XPS 17 9710

Setup and Specifications

Notes, cautions, and warnings

(i) **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

Set up your XPS 17 9710

ⓘ **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:** You can charge your XPS 17 9710 by connecting the power adapter to one of the USB Type-C Thunderbolt 4 ports that are located on either 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. 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
	My Dell 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.
	SupportAssist 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**. ⓘ **NOTE:** In SupportAssist, click the warranty expiry date to renew or upgrade your warranty.
	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.
	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.

Views of XPS 17 9710

Left

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

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

2. **Thunderbolt 4 ports (2)**

   Supports USB 3.2 Gen 2, DisplayPort 1.4 (supporting up to HBR3), Thunderbolt 4 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 4. Supports Power Delivery that enables two-way power supply between devices. Provides up to 5 V power output that enables faster charging.

   > (i) **NOTE:** You can connect a Dell Docking Station to one of these two Thunderbolt 4 ports. For more information, see the knowledge base article SLN286158 at www.dell.com/support.

   > (i) **NOTE:** There is a total of four Thunderbolt 4 ports on this computer. Connect the USB Type-C power adapter to only one of the four USB Type-C ports.

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

Right

1. **Thunderbolt 4 ports (2)**

   Supports USB 3.2 Gen 2, DisplayPort 1.4 (supporting up to HBR3), Thunderbolt 4 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 4. Supports Power Delivery that enables two-way power supply between devices. Provides up to 5 V power output that enables faster charging.

   > (i) **NOTE:** You can connect a Dell Docking Station to one of these two Thunderbolt 4 ports. For more information, see the knowledge base article SLN286158 at www.dell.com/support.

   > (i) **NOTE:** There is a total of four Thunderbolt 4 ports on this computer. Connect the USB Type-C power adapter to only one of the four USB Type-C ports.

   > (i) **NOTE:** A USB Type-C to DisplayPort adapter (sold separately) is required to connect a DisplayPort device.
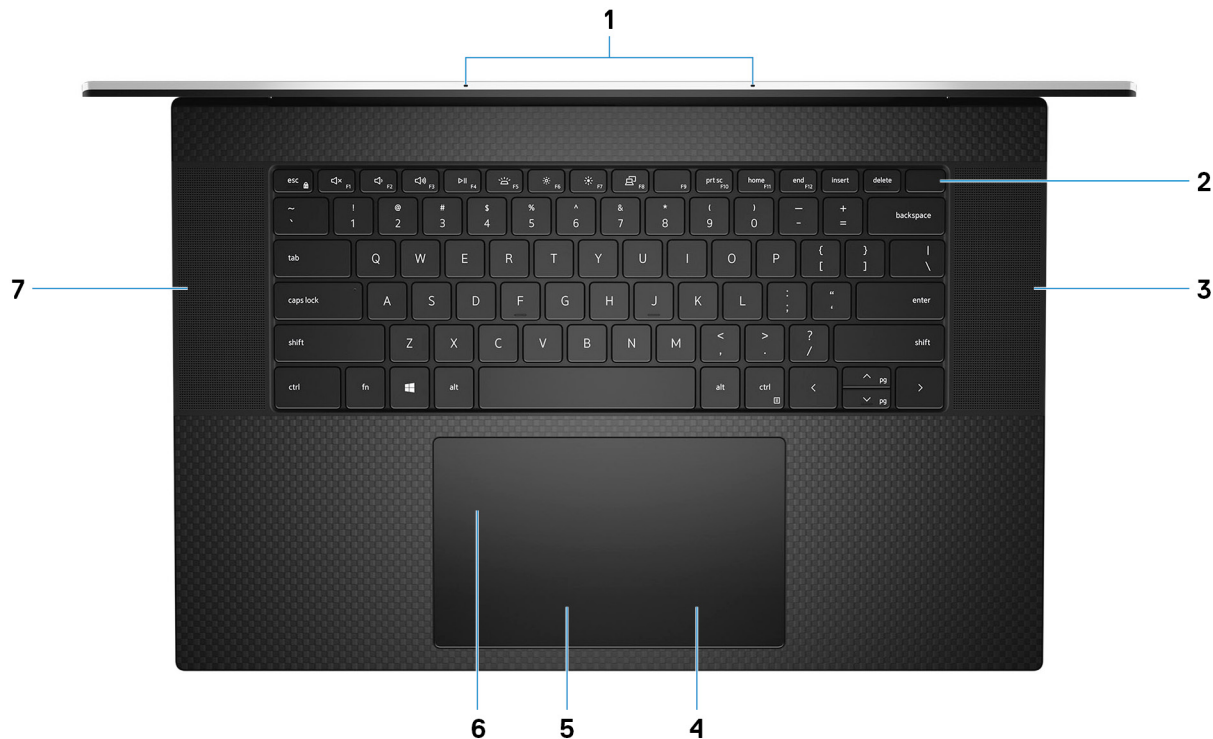
2. **SD-card slot**

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. **Universal audio jack**

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

Top

1. **Microphones (2)**

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

2. **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.

