates.
 - NOTE:** If connecting to a secured wireless network, enter the password for the wireless network access when prompted.
- If connected to the internet, sign-in with or create a Microsoft account. If not connected to the internet, create an offline account.
- On the **Support and Protection** screen, enter your contact details.

3. Locate and use Dell apps from the Windows Start menu—Recommended

Table 1. Locate Dell apps





| Resources | Description |
|---|--|
|  | Dell Product Registration Register your computer with Dell. |
|  | Dell Help & Support Access help and support for your computer. |

Table 1. Locate Dell apps (continued)

| Resources | Description |
|---|--|
|  | <p>SupportAssist</p> <p>SupportAssist proactively and predictively identifies hardware and software issues on your computer and automates the engagement process with Dell Technical support. It addresses performance and stabilization issues, prevents security threats, monitors and detects hardware failures. For more information, see SupportAssist for Home PCs User's Guide on www.dell.com/serviceabilitytools. To navigate to SupportAssist for Home PCs User's Guide, click SupportAssist and then, click SupportAssist for Home PCs User's Guide.</p> <p> NOTE: In SupportAssist, click the warranty expiry date to renew or upgrade your warranty.</p> |

Views of Inspiron 3502

Right



1. 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)
- MultiMediaCard (MMC)

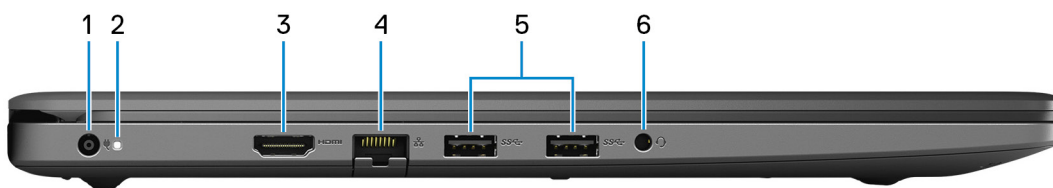
2. USB 2.0 port

Connect devices 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 and charge the battery.

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 switch 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, external display or another HDMI-in enabled device. Provides video and audio output.

NOTE: The maximum resolution supported by the HDMI port is 1920 x 1080 at 60Hz (24-bit).

4. Network port

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

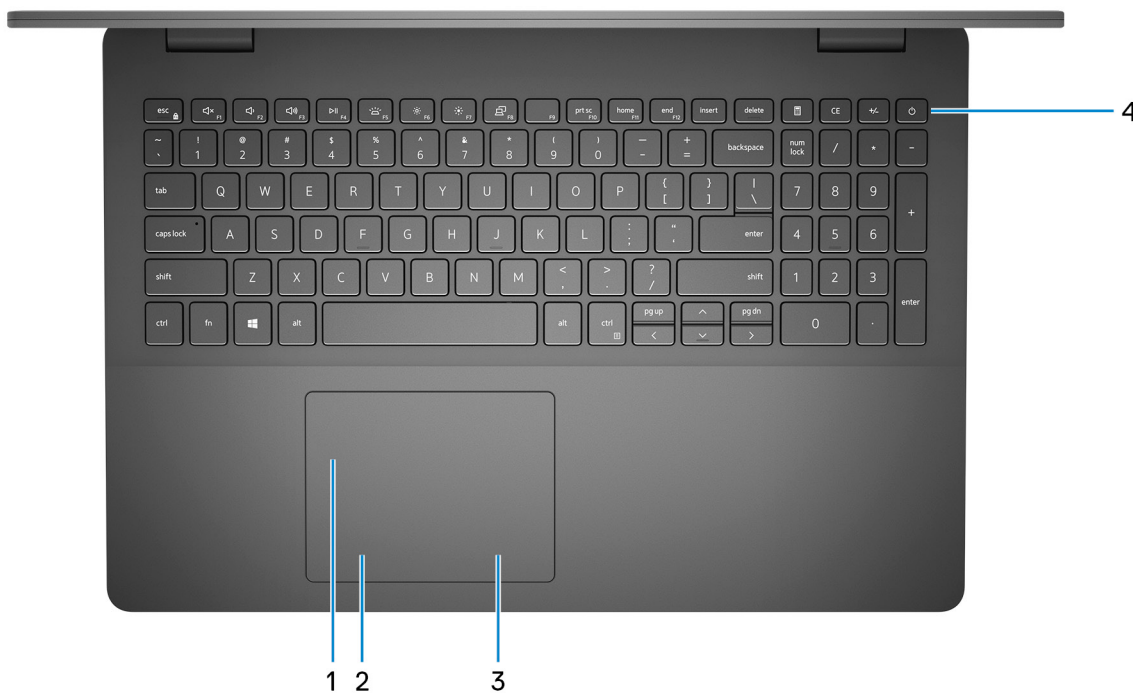
5. USB 3.2 Gen 1 ports (2)

Connect devices 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).

