

Dell G15 5511

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.

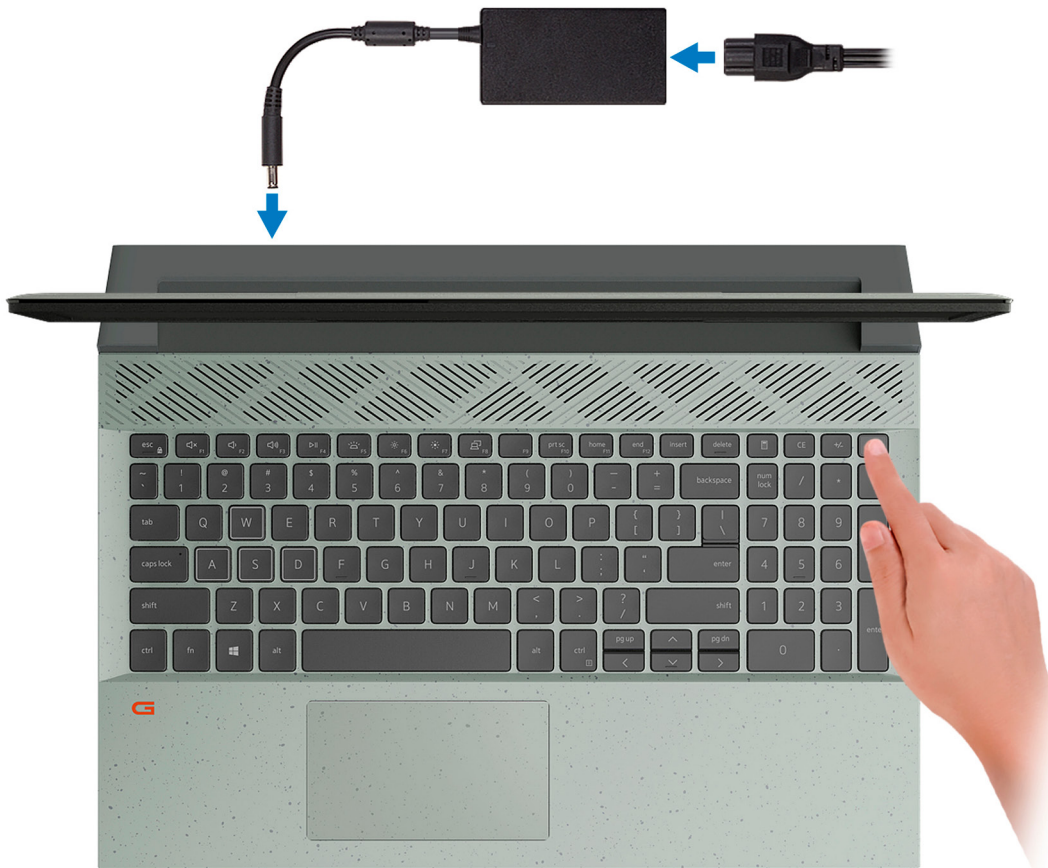
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Set up your Dell G15 5511

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: 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.

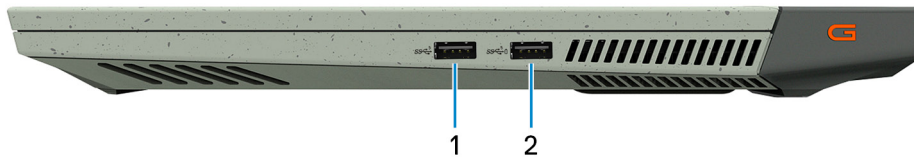
3. Locate and use Dell apps from the Windows Start menu—Recommended.