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

> (i) **NOTE:** In Windows 10, Windows Hello supports a defined number of fingerprints per account. For more information about configuring your fingerprint reader with Windows Hello, see the knowledge base article 000142015 at www.dell.com/support.

3. **Right speaker**

Provides audio output.

4. **Right-click area**

Press to right-click.

ⓘ **NOTE:** The right-click area is enabled when you touch the touchpad.

5. **Left-click area**

Press to left-click.

ⓘ **NOTE:** The left-click area is enabled when you touch the touchpad.

6. **Precision touchpad**

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

ⓘ **NOTE:** The top and the sides of the touchpad—8.20 mm (0.32 in.) from the edges—are disabled. This prevents unintended movements of the mouse pointer when using the keyboard.

ⓘ **NOTE:** The touchpad area of the computer is large and your palms may inadvertently touch the touchpad corners when the touchpad is in use. To prevent this, touches within the 1 cm (0.39 in.) x 1 cm (0.39 in.) corners of the touchpad are ignored if other touches are detected in the touchpad outside of these corners.

7. **Left speaker**

Provides audio output.

Front

1. **Infrared emitter**

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

2. **Ambient-light sensor**

The 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
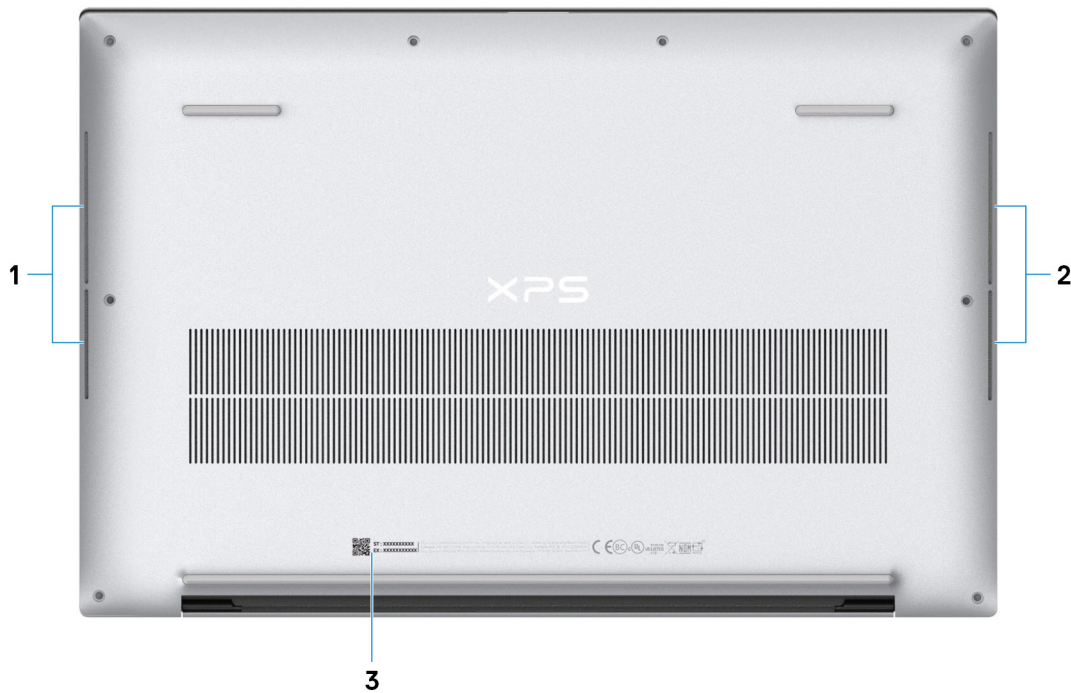
1. **Left speaker**

   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 XPS 17 9710

Dimensions and weight

The following table lists the height, width, depth, and weight of your XPS 17 9710.