Top



1. Touchpad

Move your finger on the touchpad to move the mouse pointer. Tap to left-click and two fingers 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 10 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.

NOTE: The power-status light on the power button is available only on computers without the fingerprint reader. Computers that are shipped with the fingerprint reader that is integrated on the power button will not have the power-status light on the power button.

NOTE: To reset the battery, press and hold the power button for 25 seconds.

Front



1. Camera

Enables you to video chat, capture photos, and record videos.

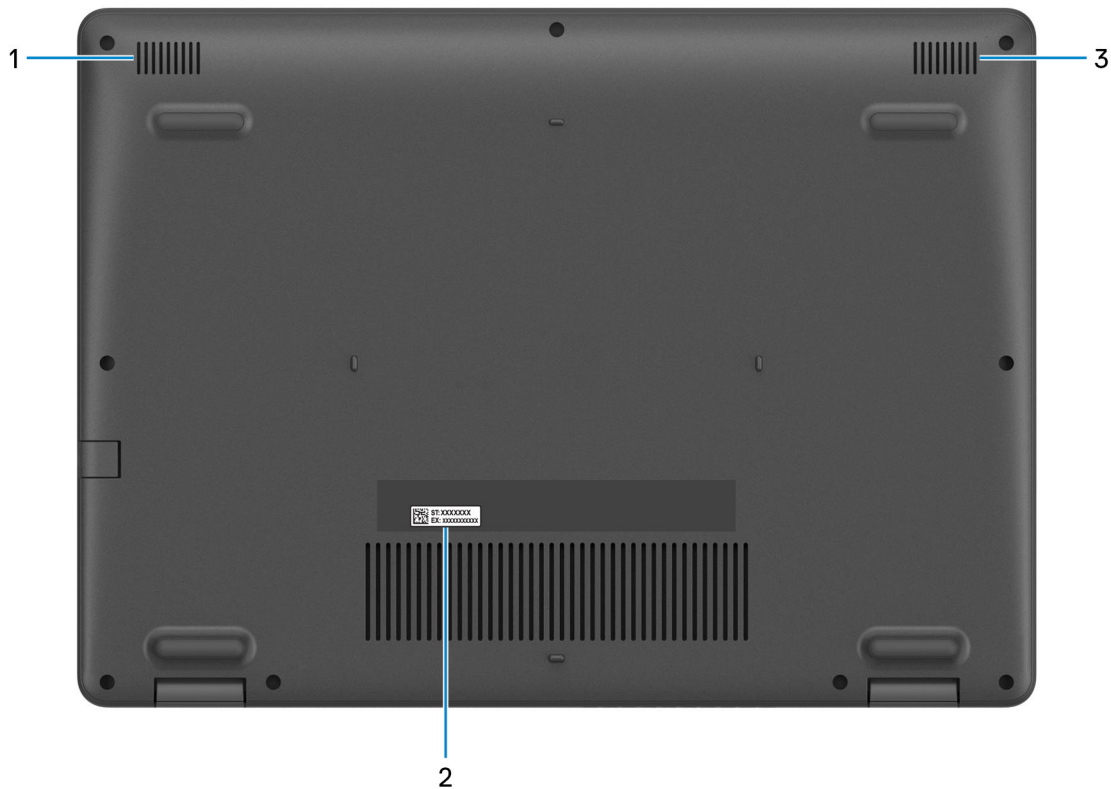
2. Camera-status light

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. 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 speaker

Provides audio output.

Specifications of Inspiron 3502

Dimensions and weight

The following table lists the height, width, depth, and weight of your Inspiron 3502.

Table 2. Dimensions and weight

| Description | Values |
|------------------|---|
| Height: | |
| Front height | 18 mm (0.71 in.) |
| Rear height | 19.90 mm (0.78 in.) |
| Width | 363.96 mm (14.33 in.) |
| Depth | 249 mm (9.80 in.) |
| Weight (maximum) | 1.83 kg (4.03 lb) <i>NOTE:</i> 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 Inspiron 3502.