Table 1. Locate Dell apps

Resources	Description
	<p>My Dell</p> <p>Centralized location for key Dell applications, help articles, and other important information about your computer. It also notifies you about the warranty status, recommended accessories, and software updates if available.</p>
	<p>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 <i>SupportAssist for Home PCs User's Guide</i> at www.dell.com/serviceabilitytools. Click SupportAssist and then, click SupportAssist for Home PCs.</p> <p>NOTE: In SupportAssist, click the warranty expiry date to renew or upgrade your warranty.</p>
	<p>Dell Update</p> <p>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 000149088 at www.dell.com/support.</p>
	<p>Dell Digital Delivery</p> <p>Download software applications, which are purchased but not preinstalled on your computer. For more information about using Dell Digital Delivery, see the knowledge base article 000129837 at www.dell.com/support.</p>

Views of Dell G15 5511

Right



1. USB 3.2 Gen 1 port

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

2. USB 3.2 Gen 1 port with PowerShare

Connect devices such as external storage devices and printers.

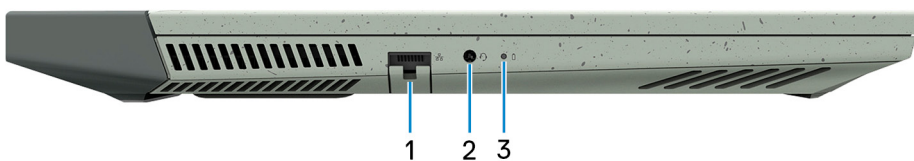
Provides data transfer speeds up to 5 Gbps. PowerShare enables you to charge your USB devices even when your computer is turned off.

NOTE: If the charge on your computer's battery is less than 10 percent, you must connect the power adapter to charge your computer, and USB devices connected to the PowerShare port.

NOTE: If a USB device is connected to the PowerShare port before the computer is turned off or in hibernate state, you must disconnect and connect it again to enable charging.

NOTE: Certain USB devices may not charge when the computer is turned off or in sleep state. In such cases, turn on the computer to charge the device.

Left



1. Network port

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

2. Headset port

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

3. Battery-status light

Indicates the battery-charge status.

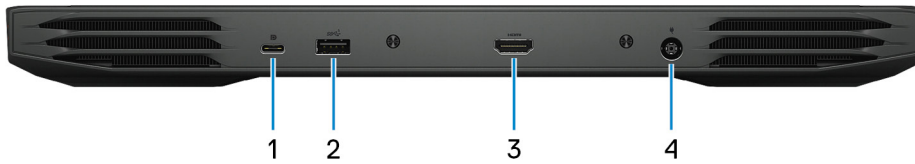
Solid amber—Battery charge is low.

Blinking amber—Battery charge is critical.

Off—Battery is fully charged.

Back

On computers shipped with NVIDIA GeForce RTX 3050, and NVIDIA GeForce RTX 3050 Ti



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

Connect devices 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. USB 3.2 Gen 1 port

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

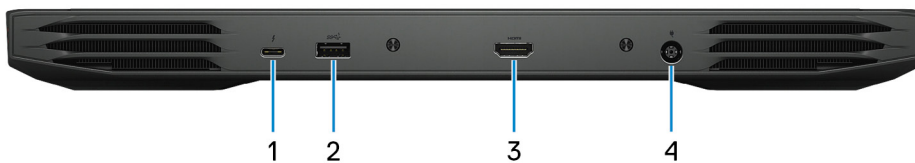
3. HDMI port

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

4. Power-adapter port

Connect a power adapter to provide power to your computer and charge the battery.

On computers shipped with NVIDIA GeForce RTX 3060



1. Thunderbolt 4 (USB 3.2 Gen 2 Type-C) port/DisplayPort

Supports USB 3.2 Gen 2 Type-C, DisplayPort 1.4, 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 3.1 Gen 2 and up to 40 Gbps for Thunderbolt 4.