Table 2. Dimensions and weight

Description	Values
Height:	
Front height	8.67 mm (0.34 in.)
Rear height	13.15 mm (0.52 in.)
Width	374.48 mm (14.74 in.)
Depth	248.08 mm (9.77 in.)
Weight ⓘ **NOTE:** The weight of your computer depends on the configuration ordered and manufacturing variability.	2.53 kg (5.58 lb) (maximum)

Processor

The following table lists the details of the processors supported by your XPS 17 9710.

Table 3. Processor

Description	Option one	Option two	Option three	Option four
Processor type	11th Generation Intel Core i5-11400H	11th Generation Intel Core i7-11800H	11th Generation Intel Core i9-11900H	11th Generation Intel Core i9-11980HK
Processor wattage	45 W	45 W	45 W	45 W
Processor core count	6	8	8	8
Processor thread count	12	16	16	16
Processor speed	2.70 GHz to 4.50 GHz	2.30 GHz to 4.60 GHz	2.50 GHz to 4.90 GHz	2.60 GHz to 5 GHz
Processor cache	12 MB	24 MB	24 MB	24 MB
Integrated graphics	Intel UHD Graphics	Intel UHD Graphics	Intel UHD Graphics	Intel UHD Graphics

Chipset

The following table lists the details of the chipset supported by your XPS 17 9710.

Table 4. Chipset

Description	Values
Chipset	Intel WM590
Processor	11th Generation Intel Core i5/i7/i9
DRAM bus width	64-bit
Flash EPROM	32 MB
PCIe bus	Up to PCIe Gen 4.0

Operating system

Your XPS 17 9710 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 17 9710.

Table 5. Memory specifications

Description	Values
Memory slots	Two-SODIMM slots
Memory type	DDR4
Memory speed	3200 MHz
Maximum memory configuration	64 GB
Minimum memory configuration	8 GB
Memory size per slot	4 GB, 8 GB, 16 GB, or 32 GB
Memory configurations supported	● 8 GB, 2 x 4 GB, DDR4, 3200 MHz, dual-channel ● 16 GB, 2 x 8 GB, DDR4, 3200 MHz, dual-channel ● 32 GB, 2 x 16 GB, DDR4, 3200 MHz, dual-channel ● 64 GB, 2 x 32 GB, DDR4, 3200 MHz, dual-channel

Internal slots

The following table lists the internal slots of your XPS 17 9710.

Table 6. Internal slots

Description	Values
M.2	Two M.2 slots for M.2 2230/2280 solid-state drives ⓘ **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.

External ports

The following table lists the external ports on your XPS 17 9710.

Table 7. External ports

Description	Values
USB ports	Four Thunderbolt 4 ports ⓘ **NOTE:** Connect the USB Type-C power adapter to only one of the four Thunderbolt 4 ports. ⓘ **NOTE:** You can connect a Dell Docking Station to this port. For more information, see the knowledge base article SLN286158 at www.dell.com/support.
Audio port	One universal audio jack
Video port/ports	Four Thunderbolt 4 ports ⓘ **NOTE:** A USB Type-C to DisplayPort adapter (sold separately) is required to connect a DisplayPort device.
Media-card reader	One SD-card slot
Power-adapter port	DC-IN through one of the four Thunderbolt 4 ports ⓘ **NOTE:** You can connect a Dell Docking Station to this port. For more information, see the knowledge base article SLN286158 at www.dell.com/support.
Security-cable slot	Security-cable slot (wedge-shaped)

Wireless module

The following table lists the Wireless Local Area Network (WLAN) module specifications of your XPS 17 9710.

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

Table 8. Wireless module specifications

Description	Values
Model number	Killer 1650s
Transfer rate	Up to 2400 Mbps

Table 8. Wireless module specifications (continued)

Description	Values
Frequency bands supported	2.40 GHz/5 GHz
Wireless standards	- Wi-Fi 802.11a/b/g - Wi-Fi 4 (WiFi 802.11n) - Wi-Fi 5 (WiFi 802.11ac) - Wi-Fi 6 (WiFi 802.11ax)
Encryption	64-bit/128-bit WEP - AES-CCMP - TKIP
Bluetooth	Bluetooth 5.1

Audio

The following table lists the audio specifications of your XPS 17 9710.

