

# XPS 13 Plus 9320 / XPS 9320

## 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.

# Contents

<b>Chapter 1: Set up your XPS 13 Plus 9320</b>	<b>4</b>
LED behavior of the power adapter	5
<b>Chapter 2: Views of XPS 13 Plus 9320</b>	<b>6</b>
Left	6
Right	6
Top	7
Display	8
Bottom	9
<b>Chapter 3: Specifications of XPS 13 Plus 9320</b>	<b>10</b>
Dimensions and weight	10
Processor	10
Chipset	11
Operating system	11
Memory	11
External ports	12
Internal slots	12
Wireless module	12
Audio	13
Storage	14
Keyboard	14
Camera	15
Touchpad	15
Power adapter	16
Battery	16
Display	17
GPU—Integrated	18
Operating and storage environment	18
<b>Chapter 4: Keyboard shortcuts of XPS 13 Plus 9320</b>	<b>20</b>
<b>Chapter 5: Getting help and contacting Dell</b>	<b>21</b>

# Set up your XPS 13 Plus 9320

**NOTE:** The images in this document may differ from your computer depending on the configuration you ordered.

1. Connect the power adapter to the AC-adaptor cable and USB-C cable. Then, connect the other end of the AC-adaptor cable to a power source.
2. Connect the USB-C cable on the adapter to the USB-C port on your computer 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.

**NOTE:** The LED on the power adapter may behave in different ways, depending on the power adapter that you receive. For more information, see [LED behavior of the power adapter](#).

3. 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.

4. 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 on using Dell Update, search in the Knowledge Base Resource 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 on using Dell Digital Delivery, search in the Knowledge Base Resource at <a href="http://www.dell.com/support">www.dell.com/support</a>.</p>

## LED behavior of the power adapter

Typically, the LED on the assembled-power adapter remains on when the adapter is connected to a power source and to your computer.



However, the LED on the power adapter you receive may operate in the following manner - this is normal-operating behavior:

- The LED flashes six times for about 12 secs, and then turns off when the USB-C cable is connected from the assembled-power adapter to the USB-C port on your computer.
- The LED turns on for about 10 secs, and then turns off when the AC-adapter cable is connected to the power adapter (but the USB-C cable is not connected to the power adapter).

## Views of XPS 13 Plus 9320

### Left



#### 1. Thunderbolt 4 USB Type-C port with Power Delivery

Supports USB4 Gen 3 Type-C, DisplayPort 2.0, Thunderbolt 4 and also enables you to connect to an external display using a display adapter. Provides data transfer rates of up to 20 Gbps for USB4 Gen 3 and up to 40 Gbps for Thunderbolt 4. Supports Power Delivery that enables two-way power supply between devices. Provides up to 5 V/3 A power output that enables faster charging.

**NOTE:** You can connect a Dell Docking Station to the Thunderbolt 4 ports. For more information, see the knowledge base article [000124295](https://www.dell.com/support) at [www.dell.com/support](https://www.dell.com/support).

**NOTE:** There are two Thunderbolt 4 ports on this computer. Connect the USB Type-C power adapter to only one of the two USB Type-C ports.

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

### Right



#### 1. Thunderbolt 4 USB Type-C port with Power Delivery

Supports USB4 Gen 3 Type-C, DisplayPort 2.0, Thunderbolt 4 and also enables you to connect to an external display using a display adapter. Provides data transfer rates of up to 20 Gbps for USB4 Gen 3 and up to 40 Gbps for Thunderbolt 4. Supports Power Delivery that enables two-way power supply between devices. Provides up to 5 V/3 A power output that enables faster charging.

**NOTE:** You can connect a Dell Docking Station to the Thunderbolt 4 ports. For more information, see the knowledge base article [000124295](https://www.dell.com/support) at [www.dell.com/support](https://www.dell.com/support).

**NOTE:** There are two Thunderbolt 4 ports on this computer. Connect the USB Type-C power adapter to only one of the two USB Type-C ports.

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

# Top



## 1. Microphones (2)

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

**NOTE:** The microphones are optional, depending on the configuration ordered.

## 2. Capacitive touch panel

Displays media and display control keys or standard function keys, with **esc** and **delete** keys.

Press and hold the **fn** key on the physical keyboard to switch to the next set of keys.

Press the **fn** key on the physical keyboard and the **esc** key on the capacitive touch panel to switch to the next set of keys and lock the mode of the panel.

## 3. 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.

**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).

## 4. Right-click area

Press to right-click.