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

2. USB 3.2 Gen 1 port

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

3. HDMI port

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

4. Power-adapter port

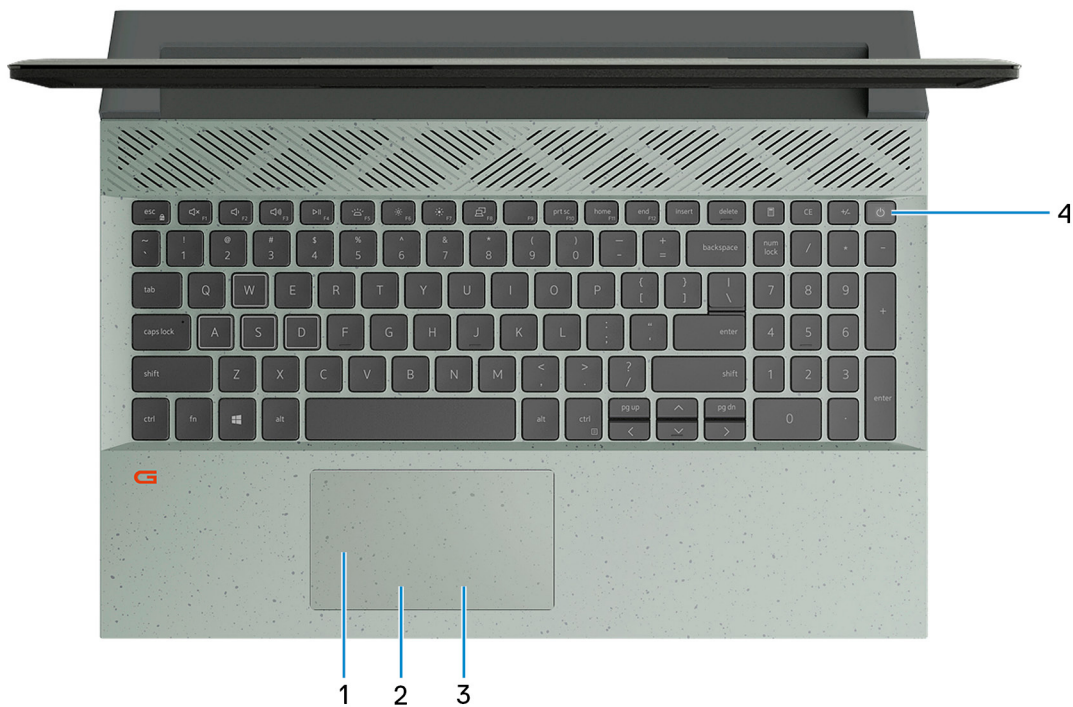
Connect a power adapter to provide power to your computer and charge the battery.

Front



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

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.

