


# OptiPlex XE3 Tower

## Setup and Specifications

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## Notes, cautions, and warnings

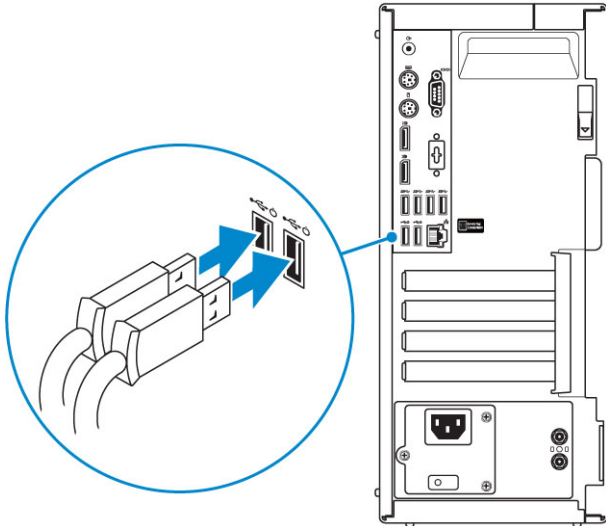
 **NOTE:** A NOTE indicates important information that helps you make better use of your product.

 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

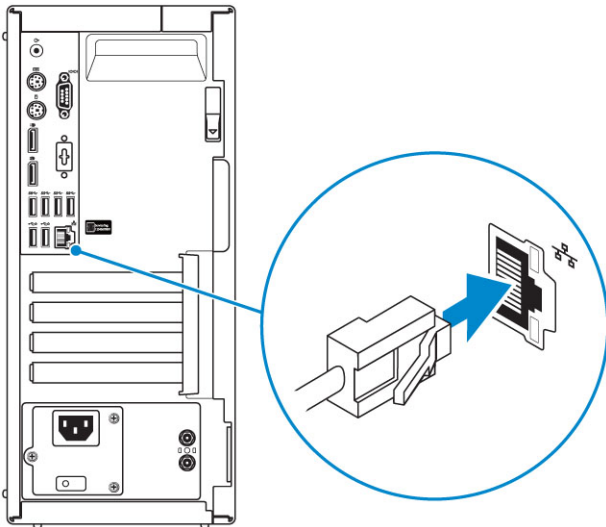
 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

# Set up your computer

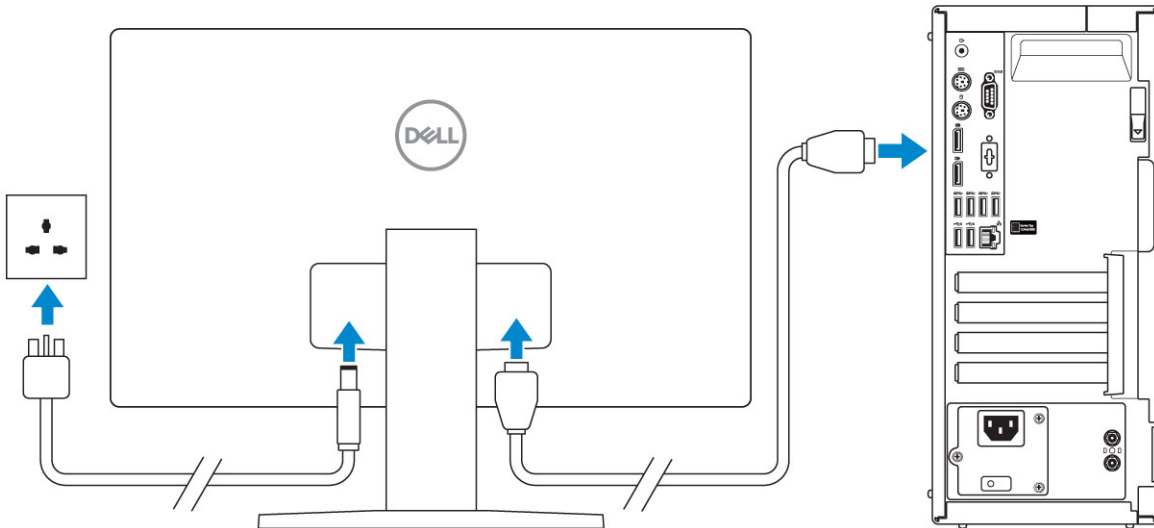
1. Connect the keyboard and mouse.