Table 9. Audio specifications

Description		Values
Audio controller		Realtek ALC711-CG
Stereo conversion		Supported
Internal audio interface		SoundWire
External audio interface		Universal audio jack
Number of speakers		2-way speaker
Internal-speaker amplifier		Realtek ALC1309D
External volume controls		Supported
Speaker output:		
	Average speaker output	2 W
	Peak speaker output	2.50 W
Subwoofer output		Supported
Microphone		Digital-array microphones

Storage

This section lists the storage options on your XPS 17 9710.

Your XPS 17 9710 supports one of the following storage options:
- One M.2 2230 solid-state drive (requires an extender, sold separately)
- One M.2 2280 solid-state drive
- Two M.2 2280 solid-state drives
- One M.2 2230 solid-state drive (requires an extender, sold separately) and one M.2 2280 solid-state drive

Table 10. Storage specifications

Storage type	Interface type	Capacity
M.2 2230 solid-state drive	PCIe NVMe Gen3 x4, up to 32 Gbps	Up to 256 GB
M.2 2280 solid-state drive	PCIe NVMe Gen3 x4, up to 32 Gbps	Up to 1 TB
M.2 2280 solid-state drive	PCIe NVMe Gen4 x4, up to 64 Gbps	Up to 4 TB

Media-card reader

The following table lists the media cards supported by your XPS 17 9710.

Table 11. Media-card reader specifications

Description	Values
Media-card type	One SD-card slot
Media-cards supported	- Secure Digital (SD) - Secure Digital High Capacity (SDHC) - Secure Digital Extended Capacity (SDXC)
ⓘ **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 XPS 17 9710.

Table 12. Keyboard specifications

Description	Values
Keyboard type	Standard backlit keyboard
Keyboard layout	QWERTY
Number of keys	- United States and Canada: 79 keys - United Kingdom: 80 keys - Japan: 83 keys
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. ⓘ **NOTE:** You can define the primary behavior of the function keys (F1–F12) changing **Function Key Behavior** in BIOS setup program. For more information, see Keyboard shortcuts.

Camera

The following table lists the camera specifications of your XPS 17 9710.

Table 13. Camera specifications

Description		Values
Number of cameras		One
Camera type		HD RGB IR camera
Camera location		Front
Camera sensor type		CMOS-sensor technology
Camera resolution:		
	Still image	0.92 megapixel
	Video	1280 x 720 (HD) at 30 fps
Infrared camera resolution:		
	Still image	0.20 megapixel
	Video	576 x 360 (VGA) at 15 fps
Diagonal viewing angle:		
	Camera	78.5 degrees
	Infrared camera	78.5 degrees

Touchpad

The following table lists the touchpad specifications of your XPS 17 9710.

Table 14. Touchpad specifications

Description		Values
Touchpad resolution:		
	Horizontal	4655
	Vertical	2731
Touchpad dimensions:		
	Horizontal	150 mm (5.91 in.)
	Vertical	89 mm (3.50 in.)
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 XPS 17 9710.

Table 15. 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	1.80 A
Output current (continuous)		20 V/4.50 A 15 V/3 A 9 V/3 A 5 V/3 A	20 V/6.5 A 5 V/1 A
Rated output voltage		20 VDC 15 VDC 9 VDC 5 VDC	20 VDC 5 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)
⚠ **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 XPS 17 9710.

Table 16. Battery specifications

Description		Option one	Option two
Battery type		3-cell (56 Wh) "smart" lithium-ion	6-cell (97 Wh) "smart" lithium-ion
Battery voltage		11.40 VDC	11.40 VDC
Battery weight (maximum)		0.27 kg (0.60 lb)	0.385 kg (0.85 lb)
Battery dimensions:			
	Height	8.45 mm (0.33 in.)	8.45 mm (0.33 in.)
	Width	69.70 mm (2.74 in.)	69.70 mm (2.74 in.)
	Depth	330.65 mm (13.02 in.)	330.65 mm (13.02 in.)
Temperature range:			

Table 16. Battery specifications (continued)