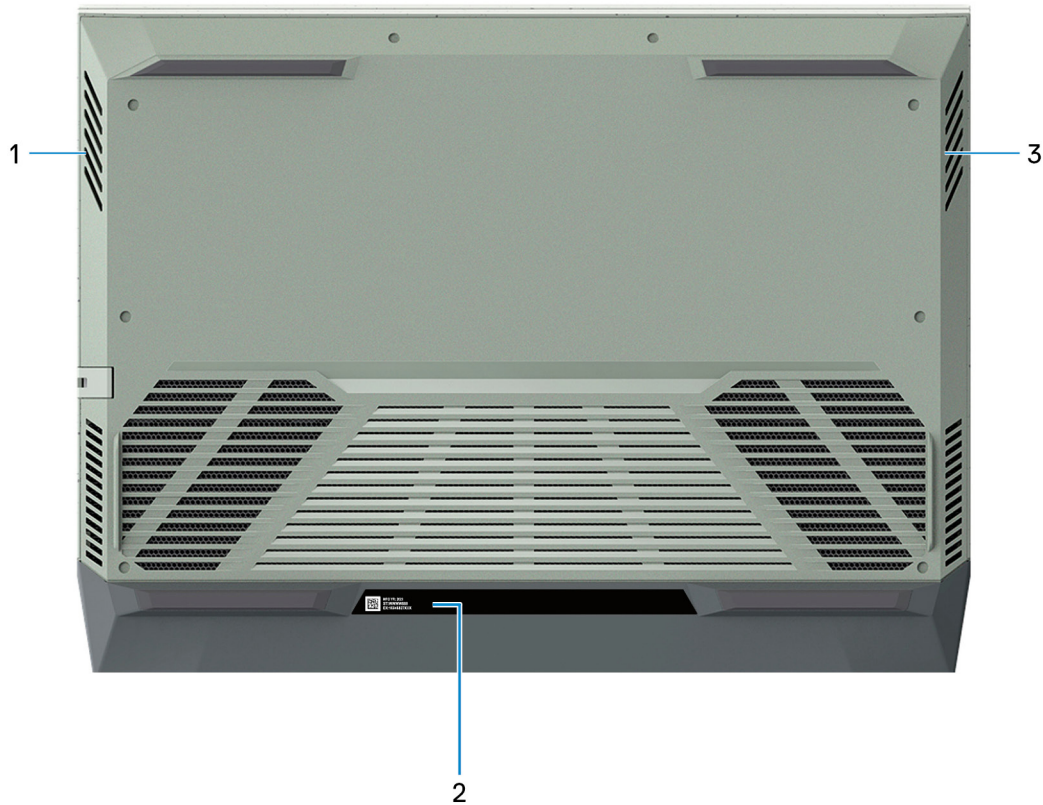
4. Power button

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.

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

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 Dell G15 5511

Dimensions and weight

The following table lists the height, width, depth, and weight of your Dell G15 5511.

Table 2. Dimensions and weight

Description	Values
Height:	
Front height	21.32 mm (0.84 in.)
Rear height	25.33 mm (1 in.)
Width	357.26 mm (14.07 in.)
Depth	272.11 mm (10.71 in.)
Weight (maximum)	2.81 kg (6.19 lb)  NOTE: 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 Dell G15 5511.

Table 3. Processor

Description	Option one	Option two	Option three
Processor type	11th Generation Intel Core i5-11260H	11th Generation Intel Core i5-11400H	11th Generation Intel Core i7-11800H
Processor wattage	45 W	45 W	45 W
Processor core count	6	6	8
Processor thread count	12	12	16
Processor speed	Up to 4.40 GHz	Up to 4.50 GHz	Up to 4.60 GHz
Processor cache	12 MB	12 MB	24 MB
Integrated graphics	Intel UHD Graphics	Intel UHD Graphics	Intel UHD Graphics

Chipset

The following table lists the details of the chipset supported by your Dell G15 5511.

Table 4. Chipset

Description	Values
Chipset	HM570
Processor	11th Generation Intel Core i5/i7
DRAM bus width	64-bit
Flash EPROM	32 MB
PCIe bus	Up to Gen3

Operating system

Your Dell G15 5511 supports the following operating systems:

- Windows 11 Home, 64-bit
- Windows 11 Pro, 64-bit
- Windows 10 Home, 64-bit
- Windows 10 Pro, 64-bit
- Ubuntu 20.04 LTS, 64-bit

Memory

The following table lists the memory specifications of your Dell G15 5511.

Table 5. Memory specifications

Description	Values
Memory slots	Two SoDIMM slots
Memory type	Dual-channel DDR4
Memory speed	3200 MHz
Maximum memory configuration	32 GB
Minimum memory configuration	4 GB
Memory size per slot	4 GB, 8 GB, 16 GB
Memory configurations supported	<ul style="list-style-type: none">• 8 GB, 2 x 4 GB, Dual-Channel DDR4, 3200 MHz• 12 GB, 1 x 4 GB + 1 x 8 GB, 3200 MHz• 16 GB, 2 x 8 GB, Dual-Channel DDR4, 3200 MHz• 32 GB, 2 x 16 GB, Dual-Channel DDR4, 3200 MHz

External ports

The following table lists the external ports of your Dell G15 5511.