2. Connect to your network using a cable, or connect to a wireless network.

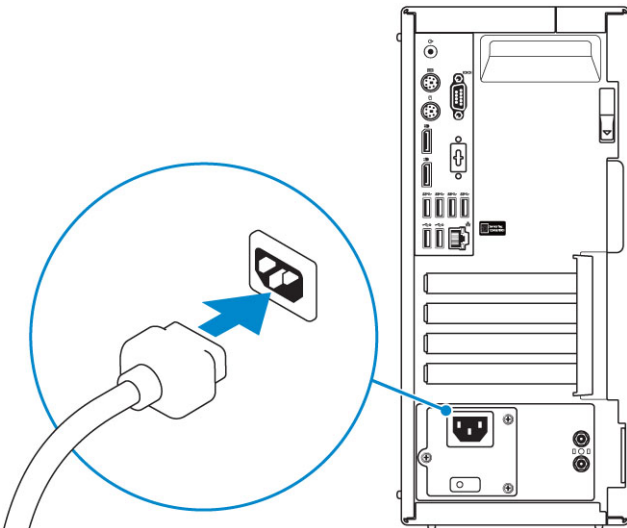


3. Connect the display.

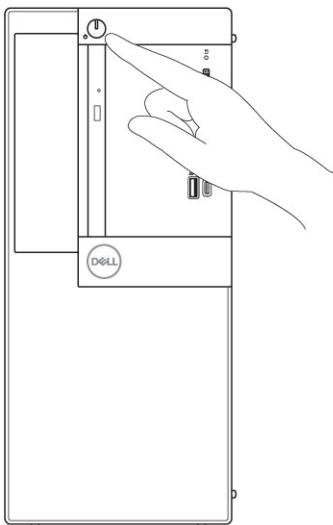


**i** **NOTE:** If you ordered your computer with a discrete graphics card, the HDMI and the display ports on the back panel of your computer are covered. Connect the display to the discrete graphics card.

4. Connect the power cable.



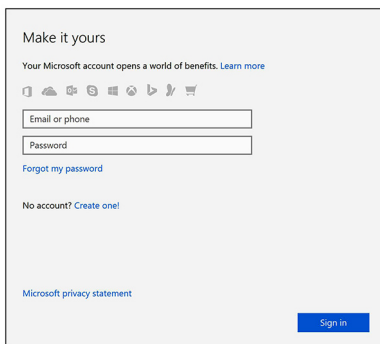
5. Press the power button.



6. Follow the instructions on the screen to finish Windows setup:  
a. Connect to a network.



b. Sign-in to your Microsoft account or create a new account.



7. Locate Dell apps.

**Table 1. Locate Dell apps**

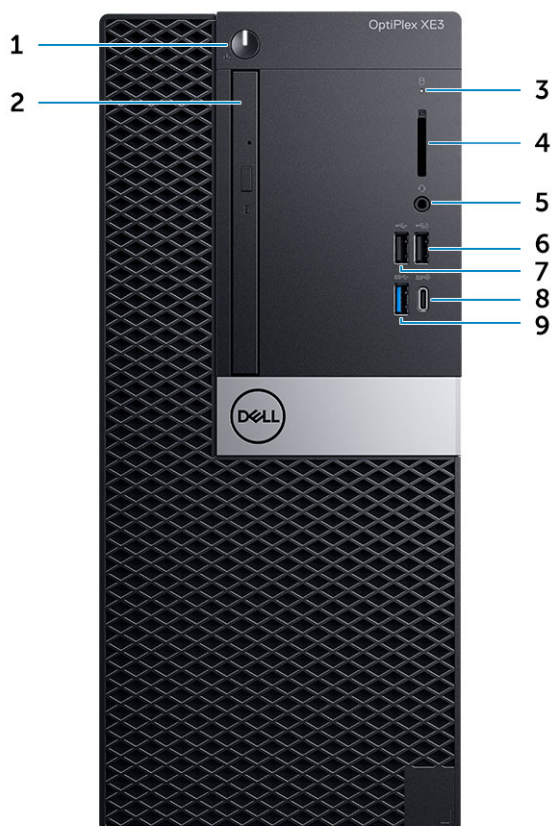
	<p>Register your computer</p>
	<p>Dell Help &amp; Support</p>
	<p>SupportAssist — Check and update your computer</p>

## Chassis overview

### Topics:

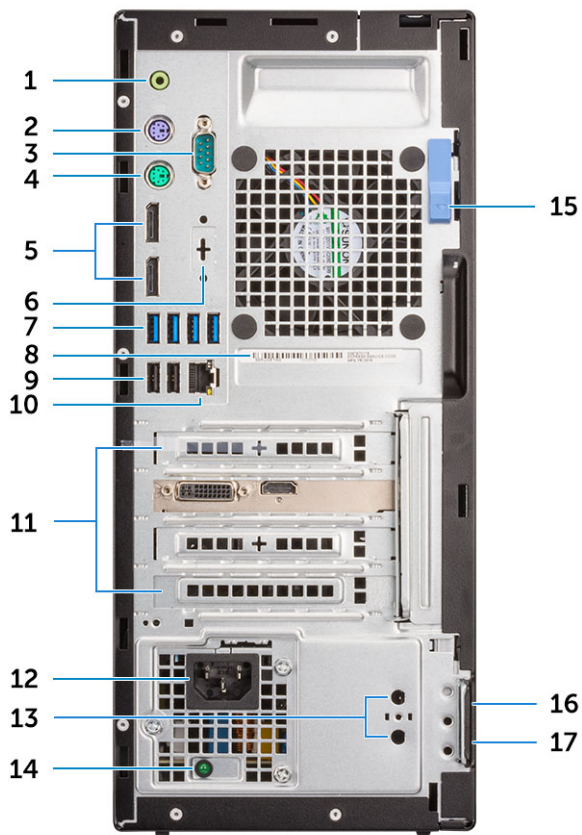
- System front view
- System back view
- Tower motherboard layout