## 5. Left-click area

Press to left-click.

## 6. Haptic touchpad

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

## 7. Service LED

The service LED is used for troubleshooting with a Dell service representative. The LED emits amber or white light.

# Display



## 1. Infrared emitter

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

**i** **NOTE:** The infrared emitter is not available if the camera is not included in the configuration ordered.

## 2. Infrared camera

Enhances security when paired with Windows Hello face authentication.

## 3. RGB and infrared camera

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

**i** **NOTE:** The RGB and infrared camera is optional, depending on the configuration ordered.

## 4. Camera-status light

Turns on when the camera is in use.

**i** **NOTE:** The camera-status light is not available if the camera is not included in the configuration ordered.

## 5. Ambient-light sensor

The sensor detects the ambient light and automatically adjusts the keyboard backlight and display brightness.

## 6. Infrared emitter

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

**i** **NOTE:** The infrared emitter is not available if the camera is not included in the configuration ordered.

# 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 XPS 13 Plus 9320

## Dimensions and weight

The following table lists the height, width, depth, and weight of your XPS 13 Plus 9320.

**Table 2. Dimensions and weight**

Description	Values
Height:	
Front height	15.28 mm (0.60 in.)
Rear height	15.95 mm (0.63 in.)
Width	295.30 mm (11.63 in.)
Depth	199.04 mm (7.84 in.)
Weight	1.27 kg (2.80 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 XPS 13 Plus 9320.

**Table 3. Processor**

Description	Option one	Option two	Option three	Option four	Option five
Processor type	12 <sup>th</sup> Generation Intel Core i5-1240P	12 <sup>th</sup> Generation Intel Core i7-1260P	12 <sup>th</sup> Generation Intel Core i5-1250P vPro	12 <sup>th</sup> Generation Intel Core i7-1270P vPro	12 <sup>th</sup> Generation Intel Core i7-1280P vPro
Processor wattage	28 W	28 W	28 W	28 W	28 W
Processor core count	12	12	12	12	14
Processor thread count	16	16	16	16	20
Processor speed	Up to 4.4 GHz	Up to 4.7 GHz	Up to 4.4 GHz	Up to 4.8 GHz	Up to 4.8 GHz
Processor cache	12 MB	18 MB	12 MB	18 MB	24 MB
Integrated graphics	Intel Iris X <sup>e</sup> Graphics	Intel Iris X <sup>e</sup> Graphics	Intel Iris X <sup>e</sup> 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 XPS 13 Plus 9320.

**Table 4. Chipset**

Description	Values
Chipset	Integrated in the processor
Processor	12 <sup>th</sup> Generation Intel Core i5/i7
DRAM bus width	128-bit
Flash EPROM	64 MB
PCIe bus	Up to Gen4

# Operating system

Your XPS 13 Plus 9320 supports the following operating systems:

- Windows 11 Home, 64-bit
- Windows 11 Pro, 64-bit
- Windows 11 Pro National Academic, 64-bit

# Memory

The following table lists the memory specifications of your XPS 13 Plus 9320.

**Table 5. Memory specifications**

Description	Values
Memory slots	No memory slots  <b>NOTE:</b> The memory is integrated on the system board and is not upgradeable.
Memory type	LPDDR5
Memory speed	5200 MHz
Maximum memory configuration	32 GB
Minimum memory configuration	8 GB
Memory configurations supported	<ul style="list-style-type: none"><li>• 8 GB, 4 x 2 GB, LPDDR5, 5200 MHz, dual-channel</li><li>• 16 GB, 4 x 4 GB, LPDDR5, 5200 MHz, dual-channel</li><li>• 32 GB, 4 x 8 GB, LPDDR5, 5200 MHz, dual-channel</li></ul>

## External ports

The following table lists the external ports on your XPS 13 Plus 9320.

**Table 6. External ports**

Description	Values
USB ports	Two Thunderbolt 4 USB Type-C ports with Power Delivery  <b>NOTE:</b> Connect the USB Type-C power adapter to only one of the two USB Type-C ports.  <b>NOTE:</b> You can connect a Dell Docking Station to this port. For more information, see the knowledge base article 000124295 at <a href="http://www.dell.com/support">www.dell.com/support</a> .
Audio port	Two Thunderbolt 4 USB Type-C ports with Power Delivery  <b>NOTE:</b> A USB-C to 3.5 mm AUX audio adapter can be purchased separately to connect an audio device.
Video port/ports	Two Thunderbolt 4 USB Type-C ports with Power Delivery  <b>NOTE:</b> A USB Type-C to DisplayPort adapter (sold separately) is required to connect a DisplayPort device.
Media-card reader	Not supported
Power-adapter port	DC-IN through one of the two Thunderbolt 4 USB Type-C ports  <b>NOTE:</b> You can connect a Dell Docking Station to this port. For more information, see the knowledge base article 000124295 at <a href="http://www.dell.com/support">www.dell.com/support</a> .
Security-cable slot	Not supported

## Internal slots

The following table lists the internal slots of your XPS 13 Plus 9320.

