

# Inspiron 15 5502

## 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 5502

**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 operating system setup.

#### For Ubuntu:

Follow the on-screen instructions to complete the setup. For more information about installing and configuring Ubuntu, see the knowledge base articles [000131655](#) and [000131676](#) at [www.dell.com/support](http://www.dell.com/support).

#### For Windows:

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><b>My Dell</b></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>

**Table 1. Locate Dell apps (continued)**

Resources	Description
	<p><b>SupportAssist</b></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 <a href="http://www.dell.com/serviceabilitytools">www.dell.com/serviceabilitytools</a>. Click <b>SupportAssist</b> and then, click <b>SupportAssist for Home PCs</b>.</p> <p> <b>NOTE:</b> In SupportAssist, click the warranty expiry date to renew or upgrade your warranty.</p>
	<p><b>Dell Update</b></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 <a href="https://www.dell.com/support/000149088">000149088</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 preinstalled on your computer. For more information about using Dell Digital Delivery, see the knowledge base article <a href="https://www.dell.com/support/000129837">000129837</a> at <a href="http://www.dell.com/support">www.dell.com/support</a>.</p>

## Views of Inspiron 5502

### Right



#### 1. microSD-card slot

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

- microSecure Digital (mSD)
- microSecure Digital High Capacity (mSDHC)
- microSecure Digital Extended Capacity (mSDXC)

#### 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. Headset port

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

### 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

Indicates the power state and battery state of the computer.

Solid white—Power adapter is connected and the battery is charging.

Solid amber—Battery charge is low or critical.

Off—Battery is fully charged.

**NOTE:** On certain computer models, the power and battery-status light are also used for diagnostics. For more information, see the *Troubleshooting* section in your computer's *Service Manual*.

#### 3. HDMI port

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

#### 4. USB 3.2 Gen 1 port

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

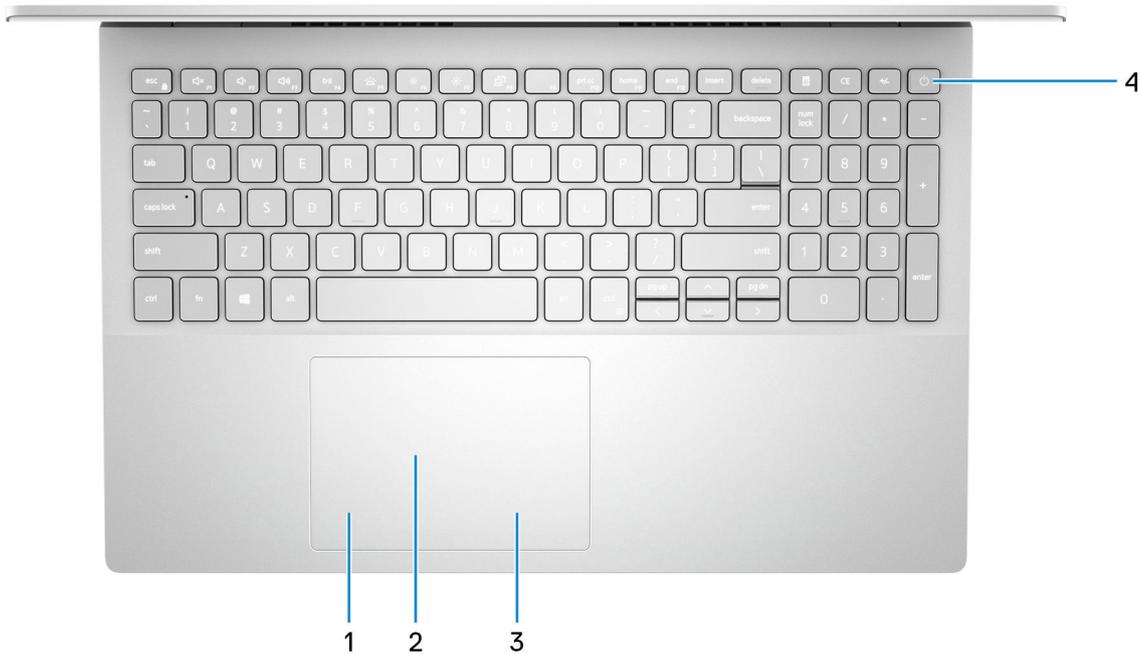
### 5. USB 3.2 Gen 2 Type-C port with Power Delivery/DisplayPort

Connect devices such as external storage devices, printers, and external displays.