Table 3. Processor

| Description | Option one | Option two |
|------------------------|-------------------------------|--------------------------------------|
| Processor type | Intel Celeron Processor N4020 | Intel Pentium Silver N5030 Processor |
| Processor wattage | 6 W | 6 W |
| Processor core count | 2 | 4 |
| Processor thread count | 2 | 4 |
| Processor speed | Up to 2.80 GHz | Up to 3.10 GHz |
| Processor cache | 4 MB | 4 MB |
| Integrated graphics | Intel UHD Graphics 600 | Intel UHD Graphics 605 |

Chipset

The following table lists the details of the chipset supported by your Inspiron 3502.

Table 4. Chipset

| Description | Values |
|----------------|--|
| Chipset | Integrated in the processor |
| Processor | <ul style="list-style-type: none">Intel Celeron Processor N4020Intel Pentium Silver N5030 Processor |
| DRAM bus width | 64-bit |
| Flash EPROM | 16 MB |
| PCIe bus | Up to Gen2 |

Operating system

Your Inspiron 3502 supports the following operating systems:

- Windows 10 Home, 64-bit
- Windows 10 Home in S Mode, 64-bit
- Windows 10 Pro, 64-bit

Memory

The following table lists the memory specifications of your Inspiron 3502.


Table 5. Memory specifications

| Description | Values |
|---------------------------------|---|
| Memory slots | One SODIMM slot |
| Memory type | Dual-channel DDR4 |
| Memory speed | 2400 MHz |
| Maximum memory configuration | 8 GB |
| Minimum memory configuration | 4 GB |
| Memory size per slot | 4 GB, 8 GB |
| Memory configurations supported | <ul style="list-style-type: none">4 GB, 1 x 4 GB, DDR4, 2400 MHz8 GB, 1 x 8 GB, DDR4, 2400 MHz |

External ports

The following table lists the external ports of your Inspiron 3502.


Table 6. External ports

| Description | Values |
|---------------------|--|
| Network port | One RJ-45 port |
| USB ports | <ul style="list-style-type: none">Two USB 3.2 Gen 1 portsOne USB 2.0 port |
| Audio port | One headset (headphone and microphone combo) port |
| Video port | One HDMI 1.4 port  NOTE: The maximum resolution supported by the HDMI port is 1920 x 1080 at 60Hz (24-bit). |
| Media-card reader | One SD-card slot |
| Power-adaptor port | One 4.50 mm x 2.90 mm (DC-in) |
| Security-cable slot | One wedge-shaped lock slot |

Internal slots

The following table lists the internal slots of your Inspiron 3502.

Table 7. Internal slots

| Description | Values |
|-------------|--|
| M.2 | <ul style="list-style-type: none">One M.2 2230 slot for WiFi and Bluetooth combo cardOne M.2 2230/2280 slot for solid-state drive  NOTE: To learn more about the features of different types of M.2 cards, see the knowledge base article 000144170 at www.dell.com/support . |

Ethernet

The following table lists the wired Ethernet Local Area Network (LAN) specifications of your Inspiron 3502.

Table 8. Ethernet specifications

| Description | Values |
|---------------|--|
| Model number | Ethernet controller integrated to the system board |
| Transfer rate | up to 10/100/1000 Mbps |

Wireless module

The following table lists the Wireless Local Area Network (WLAN) module specifications of your Inspiron 3502.

Table 9. Wireless module specifications

| Description | Option one | Option two | Option three |
|---------------------------|---|---|--|
| Model number | Qualcomm DW1810 | Intel Wireless-AC 9462 | Realtek RTL8723DE |
| Transfer rate | Up to 433 Mbps | Up to 433 Mbps | Up to 150 Mbps |
| Frequency bands supported | 2.4 GHz/5 GHz | 2.4 GHz/5 GHz | 2.4 GHz |
| Wireless standards | <ul style="list-style-type: none">• WiFi 802.11a/b/g• Wi-Fi 4 (WiFi 802.11n)• Wi-Fi 5 (WiFi 802.11ac) | <ul style="list-style-type: none">• WiFi 802.11a/b/g• Wi-Fi 4 (WiFi 802.11n)• Wi-Fi 5 (WiFi 802.11ac) | <ul style="list-style-type: none">• WiFi 802.11a/b/g• Wi-Fi 4 (WiFi 802.11n) |
| Encryption | <ul style="list-style-type: none">• 64-bit/128-bit WEP• AES-CCMP• TKIP | <ul style="list-style-type: none">• 64-bit/128-bit WEP• AES-CCMP• TKIP | <ul style="list-style-type: none">• 64-bit/128-bit WEP• AES-CCMP• TKIP |
| Bluetooth | Bluetooth 5.0 | Bluetooth 5.0 | Bluetooth 4.2 |

Audio

The following table lists the audio specifications of your Inspiron 3502.