Table 6. External ports

Description	Values
Network port	One RJ45 port
USB ports	On computers shipped with NVIDIA GeForce RTX 3060 <ul style="list-style-type: none">• One Thunderbolt 4 USB 3.2 Gen 2 Type-C port with DisplayPort alt mode• One USB 3.2 Gen1 port with PowerShare• Two USB 3.2 Gen 1 ports On computers shipped with NVIDIA GeForce RTX 3050 and RTX 3050 Ti <ul style="list-style-type: none">• One USB 3.2 Gen 2 Type-C port with Display Port• One USB 3.2 Gen1 port with PowerShare• Two USB 3.2 Gen 1 ports
Audio port	One headset (headphone and microphone combo) port
Video port	One HDMI 2.1 port
Media-card reader	Not applicable
Power-adapter port	One 7.4 mm x 5.1 mm power-adapter port
Security-cable slot	Not supported

Internal slots

The following table lists the internal slots of your Dell G15 5511.

Table 7. Internal slots

Description	Values
M.2	<ul style="list-style-type: none">• One M.2 2230 slot for WiFi and Bluetooth combo card• Two M.2 2230/2280 slot for solid-state drive <p> 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.</p>

Ethernet

The following table lists the wired Ethernet Local Area Network (LAN) specifications of your Dell G15 5511.

Table 8. Ethernet specifications

Description	Values
Model number	<ul style="list-style-type: none">• Killer E2600 PCI-e 2.5 Gigabit ethernet controller (on computers shipped with NVIDIA GeForce RTX 3060)

Table 8. Ethernet specifications (continued)

Description	Values
	<ul style="list-style-type: none"> Realtek RTL8125BGS PCI-e 2.5Gigabit ethernet controller (on computers shipped with NVIDIA GeForce RTX 3050, and RTX 3050 Ti)
Transfer rate	10/100/1000/2500 Mbps

Wireless module

The following table lists the Wireless Local Area Network (WLAN) modules supported on your Dell G15 5511.

Table 9. Wireless module specifications

Description	Option one	Option two
Model number	Intel AX201	Killer 1650i
Transfer rate	Up to 2500 Mbps	Up to 2500 Mbps
Frequency bands supported	2.4 GHz/5 GHz	2.4 GHz/5 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) Wi-Fi 6 (WiFi 802.11ax) 	<ul style="list-style-type: none"> WiFi 802.11b/g/a Wi-Fi 4 (WiFi 802.11n) Wi-Fi 5 (WiFi 802.11ac) Wi-Fi 6 (WiFi 802.11ax)
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
Bluetooth	Bluetooth 5.2	Bluetooth 5.2

Audio

The following table lists the audio specifications of your Dell G15 5511.

Table 10. Audio specifications

Description	Values
Audio controller	Realtek ALC3254 with Nahimic 3D Audio for Gamers
Stereo conversion	Supported
Internal audio interface	High Definition Audio
External audio interface	Headset combo connector/Digital-array microphone input on camera module
Number of speakers	Two
Internal-speaker amplifier	Supported (audio codec built-in amplifier)
External volume controls	Keyboard shortcut controls
Speaker output:	

Table 10. Audio specifications (continued)

Description		Values
	Average speaker output	2 W
	Peak speaker output	2.5 W
Subwoofer output		Not supported
Microphone		Dual-array microphones

Storage

This section lists the storage options on your Dell G15 5511.

Your Dell G15 5511 supports two M.2 2230/2280 solid-state drive.

- i** **NOTE:** The solid-state drive is secured to the system board by a solid-state drive bracket that is specific to the form factor of the solid-state drive. If you are replacing a solid-state drive, ensure that the new solid-state drive has the same form factor. For example, replace an M.2 2280 solid-state drive with an M.2 2280 solid-state drive.
- i** **NOTE:** If you have ordered only one solid-state drive, it can be upgraded to the solid-state drive of the same form factor but an additional solid-state drive is not supported. If you have ordered two solid-state drives, they can be upgraded to the solid-state drives of the same form factor respectively.
- i** **NOTE:** For more information about Dell qualified solid-state drives supported by your computer, see Parts & Accessories at <https://www.dell.com/support>.