Supports Power Delivery that enables two-way power supply between devices. Provides up to 15 W power output that enables faster charging.

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

## Top



#### 1. Left-click area

Press to left-click.

#### 2. Touchpad

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

#### 3. Right-click area

Press to right-click.

#### 4. Power button with optional fingerprint reader

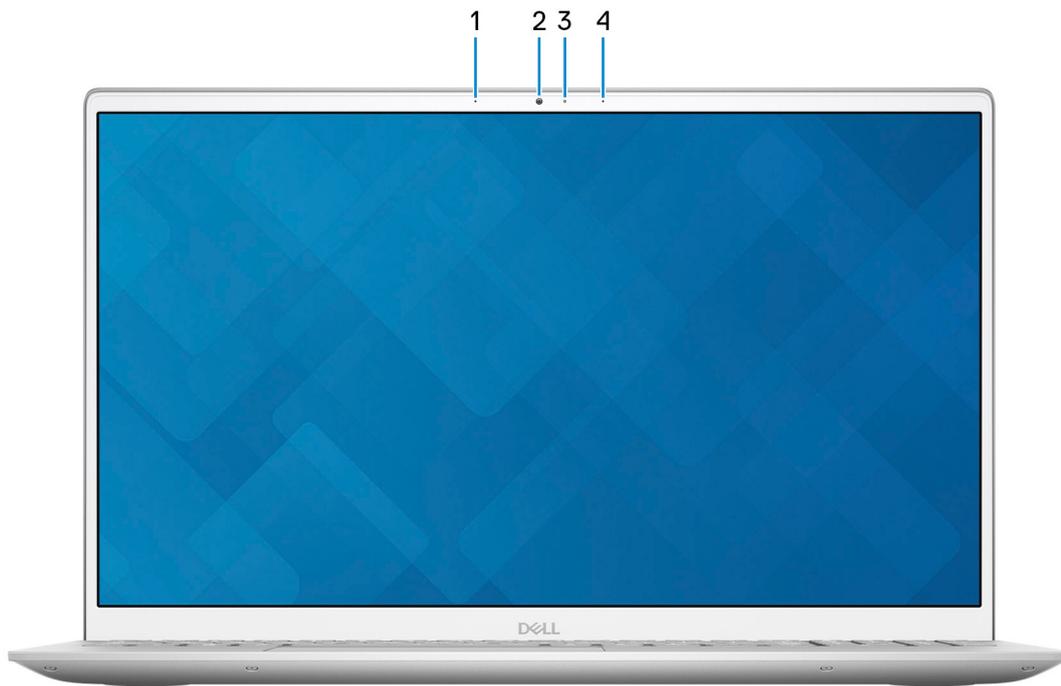
Press to turn on the computer if it is turned off, in sleep state, or in hibernate state.

When the computer is turned on, press the power button to put the computer into sleep state; press and hold the power button for 4 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](http://www.dell.com/support/manuals).

# Display



**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.

# 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 Inspiron 5502

## Dimensions and weight

The following table lists the height, width, depth, and weight of your Inspiron 5502.

**Table 2. Dimensions and weight**

Description	Values
Height:	
Front height	14.15 mm (0.56 in.)
Rear height	17.90 mm (0.70 in.)
Width	356.10 mm (14.02 in.)
Depth	234.50 mm (9.23 in.)
Weight (maximum)	1.65 kg (3.64 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 Inspiron 5502.