Table 10. Audio specifications

| Description | | Values |
|----------------------------|------------------------|------------------------------------|
| Audio controller | | Realtek ALC3204 |
| Stereo conversion | | Supported |
| Internal audio interface | | High definition audio |
| External audio interface | | Universal Audio Jack |
| Number of speakers | | Two |
| Internal-speaker amplifier | | Supported (audio codec integrated) |
| External volume controls | | Keyboard shortcut controls |
| Speaker output: | | |
| | Average speaker output | 2 W |
| | Peak speaker output | 2.5 W |
| Subwoofer output | | Not supported |
| Microphone | | Single digital microphone |

Storage

This section lists the storage options on your Inspiron 3502.

Your Inspiron 3502 supports one of the following storage 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

The primary drive of your Inspiron 3502 varies with the storage configuration. For computers:

- e.g. with a M.2 drive, the M.2 drive is the primary drive
- e.g. without a M.2 drive, 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, up to 6 Gbps | Up to 2 TB |
| M.2 2230/2280 solid-state drive | PCIe Gen3.0x4 NVMe, up to 32 Gbps | Up to 1 TB |

Media-card reader

The following table lists the media cards supported by your Inspiron 3502.

Table 12. Media-card reader specifications

| Description | Values |
|---|--|
| Media-card type | One SD-card slot |
| Media-cards supported | <ul style="list-style-type: none">• Secure Digital (SD)• Secure Digital High Capacity (SDHC)• Secure Digital Extended Capacity (SDXC)• MultiMediaCard (MMC) |
| NOTE: 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 Inspiron 3502.

Table 13. Keyboard specifications

| Description | Values |
|-----------------|---|
| Keyboard type | <ul style="list-style-type: none">• Standard keyboard• Backlit keyboard |
| Keyboard layout | QWERTY |
| Number of keys | <ul style="list-style-type: none">• United States and Canada: 101 keys• United Kingdom: 102 keys• Japan: 105 keys |
| Keyboard size | X=18.7 mm key pitch Y=18.05 mm key pitch |

Table 13. Keyboard specifications (continued)

| Description | Values |
|--------------------|--|
| Keyboard shortcuts | <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>NOTE: 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.</p> |

Camera

The following table lists the camera specifications of your Inspiron 3502.

Table 14. Camera specifications

| Description | Values |
|-------------------------|--------------------------|
| Number of cameras | One |
| Camera type | RGB HD Camera |
| Camera location | Front camera |
| Camera sensor type | CMOS sensor technology |
| Camera resolution: | |
| Still image | 0.92 megapixel |
| Video | 1280 x 720 (HD) at 30fps |
| Diagonal viewing angle: | 78.6 degrees |

Touchpad

The following table lists the touchpad specifications of your Inspiron 3502.

Table 15. Touchpad specifications

| Description | Values |
|----------------------|--|
| Touchpad resolution: | |
| Horizontal | <ul style="list-style-type: none"> 1230 1920 |
| Vertical | <ul style="list-style-type: none"> 930 1080 |
| Touchpad dimensions: | |
| Horizontal | 105 mm (4.13 in.) |
| Vertical | 80 mm (3.15 in.) |


Table 15. Touchpad specifications (continued)

| Description | Values |
|-------------------|---|
| Touchpad gestures | For more information about touchpad gestures available on Windows 10, see the Microsoft knowledge base article 4027871 at support.microsoft.com . |

Power adapter

The following table lists the power adapter specifications of your Inspiron 3502.