### System front view



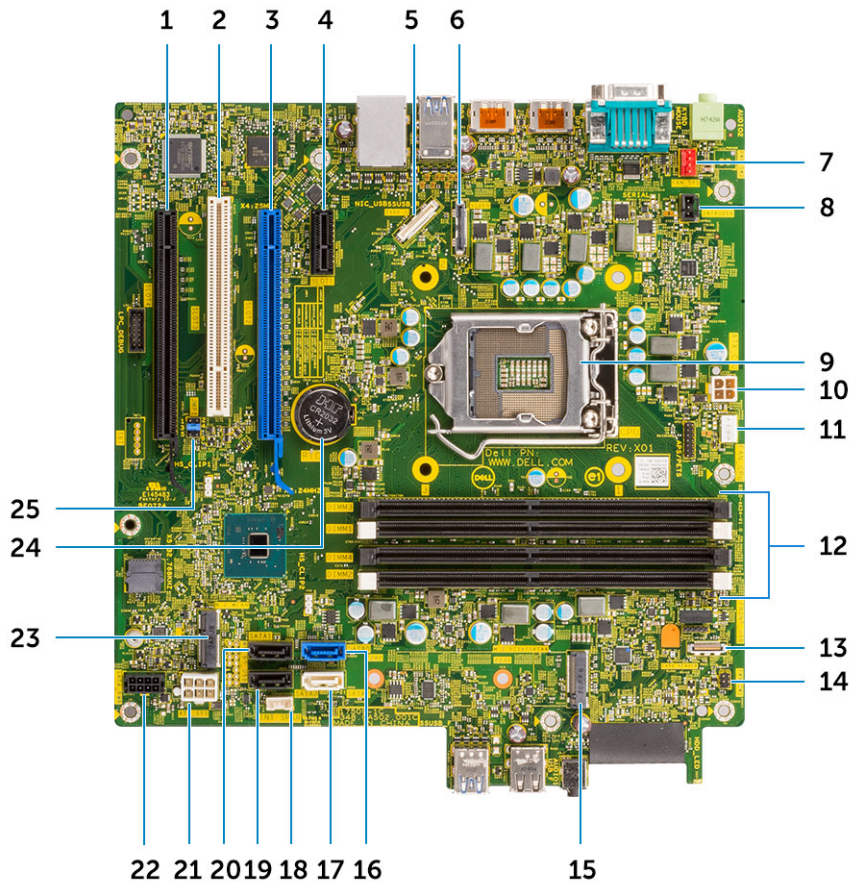
1. Power button and power light
2. Optical drive (optional)
3. Hard drive activity light
4. Memory card reader (optional)
5. Headset port / Universal Audio Jack
6. USB 2.0 port with PowerShare
7. USB 2.0 port
8. USB 3.1 Gen 2 Type-C port with PowerShare
9. USB 3.1 Gen 1 port

## System back view



- |  |   |
|--|---|
| 1. Line-out port                           | 2. PS/2 Keyboard port                                       |
| 3. Serial port                             | 4. PS/2 Mouse port  |
| 5. DisplayPort                             | 6. DisplayPort/HDMI 2.0b/VGA/USB Type-C Alt-Mode (optional) |
| 7. USB 3.1 Gen 1 ports                     | 8. Service tag label  |
| 9. USB 2.0 ports (supports Smart Power On) | 10. Network port  |
| 11. Expansion card slots                   | 12. Power connector port                                    |
| 13. External antenna connectors (optional) | 14. Power supply diagnostic light                           |
| 15. Release latch                          | 16. Kensington security cable slot                          |
| 17. Padlock ring                           |   |

# Tower motherboard layout



- |   |   |
|---|---|
| 1. PCIe-X16 slot wired as x4 (Slot4)            | 2. PCI Connector (Slot3)                    |
| 3. PCI-eX16 Connector (Slot2)                   | 4. PCI-eX1 Connector (Slot1)                |
| 5. USB type-C Alt-mode connector                | 6. Video connector(VGA/DP1.2/HDMI2.0)       |
| 7. System fan connector(FAN_SYS)                | 8. Intruder switch connector                |
| 9. Processor Socket                             | 10. CPU Power Connector(ATX_CPU)            |
| 11. CPU fan connector(FAN_CPU)                  | 12. Memory Connector (DIMM1~DIMM4)          |
| 13. Memory card reader connector                | 14. Power button and power light connector  |
| 15. M.2 Socket 3 Connector (M.2 SSD)            | 16. SATA0 connector(Blue color)             |
| 17. SATA2 connector (White color)               | 18. Internal Speaker Connector (INT_SPKR)   |
| 19. SATA3 connector(Black color)                | 20. SATA1 connector(Black color)            |
| 21. ATX Power Connector(ATX_SYS)                | 22. HDD_ODD_Power Cable Connector(SATA_PWR) |
| 23. M.2 Socket 1 connector(M.2 Wifi)            | 24. Coin cell battery(RTC)                  |
| 25. CMOS_CLR/Password/Service_Mode Jumper(JMP1) |   |

# System specifications

**NOTE:** Offerings may vary by region. The following specifications are only those required by law to ship with your computer. For more information about the configuration of your computer, go to **Help and Support** in your Windows operating system and select the option to view information about your computer.