**Table 3. Processor**

Description	Option one	Option two	Option three
Processor type	11 <sup>th</sup> Generation Intel Core i3-1115G4	11 <sup>th</sup> Generation Intel Core i5-1135G7	11 <sup>th</sup> Generation Intel Core i7-1165G7
Processor wattage	15 W	15 W	15 W
Processor core count	2	4	4
Processor thread count	4	8	8
Processor speed	Up to 4.10 GHz	Up to 4.20 GHz	Up to 4.70 GHz
Processor cache	6 MB	8 MB	12 MB
Integrated graphics	Intel UHD Graphics	Intel Iris X <sup>e</sup> Graphics	Intel Iris X <sup>e</sup> Graphics

# Chipset

The following table lists the details of the chipset supported by your Inspiron 5502.

**Table 4. Chipset**

Description	Values
Chipset	Integrated in the processor
Processor	11 <sup>th</sup> Generation Intel Core i3/i5/i7
DRAM bus width	64-bit
Flash EPROM	16 MB + 8 MB
PCIe bus	Up to Gen3

# Operating system

Your Inspiron 5502 supports the following operating systems:

- Windows 11 Home, 64-bit
- Windows 11 Home National Academic, 64-bit
- Windows 11 Home in S-mode, 64-bit
- Windows 11 Pro, 64-bit
- Windows 11 Pro National Academic, 64-bit
- Windows 10 Home, 64-bit
- Windows 10 Pro, 64-bit
- Windows 10 Home in S-mode, 64-bit
- Ubuntu 18.04 LTS, 64-bit

# Memory

The following table lists the memory specifications of your Inspiron 5502.

**Table 5. Memory specifications**

Description	Values
Memory slots	Two SODIMM slots
Memory type	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"><li>• 4 GB, 1 x 4 GB, DDR4, 3200 MHz</li><li>• 8 GB, 2 x 4 GB, DDR4, 3200 MHz</li><li>• 8 GB, 1 x 8 GB, DDR4, 3200 MHz</li><li>• 12 GB, 1 x 4 GB + 1 x 8 GB, DDR4, 3200 MHz</li><li>• 16 GB, 2 x 8 GB, DDR4, 3200 MHz</li></ul>

**Table 5. Memory specifications (continued)**

Description	Values
	<ul style="list-style-type: none"><li>• 16 GB, 1 x 16 GB, DDR4, 3200 MHz</li><li>• 32 GB, 2 x 16 GB, DDR4, 3200 MHz</li></ul>

## External ports

The following table lists the external ports on your Inspiron 5502.

**Table 6. External ports**

Description	Values
USB ports	<ul style="list-style-type: none"><li>• Two USB 3.2 Gen 1 ports</li><li>• One USB 3.2 Gen 2 Type-C port with DisplayPort and PowerDelivery</li></ul>
Audio port	One headset (headphone and microphone combo) port
Video port	One HDMI 1.4 port
Media-card reader	One microSD-card slot
Docking port	Not supported
Power-adaptor port	One 4.50 mm x 2.90 mm power-adaptor port
Security	Not supported

## Internal slots

The following table lists the internal slots of your Inspiron 5502.

**Table 7. Internal slots**

Description	Values
M.2	<ul style="list-style-type: none"><li>• One M.2 2230 slot for WiFi and Bluetooth combo card</li><li>• One slot for PCIe Gen3 x4 NVMe solid-state drive (M.2 2230 or M.2 2280)</li><li>• One slot for PCIe Gen3 x4 NVMe or SATA solid-state drive (M.2 2230 or M.2 2280) or one Intel Optane Memory H10 with Solid State Storage</li></ul> <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/000144170">000144170</a> at <a href="https://www.dell.com/support">www.dell.com/support</a>.</p>

# Wireless module

The following table lists the Wireless Local Area Network (WLAN) module specifications of your Inspiron 5502.