Table 11. Storage specifications

Storage type	Interface type	Capacity
M.2 2230/2280 solid-state drive	PCIe Gen3 x4 NVMe	Up to 1 TB
M.2 2230/2280 solid-state drive	PCIe Gen4 x4 NVMe	2 TB

Keyboard

The following table lists the keyboard specifications of your Dell G15 5511.

Table 12. Keyboard specifications

Description	Values
Keyboard type	<ul style="list-style-type: none"> ● Standard keyboard ● Backlit keyboard ● Four-zone RGB 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=18.70 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

Table 12. Keyboard specifications (continued)

Description	Values
	perform secondary functions. To type the alternate character, press Shift and the desired key. To perform secondary functions, press Fn and the desired key. i 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 Dell G15 5511.

Table 13. 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 30 fps
Diagonal viewing angle:	78.6 degrees

Touchpad

The following table lists the touchpad specifications of your Dell G15 5511.


Table 14. Touchpad specifications

Description	Values
Touchpad resolution:	
Horizontal	1229
Vertical	749
Touchpad dimensions:	
Horizontal	105 mm (4.13 in.)
Vertical	60 mm (2.36 in.)
Touchpad gestures	For more information about touchpad gestures available on Windows, see the Microsoft knowledge base article 4027871 at support.microsoft.com .

Power adapter

The following table lists the power adapter specifications of your Dell G15 5511.

Table 15. Power adapter specifications

Description		Option one	Option two
Type		180 W	240 W
Connector dimensions:			
	External diameter	7.40 mm	7.40 mm
	Internal diameter	5.10 mm	5.10 mm
Input voltage		100 VAC–240 VAC	100 VAC–240 VAC
Input frequency		50 Hz–60 Hz	50 Hz–60 Hz
Input current (maximum)		2.34 A	5 A
Output current (continuous)		9.23 A	12.31 A
Rated output voltage		19.50 VDC	19.50 VDC
Temperature range:			
	Operating	0°C to 40°C (32°F to 104°F)	0°C to 40°C (32°F to 104°F)
	Storage	-40°C to 70°C (-40°F to 158°F)	-40°C to 70°C (-40°F to 158°F)
 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 Dell G15 5511.

Table 16. Battery specifications

Description		Option one	Option two
Battery type		3-cell (56 Wh) "smart" lithium-ion	6-cell (86 Wh) "smart" lithium-ion
Battery voltage		13.20 VDC	13.2 VDC /13.35 VDC
Battery weight (maximum)		0.25 kg (0.55 lb)	0.34 kg (0.74 lb)
Battery dimensions:			
	Height	7.56 mm (0.3 in.)	7.56 mm (0.3 in.)
	Width	295.20 mm (11.62 in.)	295.20 mm (11.62 in.)
	Depth	77.50 mm (3.05 in.)	77.50 mm (3.05 in.)
Temperature range:			
	Operating	0°C to 45°C (32°F to 113°F)	0°C to 45°C (32°F to 113°F)

Table 16. Battery specifications (continued)

Description		Option one	Option two
	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) ⓘ 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 www.dell.com .		4 hours (when the computer is off)	4 hours (when the computer is off)
Coin-cell battery		Not applicable	Not applicable
⚠ 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.			
ⓘ 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.			

Display

The following table lists the display specifications of your Dell G15 5511.