## Topics:

- [Physical system dimensions](#)
- [Chipset](#)
- [Processor](#)
- [Operating system](#)
- [Memory](#)
- [Storage](#)
- [Storage combinations](#)
- [Audio](#)
- [Video](#)
- [Communications](#)
- [Ports and connectors](#)
- [System board drive connectors](#)
- [Power supply](#)
- [Security](#)
- [Environmental](#)

## Physical system dimensions

**Table 2. Physical system dimensions**

Chassis volume (liters)	14.77
Chassis weight (pounds / kilograms)	17.49/7.93

**Table 3. Chassis dimensions**

Height (inches / centimeters)	13.8/35
Width (inches / centimeters)	6.10/15.40
Depth (inches / centimeters)	10.80/27.40
Shipping weight (pounds / kilograms – includes packaging materials)	20.96/9.43

**Table 4. Packaging parameters**

Height (inches / centimeters)	13.19/33.50
Width (inches / centimeters)	19.40/49.40
Depth (inches / centimeters)	15.50/39.40

# Chipset

**Table 5. Chipset specifications**

Type	Intel Q370
Non-volatile memory on chipset	Yes
BIOS configuration SPI (Serial Peripheral Interface)	256Mbit (32MB) located at SPI_FLASH on chipset
Trusted Platform Module (Discrete TPM Enabled)	24KB located at TPM 2.0 on chipset
Firmware TPM (Discrete TPM Disabled)	Available in select countries
NIC EEPROM	LOM configuration contained within LOM e-fuse – no dedicated LOM EEPROM

# Processor

Global Standard Products (GSP) are a subset of Dell's relationship products that are managed for availability and synchronized transitions on a worldwide basis. They ensure the same platform is available for purchase globally. This allows customers to reduce the number of configurations managed on a worldwide basis, thereby reducing their costs. They also enable companies to implement global IT standards by locking in specific product configurations worldwide. The following GSP processors identified below will be made available to Dell customers.

**NOTE:** Processor numbers are not a measure of performance. Processor availability is subject to change and may vary by region/country.

**Table 6. Processor specifications**

Type	UMA Graphics
Intel Core i3-8100 (4 Cores/6MB/4T/3.6GHz/65W)	Intel UHD 630 Graphics integrated in the CPU
Intel Core i3-8300 (4 Cores/8MB/4T/3.7GHz/65W)	Intel UHD 630 Graphics integrated in the CPU
Intel Core i5-8400 (6 Cores/9MB/6T/up to 4.0GHz/65W)	Intel UHD 630 Graphics integrated in the CPU
Intel Core i5-8500 (6 Cores/9MB/6T/up to 4.1GHz/65W)	Intel UHD 630 Graphics integrated in the CPU
Intel Core i5-8600 (6 Cores/9MB/6T/up to 4.3GHz/65W)	Intel UHD 630 Graphics integrated in the CPU
Intel Core i7-8700 (6 Cores/12MB/12T/up to 4.6GHz/65W)	Intel UHD 630 Graphics integrated in the CPU
Intel Celeron-G4900 (2 Cores/2MB/up to 3.1GHz/54W)	Intel UHD 610 Graphics integrated in the CPU
Intel Celeron-G4920 (2 Cores/2MB/up to 3.2GHz/54W)	Intel UHD 610 Graphics integrated in the CPU
Intel Pentium Gold-G5400 (2 Cores/4MB/up to 3.7GHz/54W)	Intel UHD 610 Graphics integrated in the CPU
Intel Pentium Gold-G5500 (2 Cores/4MB/up to 3.8GHz/54W)	Intel UHD 610 Graphics integrated in the CPU
Intel Pentium Gold-G5600 (2 Cores/4MB/up to 3.9GHz/54W)	Intel UHD 610 Graphics integrated in the CPU

# Operating system

Your OptiPlex XE3 supports the following operating systems:

- Windows 11 Home, 64-bit
- Windows 11 Home National Academic, 64-bit
- Windows 11 Pro, 64-bit
- Windows 11 Pro National Academic, 64-bit
- Windows 10 Home, 64-bit
- Windows 10 Home National Academic, 64-bit
- Windows 10 Pro, 64-bit
- Windows 10 Pro National Academic, 64-bit
- Ubuntu 16.04 LTS, 64-bit
- Neokylin 6.0 (China only)

# Memory

**Table 7. Memory specifications**

Minimum memory configuration	4 GB
Maximum memory configuration	64 GB
Number of slots	4 DIMM slots
Maximum memory supported per slot	32 GB
Memory options	<ul style="list-style-type: none"> <li>• 4 GB - 1 x 4 GB</li> <li>• 8 GB - 1 x 8 GB</li> <li>• 8 GB - 2 x 4 GB</li> <li>• 16 GB - 2 x 8 GB</li> <li>• 16 GB - 1 x 16 GB</li> <li>• 32 GB - 2 x 16 GB</li> <li>• 64 GB - 2 x 32 GB</li> </ul>
Type	DDR4 DRAM Non-ECC memory
Speed	2666 MHz (performs at 2400 MHz on i3, Pentium, Celeron processors)

# Storage

**Table 8. Storage specifications**

Type	Form factor	Interface	Capacity
Solid-State Drive (SSD)	M.2 2280/2230	<ul style="list-style-type: none"> <li>• SATA AHCI, Up to 6 Gbps</li> <li>• PCIe 3 x4 NVME, Up to 32 Gbps</li> </ul>	Up to 512 GB
Hard drive (HDD)	2.5 and 3.5 inch	SATA AHCI, Up to 6 Gbps	Up to 2 TB at 5400/7200 RPM
Solid State Hybrid Drive	One 2.5 inch	SATA AHCI, Up to 6 Gbps	2.5 inch 1 TB at 5400 RPM
Optical drive	1 Slim	SATA AHCI, Up to 6 Gbps	