Description		Option one	Option two
	Operating	• Charge: 0°C to 50°C (32°F to 122°F) • Discharge: 0°C to 60°C (32°F to 140°F)	• Charge: 0°C to 50°C (32°F to 122°F) • Discharge: 0°C to 60°C (32°F to 140°F)
	Storage	−20°C to 60°C (-4°F to 140°F)	−20°C to 60°C (-4°F to 140°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) (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, *Me and My Dell* on www.dell.com.		• Standard charge, 0°C to 50°C (32°F to 122°F): 4 hours • ExpressCharge, 0°C to 15°C (32°F to 59°F): 4 hours • ExpressCharge, 16°C to 45°C (60.80°F to 113°F): 2 hours • ExpressCharge, 46°C to 50°C (114.80°F to 122°F): 3 hours	• Standard charge, 0°C to 50°C (32°F to 122°F): 4 hours • ExpressCharge, 0°C to 15°C (32°F to 59°F): 4 hours • ExpressCharge, 16°C to 45°C (60.80°F to 113°F): 2 hours • ExpressCharge, 46°C to 50°C (114.80°F to 122°F): 3 hours
Coin-cell battery		Not supported	Not supported

> ⚠ **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.**

Display

The following table lists the display specifications of your XPS 17 9710.

Table 17. 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	366.34 mm (14.42 in.)	366.34 mm (14.42 in.)
	Width	228.96 mm (9.01 in.)	228.96 mm (9.01 in.)
	Diagonal	432 mm (17 in.)	432 mm (17 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% (minimum)	Adobe 100% min; DCI-P3 99% typ, 95% min
Pixels Per Inch (PPI)		133	266

Table 17. Display specifications (continued)

Description	Option one	Option two
Contrast ratio (typical)	1650:1	1600:1
Response time (maximum)	35 ms	35 ms
Refresh rate	60 Hz	60 Hz
Horizontal view angle	+/- 85 degrees	+/- 85 degrees
Vertical view angle	+/- 85 degrees	+/- 85 degrees
Pixel pitch	0.1908 mm	0.0954 mm
Power consumption (maximum)	5.06 W	13.73 W
Anti-glare vs glossy finish	Anti-glare	Anti-reflective
Touch options	No	Yes

Fingerprint reader

The following table lists the fingerprint-reader specifications of your XPS 17 9710.

Table 18. 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 17 9710.

Table 19. GPU—Integrated

Controller	Memory size	Processor
Intel UHD Graphics	Shared system memory	11th 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 17 9710.

Table 20. GPU—Discrete

Controller	Memory size	Memory type
NVIDIA GeForce RTX 3050	4 GB	GDDR6
NVIDIA GeForce RTX 3060 Max-Q	6 GB	GDDR6

Operating and storage environment

This table lists the operating and storage specifications of your XPS 17 9710.

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

Table 21. 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 range	-15.2 m to 3,048 m (-49.87 ft to 10,000 ft)	-15.2 m to 10,668 m (-49.87 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.

ComfortView Plus

⚠️ **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.**

Blue light is a color in the light spectrum which has a short wavelength and high energy. Chronic exposure to blue light, particularly from digital sources, may disrupt sleep patterns and cause long-term effects such as eye strain, eye fatigue, or damage to the eyes.

The display on this computer is designed to minimize blue light and complies with TÜV Rheinland's requirement for low blue light displays.

Low blue light mode is enabled at the factory, so no further configuration is necessary.

To reduce the risk of eye strain, it is also recommended that you:

● Position the display at a comfortable viewing distance between 20 and 28 inches (50 and 70 cm) from your eyes.
● Blink frequently to moisten your eyes, wet your eyes with water, or apply suitable eye drops.
● 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.
● Take an extended break for 20 minutes every two hours.

Keyboard shortcuts of XPS 17 9710

ⓘ **NOTE:** Keyboard characters may differ depending on the keyboard language configuration. Keys that are 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 that is 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 that is 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 multimedia 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 (see the table below).

However, if the function keys **F1**-**F12** are needed for specific software applications, multimedia 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 22. List of keyboard shortcuts

Function key	Re-defined key (for multi-media control)	Behavior
F1	fn + F1	Mute audio
F2	fn + F2	Decrease volume
F3	fn + F3	Increase volume
F4	fn + F4	Play/Pause
F5	fn + F5	Click keyboard backlight ⓘ **NOTE:** Toggle to cycle the keyboard backlight status through off, low-backlight, and high-backlight
F6	fn + F6	Decrease brightness
F7	fn + F7	Increase brightness
F8	fn + F8	Switch to external display
F10	fn + F10	Print screen
F11	fn + F11	Home
F12	fn + 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

Table 23. List of keyboard shortcuts (continued)

Function key	Behavior
fn + esc	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 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 `Contact Support`, 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.	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. For more information on how to find the Service Tag for your computer, see Locate the Service Tag on your computer.
Dell knowledge base articles for a variety of computer concerns	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.