Table 16. Power adapter specifications

| Description | Values |
|--|--------------------------------|
| Type | 45 W |
| Connector dimensions: | |
| External diameter | 4.50 mm |
| Internal diameter | 2.90 mm |
| Input voltage | 100 VAC–240 VAC |
| Input frequency | 50 Hz–60 Hz |
| Input current (maximum) | 1.30 A |
| Output current (continuous) | 2.31 A |
| Rated output voltage | 19.50 VDC |
| Temperature range: | |
| Operating | 0°C to 40°C (32°F to 104°F) |
| Storage | -40°C to 70°C (-40°F to 158°F) |
|  CAUTION: Operating and storage temperature ranges may differ among components, so operating or storing the device outside these ranges may impact the performance of specific components. | |

Battery

The following table lists the battery specifications of your Inspiron 3502.


 **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 17. Battery specifications

| Description | Values |
|--------------------------|---------------------------------|
| Battery type | 3-cell polymer battery (42 Whr) |
| Battery voltage | 11.40 VDC |
| Battery weight (maximum) | 0.20 kg (0.44 lb) |

Table 17. Battery specifications (continued)

| Description | | Values |
|--|-----------|---|
| Battery dimensions: | | |
| | Height | 5.90 mm (0.23 in.) |
| | Width | 97.15 mm (3.82 in.) |
| | Depth | 184.15 mm (7.25 in.) |
| Temperature range: | | |
| | Operating | 0°C to 35°C (32°F to 95°F) |
| | Storage | -40°C to 65°C (-40°F to 149°F) |
| Battery operating time | | Varies depending on operating conditions and can significantly reduce under certain power-intensive conditions. |
| Battery charging time (approximate) | | 4 hours (when the computer is off) |
| <i>i</i> NOTE: Control the charging time, duration, start and end time, and so on, using the Dell Power Manager application. For more information about the Dell Power Manager, see <i>Me and My Dell</i> on www.dell.com . | | |
| Coin-cell battery | | CR2032 |

Display

The following table lists the display specifications of your Inspiron 3502.

Table 18. Display specifications

| Description | | Option one | Option two |
|---|----------|-----------------------|----------------------------|
| Display type | | High Definition (HD) | Full High Definition (FHD) |
| Display-panel technology | | Twisted Nematic (TN) | Wide Viewing Angle(WVA) |
| Display-panel dimensions (active area): | | | |
| | Height | 193.54 mm (7.62 in.) | 193.54 mm (7.62 in.) |
| | Width | 344.23 mm (13.55 in.) | 344.23 mm (13.55 in.) |
| | Diagonal | 394.90 mm (15.55 in.) | 394.90 mm (15.55 in.) |
| Display-panel native resolution | | 1366 x 768 | 1920 x 1080 |
| Luminance (typical) | | 220 nits | 220 nits |
| Megapixels | | 1.05 | 2.07 |
| Color gamut | | 45% (NTSC) | 45% (NTSC) |
| Pixels Per Inch (PPI) | | 100 | 141 |
| Contrast ratio (min.) | | 400 : 1 | 400 : 1 |
| Response time (max.) | | 25 ms | 35 ms |

Table 18. Display specifications (continued)

| Description | Option one | Option two |
|-----------------------------|--------------------------------|----------------|
| Refresh rate | 60 Hz | 60 Hz |
| Horizontal view angle | 40 +/- degrees | 80 +/- degrees |
| Vertical view angle | 10 (Top) / 30 (Bottom) degrees | 80 +/- degrees |
| Pixel pitch | 0.25 mm | 0.18 mm |
| Power consumption (maximum) | 4.20 W | 4.20 W |
| Anti-glare vs glossy finish | Anti-glare | Anti-glare |
| Touch options | No | No |

Fingerprint reader (optional)

The following table lists the specifications of the optional fingerprint-reader of your Inspiron 3502.

Table 19. Fingerprint reader specifications

| Description | Values |
|--------------------------------------|------------|
| Fingerprint-reader sensor technology | Capacitive |
| Fingerprint-reader sensor resolution | 500 dpi |
| Fingerprint-reader sensor pixel size | 64 x 80 |

GPU—Integrated

The following table lists the specifications of the integrated Graphics Processing Unit (GPU) supported by your Inspiron 3502.

Table 20. GPU—Integrated

| Controller | External display support | Memory size | Processor |
|------------------------|--------------------------|----------------------|--------------------------------------|
| Intel UHD Graphics 600 | One HDMI 1.4 port | Shared system memory | Intel Celeron Processor N4020 |
| Intel UHD Graphics 605 | One HDMI 1.4 port | Shared system memory | Intel Pentium Silver N5030 Processor |

Operating and storage environment


This table lists the operating and storage specifications of your Inspiron 3502.