**Table 8. Wireless module specifications**

Description	Option one	Option two	Option three
Model number	Qualcomm QCA 61x4A	Intel 9462	Intel AX201
Transfer rate	Up to 867 Mbps	Up to 433 Mbps	Up to 2400 Mbps
Frequency bands supported	2.4 GHz/5 GHz	2.4 GHz/5 GHz	2.4 GHz/5 GHz
Wireless standards	<ul style="list-style-type: none"> <li>• WiFi 802.11a/b/g</li> <li>• Wi-Fi 4 (WiFi 802.11n)</li> <li>• Wi-Fi 5 (WiFi 802.11ac)</li> </ul>	<ul style="list-style-type: none"> <li>• WiFi 802.11a/b/g</li> <li>• Wi-Fi 4 (WiFi 802.11n)</li> <li>• Wi-Fi 5 (WiFi 802.11ac)</li> </ul>	<ul style="list-style-type: none"> <li>• WiFi 802.11a/b/g</li> <li>• Wi-Fi 4 (WiFi 802.11n)</li> <li>• Wi-Fi 5 (WiFi 802.11ac)</li> <li>• Wi-Fi 6 (WiFi 802.11ax)</li> </ul>
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>	<ul style="list-style-type: none"> <li>• 64-bit/128-bit WEP</li> <li>• AES-CCMP</li> <li>• TKIP</li> </ul>
Bluetooth	Bluetooth 5.0	Bluetooth 5.0	Bluetooth 5.1

# Audio

The following table lists the audio specifications of your Inspiron 5502.

**Table 9. Audio specifications**

Description	Values
Audio controller	Realtek ALC3204
Stereo conversion	Supported
Internal audio interface	High-definition audio interface
External audio interface	Headset (headphone and microphone combo) port
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	Digital-array microphones in the camera assembly

# Storage

This section lists the storage options on your Inspiron 5502.

Your Inspiron 5502 supports the following storage configurations:

- **M.2 slot one**  
One PCIe Gen3 x4 NVMe solid-state drive (M.2 2230 or M.2 2280)
- **M.2 slot two**  
One PCIe Gen3 x4 NVMe or SATA solid-state drive (M.2 2230 or M.2 2280) or one Intel Optane Memory H10 with Solid State Storage

**Table 10. Storage specifications**

Storage type	Interface type	Capacity
M.2 2230 solid-state drive	PCIe Gen3 x4 NVMe	Up to 512 GB
M.2 2280 solid-state drive	PCIe Gen3 x4 NVMe	Up to 2 TB
M.2 2280 Intel Optane Memory H10 with Solid State Storage	PCIe Gen3 x2 NVMe	Up to 512 GB

## Intel Optane Memory H10 with Solid State Storage (optional)

Intel Optane Memory technology utilizes 3D XPoint memory technology and functions as a non-volatile storage cache/accelerator and/or storage device depending on the Intel Optane Memory installed in your computer.

Intel Optane Memory H10 with Solid State Storage functions as both a non-volatile storage cache/accelerator (enabling enhanced read/write speeds for hard-drive storage) and a solid-state storage solution. It neither replaces nor adds to the memory (RAM) installed on your computer.

**Table 11. Intel Optane Memory H10 with Solid State Storage specifications**

Description	Values
Interface	PCIe 3 x4 NVMe <ul style="list-style-type: none"><li>● One PCIe 3 x2 for Optane memory</li><li>● One PCIe 3 x2 for solid-state storage</li></ul>
Connector	M.2
Form factor	2280
Capacity (Intel Optane memory)	Up to 32 GB
Capacity (solid-state storage)	Up to 512 GB

- NOTE:** Intel Optane Memory H10 with Solid State Storage is supported on computers that meet the following requirements:
- 9<sup>th</sup> Generation or higher Intel Core i3/i5/i7 processors
  - Windows 10 64-bit version or higher
  - Intel Rapid Storage Technology driver version 15.9.1.1018 or higher

## Media-card reader

The following table lists the media cards supported by your Inspiron 5502.