**Table 8. Storage specifications (continued)**

Type	Form factor	Interface	Capacity
Intel Optane Memory	2.5 and 3.5 inch		Up to 2 TB at 5400/7200 RPM

## Storage combinations

**Table 9. Storage combinations**

Primary/Boot drive	Secondary drive
M.2 Drive	None
M.2 Drive	2.5 inch HDD/ SSD
M.2 Drive	3.5 inch HDD
2.5 inch HDD/ SSD	None
2.5 inch HDD/ SSD	2.5 inch HDD/ SSD
3.5 inch HDD	2.5 inch HDD/ SSD
3.5 inch HDD	None
2.5 inch HDD with Intel Optane	None
2.5 inch HDD with Intel Optane	2.5 inch HDD/ SSD
3.5 inch HDD with Intel Optane	2.5 inch HDD/ SSD

## Audio

**Table 10. Audio specifications**

Controller	Realtek ALC3234
Type	Integrated
Speakers	Internal Business speaker (mono)
Interface	<ul style="list-style-type: none"> <li>AC511 Sound Bar (optional)</li> <li>Microsoft PlayReady3 Ready</li> <li>Multi-streaming audio support</li> <li>Stereo headset/mic combo</li> </ul>
Internal speaker amplifier	2W (RMS) per channel

## Video

**Table 11. Video**

Controller	Type	CPU Dependency	Graphics memory type	Capacity	External display support	Maximum resolution
Intel HD 630 Graphics	UMA	8th Generation Intel Core Processors <ul style="list-style-type: none"> <li>Intel Core i3-8100</li> </ul>	Integrated on CPU	Shared system memory	DisplayPort 1.2	VGA: 2048x1536@60 Hz

**Table 11. Video (continued)**

Controller	Type	CPU Dependency	Graphics memory type	Capacity	External display support	Maximum resolution
		<ul style="list-style-type: none"> <li>• Intel Core i3-8300</li> <li>• Intel Core i5-8400</li> <li>• Intel Core i5-8500</li> <li>• Intel Core i5-8600</li> <li>• Intel Core i7-8700</li> </ul>			Multiple Video option (VGA, DP1.2, HDMI 2.0 and USB Type-C Alt-mode)	DisplayPort: 4096x2304@60 Hz  HDMI : 1920x1080@60 Hz
gfx controller	UMA	8th Generation Intel Core Processors <ul style="list-style-type: none"> <li>• Intel Celeron-G4900</li> <li>• Intel Celeron-G4920</li> <li>• Intel Pentium Gold-G5400</li> <li>• Intel Pentium Gold-G5500</li> <li>• Intel Pentium Gold-G5600</li> </ul>	Integrated on CPU	Shared system memory	DisplayPort 1.2  Multiple Video option (VGA, DP1.2, HDMI 2.0 and USB Type-C Alt-mode)	VGA: 2048x1536@60 Hz  DisplayPort: 4096x2304@60 Hz  HDMI : 1920x1080@60 Hz
AMD Radeon R5 430	Discrete	N/A	GDDR5	2GB	DisplayPort 1.2  Multiple Video option (VGA, DP1.2, HDMI 2.0 and USB Type-C Alt-mode)	VGA: 2048x1536@60 Hz  DisplayPort: 4096x2304@60 Hz  HDMI : 1920x1080@60 Hz
NVIDIA GeForce GT 730	Discrete	N/A	GDDR5	2GB	DisplayPort 1.2  Multiple Video option (VGA, DP1.2, HDMI 2.0 and USB Type-C Alt-mode)	VGA: 2048x1536@60 Hz  DisplayPort: 4096x2304@60 Hz  HDMI : 1920x1080@60 Hz
AMD Radeon RX 550	Discrete	N/A	GDDR5	4GB	DisplayPort 1.2  Multiple Video option (VGA, DP1.2, HDMI 2.0 and USB Type-C Alt-mode)	VGA: 2048x1536@60 Hz  DisplayPort: 4096x2304@60 Hz  HDMI : 1920x1080@60 Hz
Dual AMD Radeon R5 430	Discrete	N/A	GDDR5	2GB	DisplayPort 1.2  Multiple Video option (VGA, DP1.2, HDMI 2.0)	VGA: 2048x1536@60 Hz  DisplayPort: 4096x2304@60 Hz

**Table 11. Video (continued)**

Controller	Type	CPU Dependency	Graphics memory type	Capacity	External display support	Maximum resolution
					and USB Type-C Alt-mode)	HDMI : 1920x1080@60 Hz
NVIDIA GeForce GTX 1050	Discrete	N/A	GDDR5	4GB	DisplayPort 1.2 Multiple Video option (VGA, DP1.2, HDMI 2.0 and USB Type-C Alt-mode)	VGA: 2048x1536@60 Hz DisplayPort: 4096x2304@60 Hz HDMI : 1920x1080@60 Hz
Dual AMD Radeon RX 550	Discrete	N/A	GDDR5	2GB	DisplayPort 1.2 Multiple Video option (VGA, DP1.2, HDMI 2.0 and USB Type-C Alt-mode)	VGA: 2048x1536@60 Hz DisplayPort: 4096x2304@60 Hz HDMI : 1920x1080@60 Hz