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

Table 21. 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) |

Table 21. Computer environment (continued)

| Description | Operating | Storage |
|--|------------------------------------|-------------------------------------|
| Vibration (maximum)* | 0.66 GRMS | 1.30 GRMS |
| Shock (maximum) | 140 G† | 160 G† |
| Altitude range | 0 m to 3,048 m (0 ft to 10,000 ft) | 0 m to 10,668 m (0 ft to 35,000 ft) |
|  CAUTION: Operating and storage temperature ranges may differ among components, so operating or storing the device outside these ranges may impact the performance of specific components. | | |

* 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 22. List of keyboard shortcuts

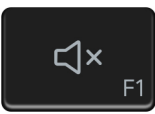
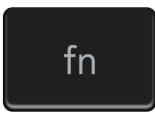
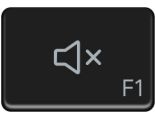
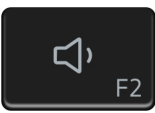
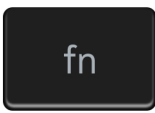
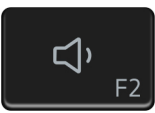
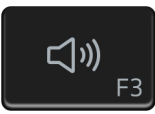
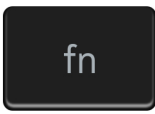
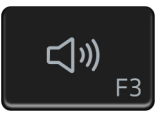
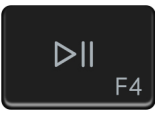
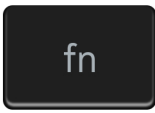
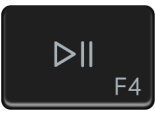

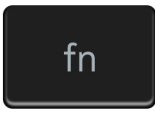

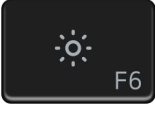
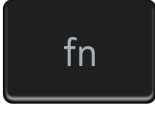
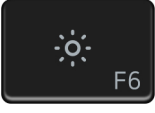




| Function key | Redefined key (for multimedia control) | Behavior |
|--|--|---|
|  F1 |  +  F1 | Mute audio |
|  F2 |  +  F2 | Decrease volume |
|  F3 |  +  F3 | Increase volume |
|  F4 |  +  F4 | Play/Pause |
|  F5 |  +  F5 | Toggle keyboard backlight (optional) NOTE: Non-backlight keyboards have F5 function key without the backlight icon and does not support toggle keyboard backlight function. |
|  F6 |  +  F6 | Decrease brightness |

Table 22. List of keyboard shortcuts (continued)

| Function key | Redefined key (for multimedia control) | Behavior |
|--|---|----------------------------|
|  F7 | fn +  F7 | Increase brightness |
|  F8 | fn +  F8 | Switch to external display |
| prt sc F10 | fn + prt sc F10 | Print screen |
| home F11 | fn + home F11 | Home |
| end F12 | fn + end F12 | End |

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

Table 23. List of keyboard shortcuts




| Function key | Behavior |
|---|-----------------------|
| fn + B | Pause/Break |
| fn + S | Toggle scroll lock |
| fn + R | System request |
| fn + ctrl  | Open application menu |
| fn + esc  | Toggle fn-key lock |
| fn +  | Emoji |
| fn + pg up | Page up |

Table 23. List of keyboard shortcuts (continued)



| Function key | Behavior |
|----------------------------------|-----------|
| <div>fn</div> + <div>pg dn</div> | Page down |

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 24. Self-help resources

| Self-help resources | Resource location |
|---|---|
| Information about Dell products and services | www.dell.com |
| My Dell app |  |
| Tips |  |
| Contact Support | In Windows search, type <code>Contact Support</code> , and press Enter. |
| Online help for operating system | www.dell.com/support/windows |
| Access top solutions, diagnostics, drivers and downloads, and learn more about your computer through videos, manuals and documents. | <p>Your Dell computer is uniquely identified by a Service Tag or Express Service Code. To view relevant support resources for your Dell computer, enter the Service Tag or Express Service Code at www.dell.com/support.</p> <p>For more information on how to find the Service Tag for your computer, see Locate the Service Tag on your computer.</p> |
| Dell knowledge base articles for a variety of computer concerns | <ol style="list-style-type: none"> 1. Go to www.dell.com/support. 2. On the menu bar at the top of the Support page, select Support > Knowledge Base. 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. |

Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see 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.