**Table 12. Media-card reader specifications**

Description	Values
Media-card type	One microSD card
Media-cards supported	<ul style="list-style-type: none"> <li>• microSecure Digital (mSD)</li> <li>• microSecure Digital High Capacity (mSDHC)</li> <li>• microSecure Digital Extended Capacity (mSDXC)</li> </ul>
<p><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.</p>	

## Keyboard

The following table lists the keyboard specifications of your Inspiron 5502.

**Table 13. Keyboard specifications**

Description	Values
Keyboard type	<ul style="list-style-type: none"> <li>• Standard keyboard</li> <li>• Standard backlit keyboard</li> </ul>
Keyboard layout	QWERTY
Number of keys	<ul style="list-style-type: none"> <li>• United States and Canada: 101 keys</li> <li>• United Kingdom: 102 keys</li> <li>• Japan: 105 keys</li> </ul>
Keyboard size	<p>X=18.70 mm key pitch</p> <p>Y=18.05 mm key pitch</p>
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><b>NOTE:</b> You can define the primary behavior of the function keys (F1–F12) changing <b>Function Key Behavior</b> in BIOS setup program.</p>

## Camera

The following table lists the camera specifications of your Inspiron 5502.

**Table 14. Camera specifications**

Description	Values
Number of cameras	One
Camera type	RGB HD camera

**Table 14. Camera specifications (continued)**

Description		Values
Camera location		Front
Camera sensor type		CMOS sensor technology
Camera resolution:		
	Still image	0.92 megapixel
	Video	1280 x 720 (HD) at 30 fps
Diagonal viewing angle:		74.9 degrees

## Touchpad

The following table lists the touchpad specifications of your Inspiron 5502.

**Table 15. Touchpad specifications**

Description		Values
Touchpad resolution:		
	Horizontal	1229
	Vertical	749
Touchpad dimensions:		
	Horizontal	115 mm (4.53 in.)
	Vertical	80 mm (3.15 in.)
Touchpad gestures		For more information about touchpad gestures available on Windows, 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 Inspiron 5502.

**Table 16. Power adapter specifications**

Description	Option one	Option two
Type	E45W	E65W
Connector dimensions:		
	External diameter	4.50 mm
	Internal diameter	2.90 mm
Input voltage	100 VAC–240 VAC	100 VAC–240 VAC
Input frequency	50 Hz–60 Hz	50 Hz–60 Hz
Input current (maximum)	1.30 A	1.70 A

**Table 16. Power adapter specifications (continued)**

Description		Option one	Option two
Output current (continuous)		2.31 A	3.34 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)

## Battery

The following table lists the battery specifications of your Inspiron 5502.

**Table 17. Battery specifications**

Description		Option one	Option two
Battery type		3-cell 40 Whr "smart" lithium-ion	4-cell 53 Whr "smart" lithium-ion
Battery voltage		11.40 VDC	15.20 VDC
Battery weight (maximum)		0.18 kg (0.40 lb)	0.24 kg (0.52 lb)
Battery dimensions:			
	Height	184.10 mm (7.25 in.)	239.10 mm (9.41 in.)
	Width	90.73 mm (3.57 in.)	90.73 mm (3.57 in.)
	Depth	5.75 mm (0.23 in.)	5.75 mm (0.23 in.)
Temperature range:			
	Operating	0°C to 35°C (32°F to 95°F)	0°C to 35°C (32°F to 95°F)
	Storage	-40°C to 65°C (-40°F to 149°F)	-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.	Varies depending on operating conditions and can significantly reduce under certain power-intensive conditions.
Battery charging time (approximate) <b>i</b> <b>NOTE:</b> 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> .		4 hours (when the computer is off) <b>i</b> <b>NOTE:</b> 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>	4 hours (when the computer is off) <b>i</b> <b>NOTE:</b> 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>
Coin-cell battery		CR2032	CR2032
<b>⚠ CAUTION:</b> 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 Inspiron 5502.