## Communications

**Table 12. Communications**

Network adapter	Intel i219-LM Gigabit1 Ethernet LAN 10/100/1000 (Remote Wake Up, PXE and support) Intel 10/100/1000 PCIe Gigabit Network Card (optional)
Wireless	<ul style="list-style-type: none"> <li>• Qualcomm QCA61x4A Dual-band 2x2 802.11ac Wireless with MU-MIMO + Bluetooth 4.2</li> <li>• Intel Wireless-AC 9560, Dual-band 2x2 802.11ac Wi-Fi with MU-MIMO + Bluetooth 5</li> <li>• Internal Wireless Antennas</li> <li>• External wireless connectors and antenna</li> <li>• Support for 802.11n and 802.11ac wireless NIC</li> </ul>

## Ports and connectors

**Table 13. Ports and connectors**

Memory card reader	SD 4.0 memory card reader—optional
USB	<ul style="list-style-type: none"> <li>• USB 2.0 ports supports Smart Power On (Rear)</li> <li>• Four USB 3.1 Gen 1 ports (Rear)</li> <li>• One USB 2.0 port (Front)</li> <li>• USB 2.0 port with PowerShare (Front)</li> </ul>

**Table 13. Ports and connectors (continued)**

	<ul style="list-style-type: none"> <li>• USB 3.1 Gen 1 port (Front)</li> <li>• USB 3.1 Gen 2 port with PowerShare (Front)</li> </ul>
Security	Kensington lock slot
Audio	<ul style="list-style-type: none"> <li>• Universal audio jack</li> <li>• One line-out port</li> </ul>
Video	<ul style="list-style-type: none"> <li>• Two DisplayPorts</li> <li>• HDMI 2.0, DP, VGA, USB Type C (with DP Alt Mode)—optional</li> </ul>
Network adapter	One RJ-45 (10/100/1000) connector
Serial port	One serial port—optional

## System board drive connectors

**Table 14. System board drive connectors**

M.2 Connectors	<ul style="list-style-type: none"> <li>• 1 - 2230/2280</li> <li>• 1 - 2230 (keyed to support Integrated or Discrete WiFi, Support Intel CNVi or USB2.0/PCIe)</li> </ul>
Serial ATA (SATA) connector	4 (one Gen2 port for ODD and the rest of the ports support Gen3)
PCIe X16 slot	1
PCIe X1 slot	1
PCI slot	1
PCIe X16 slot (wired x4) slot	1

## Power supply

**Table 15. Power supply**

Input Voltage	90 - 264 VAC, 47 Hz - 63 Hz
Input current (maximum)	5.0A/2.5A

## Security

**Table 16. Security**


Specifications	Optiplex XE3 Tower
<ul style="list-style-type: none"> <li>• Trusted Platform Module (Discrete TPM Enabled)</li> <li>• Discrete TPM Disabled</li> </ul>	Integrated on system board
Cable Cover	Optional
Chassis Intrusion Switch	Standard

**Table 16. Security (continued)**

Specifications	Optiplex XE3 Tower
Dell Smartcard Keyboard	Optional
Chassis lock slot and loop support	Standard

<sup>1</sup>TPM is not available in all countries.

## Environmental

 **NOTE:** For more details on Dell environmental features, please go to the environmental attributes section. See your specific region for availability.

**Table 17. Environmental**

Energy efficient power supply	Standard
BFR/PVC-free chassis	No
Vertical orientation packaging support	Yes
Recyclable packaging	Yes
MultiPack packaging	Optional, US only

# Software

This chapter details the supported operating systems along with instructions on how to install the drivers.

## Topics:


- [Drivers and downloads](#)
- [Downloading drivers](#)
- [Downloading the chipset driver](#)
- [Downloading graphic drivers](#)
- [Intel Wi-Fi and Bluetooth drivers](#)
- [Realtek HD audio drivers](#)

## Drivers and downloads

When troubleshooting, downloading or installing drivers it is recommended that you read the Dell Knowledge Based article, Drivers and Downloads FAQ [000123347](#).

## Downloading drivers

1. Turn on the computer.
2. Go to **Dell.com/support**.
3. Click **Product Support**, enter the Service Tag of your computer, and then click **Submit**.

 **NOTE:** If you do not have the Service Tag, use the auto detect feature or manually browse for your computer model.

4. Click **Drivers and Downloads**.
5. Select the operating system installed on your computer.
6. Scroll down the page and select the driver to install.
7. Click **Download File** to download the driver for your computer.
8. Navigate to the folder where you saved the driver file, after the download is complete.
9. Double-click the driver file icon and follow the instructions on the screen.

## Downloading the chipset driver

1. Turn on the computer.
2. Go to **Dell.com/support**.
3. Click **Product Support**, enter the Service Tag of your computer, and then click **Submit**.

 **NOTE:** If you do not have the Service Tag, use the autodetect feature or manually browse for your computer model.

4. Click **Drivers and Downloads**.
5. Select the operating system installed in your computer.
6. Scroll down the page, expand **Chipset**, and select your chipset driver.
7. Click **Download File** to download the latest version of the chipset driver for your computer.
8. After the download is complete, navigate to the folder where you saved the driver file.
9. Double-click the chipset driver file icon and follow the instructions on the screen.

## Intel chipset drivers

Verify if the Intel chipset drivers are already installed in the computer.