Table 17. Display specifications

Description		Option one	Option two	Option three
Display type		Full High Definition (FHD)	Full High Definition (FHD)	Full High Definition (FHD)
Display-panel technology		Wide-Viewing Angle (WVA)	Wide-Viewing Angle (WVA)	Wide-Viewing Angle (WVA)
Display-panel dimensions (active area):				
	Height	193.59 mm (7.62 in.)	193.59 mm (7.62 in.)	193.59 mm (7.62 in.)
	Width	344.16 mm (13.55 in.)	344.16 mm (13.55 in.)	344.16 mm (13.55 in.)
	Diagonal	395 mm (15.55 in.)	395 mm (15.55 in.)	395 mm (15.55 in.)
Display-panel native resolution		1920 x 1080	1920 x 1080	1920 x 1080
Luminance (typical)		250 nits	300 nits	300 nits
Megapixels		2.07	2.07	2.07
Color gamut		45% NTSC	100% sRGB	100% sRGB
Pixels Per Inch (PPI)		141	141	141
Contrast ratio (typ)		800 : 1	800 : 1	800 : 1

Table 17. Display specifications (continued)

Description	Option one	Option two	Option three
Response time (max)	35 ms	13 ms	10 ms
Refresh rate	120 Hz	165 Hz	360 Hz
Horizontal view angle	80 +/- degrees (minimum)	80 +/- degrees (minimum)	85 +/- degrees
Vertical view angle	80 +/- degrees (minimum)	80 +/- degrees (minimum)	85 +/- degrees
Pixel pitch	0.17925 mm x 0.17925 mm	0.17925 mm x 0.17925 mm	0.17925 mm x 0.17925 mm
Power consumption (maximum)	4.60 W	6 W	7.60 W
Anti-glare vs glossy finish	Anti-glare	Anti-glare	Anti-glare
Touch options	No	No	No

GPU—Integrated

The following table lists the specifications of the integrated Graphics Processing Unit (GPU) supported by your Dell G15 5511.

Table 18. GPU—Integrated

Controller	Memory size	Processor
Intel UHD Graphics	Shared system memory	11th Generation Intel Core i5/i7

GPU—Discrete

The following table lists the specifications of the discrete Graphics Processing Unit (GPU) supported by your Dell G15 5511.

Table 19. GPU—Discrete

Controller	Memory size	Memory type
NVIDIA GeForce RTX 3060	6 GB	GDDR6
NVIDIA GeForce GTX 3050	4 GB	GDDR6
NVIDIA GeForce GTX 3050 Ti	4 GB	GDDR6

Operating and storage environment


This table lists the operating and storage specifications of your Dell G15 5511.

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

Table 20. 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% (non-condensing)	0% to 95% (non-condensing)

Table 20. Computer environment (continued)

Description	Operating	Storage
Vibration (maximum)*	0.66 GRMS	1.30 GRMS
Shock (maximum)	110 G†	160 G†
Altitude range	-15.2 m to 3048 m (-49.87 ft to 10000 ft)	-15.2 m to 10668 m (-49.87 ft to 35000 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** to **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** to **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** to **F12**) by changing **Function Key Behavior** in the BIOS setup program.

Table 21. List of keyboard shortcuts





























































Function key	Redefined key (for multimedia control)	Behavior
	 + 	Mute audio
	 + 	Decrease volume
	 + 	Increase volume
	 + 	Play/Pause
	 + 	Toggle keyboard backlight (optional)
	 + 	Decrease brightness
	 + 	Increase brightness
	 + 	Switch to external display
	 + 	Search/G key (optional)

Table 21. List of keyboard shortcuts (continued)

Function key	Redefined key (for multimedia control)	Behavior
	 + 	Print screen
	 + 	Home
	 + 	End

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

Table 22. List of keyboard shortcuts

Function key	Behavior
 + 	Turn off/on wireless
 + 	Pause/Break
 + 	Insert
 + 	Sleep
 + 	Toggle between power and battery-status light/hard-drive activity light
 + 	System request
 + 	Open application menu
 + 	Toggle fn-key lock
 + 	Page up
 + 	Page down
 + 	Home
 + 	End

Low blue light

 **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.

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 23. 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 www.dell.com/support/linux
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	<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.