**Table 18. 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	193.60 mm (7.62 in.)	193.60 mm (7.62 in.)	193.60 mm (7.62 in.)
	Width	344.20 mm (13.55 in.)	344.20 mm (13.55 in.)	344.20 mm (13.55 in.)
	Diagonal	394.90 mm (15.55 in.)	394.90 mm (15.55 in.)	394.90 mm (15.55 in.)
Display-panel native resolution		1920 x 1080	1920 x 1080	1920 x 1080
Luminance (typical)		220 nits	300 nits	220 nits
Megapixels		2	2	2
Color gamut		45% NTSC	72% NTSC	45% NTSC
Pixels Per Inch (PPI)		142	142	142
Contrast ratio (typ)		400 : 1	600 : 1	400 : 1
Response time (max)		35 ms	35 ms	35 ms
Refresh rate		60 Hz	60 Hz	60 Hz
Horizontal view angle		+/- 85 degrees	+/- 85 degrees	+/- 85 degrees
Vertical view angle		+/- 85 degrees	+/- 85 degrees	+/- 85 degrees
Pixel pitch		0.18 mm	0.18 mm	0.18 mm
Power consumption (maximum)		4.20 W	6.20 W	4.20 W
Anti-glare vs glossy finish		Anti-glare	Anti-glare	Anti-glare
Touch options		No	No	Yes

# Fingerprint reader (optional)

The following table lists the specifications of the optional fingerprint-reader of your Inspiron 5502.

**Table 19. Fingerprint reader specifications**

Description	Values
Fingerprint-reader sensor technology	Capacitive

**Table 19. Fingerprint reader specifications (continued)**

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

## GPU—Integrated

The following table lists the specifications of the integrated Graphics Processing Unit (GPU) supported by your Inspiron 5502.

**Table 20. GPU—Integrated**

Controller	Memory size	Processor
Intel UHD Graphics	Shared system memory	11 <sup>th</sup> Generation Intel Core i3
Intel Iris X <sup>e</sup> Graphics	Shared system memory	11 <sup>th</sup> Generation Intel Core i5/i7

## GPU—Discrete

The following table lists the specifications of the discrete Graphics Processing Unit (GPU) supported by your Inspiron 5502.

**Table 21. GPU—Discrete**

Controller	Memory size	Memory type
NVIDIA GeForce MX330	2 GB	GDDR5
NVIDIA GeForce MX350	2 GB	GDDR5

## Operating and storage environment

This table lists the operating and storage specifications of your Inspiron 5502.

**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% (non-condensing)	0% to 95% (non-condensing)
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)
 <b>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.</b>		

\* 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 of Inspiron 5502

**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 23. List of keyboard shortcuts**

Function key	Redefined key (for multimedia 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	Toggle keyboard backlight (optional) <b>NOTE:</b> Non-backlight keyboards have F5 function key without the backlight icon and does not support toggle keyboard backlight function.
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 24. List of keyboard shortcuts**

Function key	Behavior
fn + B	Pause/Break
fn + S	Toggle scroll lock

**Table 24. List of keyboard shortcuts (continued)**

<b>Function key</b>	<b>Behavior</b>
fn + R	System request
fn + ctrl	Open application menu
fn + esc	Toggle fn-key lock
fn + spacebar	Emoji
fn + T	Turn on/off <b>Ultra performance mode</b>
fn + pg up	Page up
fn + pg dn	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 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 app	
Tips	
Contact Support	In Windows search, type <code>Contact Support</code> , 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>
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 <a href="http://www.dell.com/support">www.dell.com/support</a> .  For more information on how to find the Service Tag for your computer, see <a href="#">Locate the Service Tag on your computer</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>

## 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.