 **NOTE:** Click **Start > Control Panel > Device Manager**

or


In Search the web and Windows, type **Device Manager**

**Table 18. Intel chipset drivers**

Before installation	After installation
<ul style="list-style-type: none"> <li>Other devices           <ul style="list-style-type: none"> <li>PCI Data Acquisition and Signal Processing Controller</li> <li>PCI Device</li> <li>PCI Memory Controller</li> <li>PCI Simple Communications Controller</li> <li>SM Bus Controller</li> <li>Unknown device</li> </ul> </li> <li>System devices           <ul style="list-style-type: none"> <li>ACPI Fan</li> <li>ACPI Fan</li> <li>ACPI Fan</li> <li>ACPI Fan</li> <li>ACPI Fan</li> <li>ACPI Fixed Feature Button</li> <li>ACPI Power Button</li> <li>ACPI Processor Aggregator</li> <li>ACPI Thermal Zone</li> <li>ACPI Thermal Zone</li> <li>Composite Bus Enumerator</li> <li>High Definition Audio Controller</li> <li>High precision event timer</li> <li>Intel(R) Power Engine Plug-in</li> <li>Legacy device</li> <li>Microsoft ACPI-Compliant Embedded Controller</li> <li>Microsoft ACPI-Compliant System</li> <li>Microsoft System Management BIOS Driver</li> <li>Microsoft UEFI-Compliant System</li> <li>Microsoft Virtual Drive Enumerator</li> <li>Microsoft Windows Management Interface for ACPI</li> <li>Microsoft Windows Management Interface for ACPI</li> <li>NDIS Virtual Network Adapter Enumerator</li> <li>Numeric data processor</li> <li>PCI Express Root Complex</li> <li>PCI Express Root Port</li> <li>PCI Express Root Port</li> <li>PCI Express Root Port</li> <li>PCI standard host CPU bridge</li> <li>PCI standard ISA bridge</li> <li>Plug and Play Software Device Enumerator</li> <li>Programmable interrupt controller</li> <li>Remote Desktop Device Redirector Bus</li> <li>System CMOS/real time clock</li> <li>System timer</li> <li>UMBus Root Bus Enumerator</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>System devices           <ul style="list-style-type: none"> <li>ACPI Fan</li> <li>ACPI Fan</li> <li>ACPI Fan</li> <li>ACPI Fan</li> <li>ACPI Fan</li> <li>ACPI Fixed Feature Button</li> <li>ACPI Power Button</li> <li>ACPI Processor Aggregator</li> <li>ACPI Thermal Zone</li> <li>ACPI Thermal Zone</li> <li>Composite Bus Enumerator</li> <li>High Definition Audio Controller</li> <li>High precision event timer</li> <li>Intel(R) 100 Series/C230 Series Chipset Family LPC Controller - A143</li> <li>Intel(R) 100 Series/C230 Series Chipset Family PCI Express Root Port #7 - A116</li> <li>Intel(R) 100 Series/C230 Series Chipset Family PCI Express Root Port #6 - A115</li> <li>Intel(R) 100 Series/C230 Series Chipset Family PCI Express Root Port #5 - A114</li> <li>Intel(R) 100 Series/C230 Series Chipset Family PMC - A121</li> <li>Intel(R) 100 Series/C230 Series Chipset Family SMBus - A123</li> <li>Intel(R) 100 Series/C230 Series Chipset Family Thermal subsystem - A131</li> </ul> </li> </ul>

## Downloading graphic drivers

1. Turn on the computer.
2. Go to **Dell.com/support**.
3. Click **Product Support**, enter the Service Tag of your computer, and then click **Submit**.
 

 **NOTE:** If you do not have the Service Tag, use the auto detect feature or manually browse for your computer model.
4. Click **Drivers and Downloads**.
5. Click **Find it myself** tab.
6. Select the operating system installed on your computer.
7. Scroll down the page and select the graphic driver to install.
8. Click **Download File** to download the graphic driver for your computer.
9. After the download is complete, navigate to the folder where you saved the graphic driver file.
10. Double-click the graphic driver file icon and follow the instructions on the screen.

## Intel HD Graphics drivers


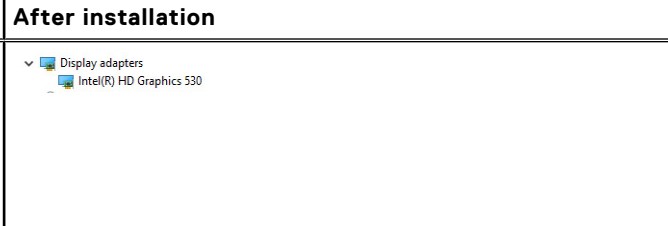
Verify if the Intel HD Graphics drivers are already installed in the computer.

 **NOTE:** Click **Start > Control Panel > Device Manager**.

or

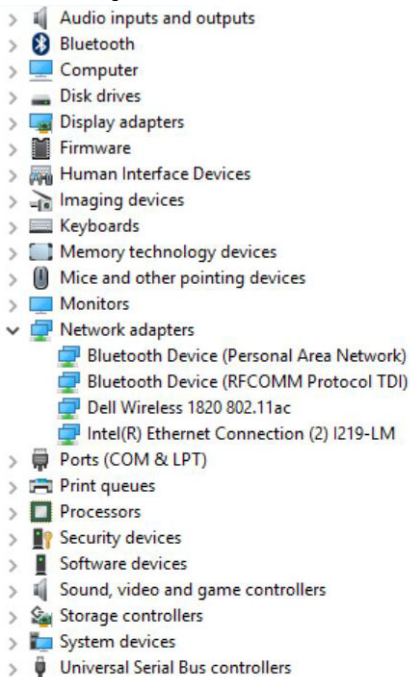
Tap Search the web and Windows and type **Device Manager**

**Table 19. Intel HD Graphics drivers**

Before installation	After installation
	

## Intel Wi-Fi and Bluetooth drivers

In the Device Manager, check if the network card driver is installed. Install the driver updates from **dell.com/**



**support.** In the Device Manager, check if the Bluetooth driver is installed. Install the driver updates from **dell.com/support**.

In the Device Manager, check if the Bluetooth driver is installed. Install the

## Downloading the Wi-Fi driver

1. Turn on your computer.
2. Go to **dell.com/support**.
3. Click **Product Support**, enter the Service Tag of your computer and click **Submit**.

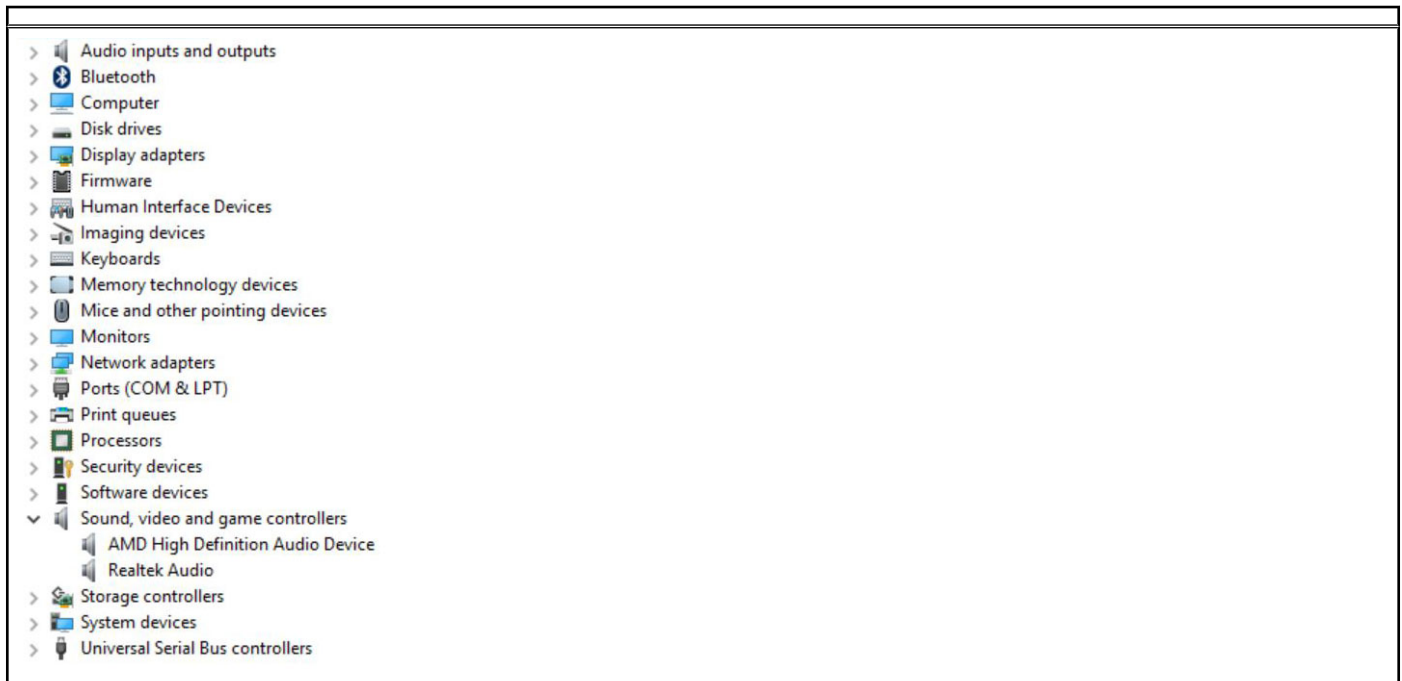
**NOTE:** If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.

4. Click **Drivers & downloads > Find it myself**.
5. Scroll down the page and expand **Network**.
6. Click **Download** to download the Wi-Fi driver for your computer.
7. After the download is complete, navigate to the folder where you saved the Wi-Fi driver file.
8. Double-click the driver file icon and follow the instructions on the screen.

# Realtek HD audio drivers

Verify if the Realtek audio drivers are already installed in the computer.

**Table 20. Realtek HD audio drivers**



## Downloading the audio driver



1. Turn on your computer.
2. Go to **dell.com/support**.
3. Click **Product support**, enter the Service Tag of your computer, and then click **Submit**.  
**NOTE:** If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.
4. Click **Drivers & downloads > Find it myself**.
5. Scroll down the page and expand **Audio**.
6. Click **Download** to download the audio driver.
7. Save the file, and after the download is complete, navigate to the folder where you saved the audio driver file.
8. Double-click the audio driver file icon and follow the instructions on the screen to install the driver.

# 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 21. 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>
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.

## Revision history

Tracks all updates that are made to the document. It typically includes the date of change, version number, and a brief description of the modification. This log helps maintain transparency, accountability, and a clear timeline of progress.

**Table 22. Revision history**

Revision	Date	Description
A00	22-05-2018	Original publish date.
A03	09-10-2025	<ul style="list-style-type: none"><li>• Revision Topic added</li></ul>