**Table 7. Internal slots**

Description	Values
M.2	One M.2 slot for M.2 2230 or M.2 2280 solid-state drive  <b>NOTE:</b> To learn more about the features of different types of M.2 cards, search in the Knowledge Base Resource at <a href="http://www.dell.com/support">www.dell.com/support</a> .

## Wireless module

The following table lists the Wireless Local Area Network (WLAN) module supported on your XPS 13 Plus 9320.

**Table 8. Wireless module specifications**

Description	Values
Model number	Intel AX211

**Table 8. Wireless module specifications (continued)**

Description	Values
Transfer rate	Up to 2400 Mbps
Frequency bands supported	2.4 GHz/5 GHz/6 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> <li>• Wi-Fi 6E (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>
Bluetooth	Bluetooth 5.2

## Audio

The following table lists the audio specifications of your XPS 13 Plus 9320.

**Table 9. Audio specifications**

Description	Values	
Audio controller	USB-C digital audio	
Stereo conversion	Supported	
Internal audio interface	SoundWire interface	
External audio interface	Two Thunderbolt 4 USB Type-C ports with Power Delivery  <b>NOTE:</b> A USB-C to 3.5 mm AUX audio adapter can be purchased separately to connect an audio device.	
Number of speakers	<ul style="list-style-type: none"> <li>• Two tweeter speakers</li> <li>• Two woofer speakers</li> </ul>	
Internal-speaker amplifier	Realtek ALC1319D	
External volume controls	Keyboard shortcut controls	
Speaker output:		
	Average speaker output	<ul style="list-style-type: none"> <li>• 2 W + 2 W (tweeter)</li> <li>• 2 W + 2 W (woofer)</li> </ul>
	Peak speaker output	<ul style="list-style-type: none"> <li>• 2.5 W + 2.5 W (tweeter)</li> <li>• 2.5 W + 2.5 W (woofer)</li> </ul>
Subwoofer output	Not supported	
Microphone	Dual digital-array microphones	

# Storage

This section lists the storage options on your XPS 13 Plus 9320.

Your XPS 13 Plus 9320 supports one M.2 2230 or M.2 2280 solid-state drive.

**Table 10. Storage specifications**

Storage type	Interface type	Capacity
M.2 2230 solid-state drive	PCIe Gen3 x4 NVMe, up to 32 Gbps	256 GB
M.2 2280 solid-state drive (self-encrypting drive)	PCIe Gen3 x4 NVMe, up to 32 Gbps	512 GB
M.2 2230 solid-state drive	PCIe Gen4 x4 NVMe, up to 64 Gbps	256 GB
M.2 2280 solid-state drive	PCIe Gen4 x4 NVMe, up to 64 Gbps	Up to 2 TB
M.2 2280 solid-state drive (self-encrypting drive)	PCIe Gen4 x4 NVMe, up to 64 Gbps	512 GB

# Keyboard

The following table lists the keyboard specifications of your XPS 13 Plus 9320.

**Table 11. Keyboard specifications**

Description	Values
Keyboard type	Standard backlit keyboard <i>i</i> <b>NOTE:</b> The top row of the keyboard is a capacitive touch panel. It can display standard Function buttons or media and display control buttons.
Keyboard layout	QWERTY
Number of keys	<ul style="list-style-type: none"> <li>• United States and Canada: 64 keys</li> <li>• United Kingdom: 65 keys</li> <li>• Japan: 68 keys</li> </ul>
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. <i>i</i> <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.

# Camera

The following table lists the camera specifications of your XPS 13 Plus 9320.

**Table 12. Camera specifications**

Description		Values
Number of cameras		Two
Camera type		<ul style="list-style-type: none"> <li>• HD RGB camera</li> <li>• IR camera</li> </ul>
Camera location		Front
Camera sensor type		CMOS sensor technology
Camera resolution:		
	Still image	0.92 megapixel
	Video	1280 x 720 at 30 fps
Infrared camera resolution:		
	Still image	0.25 megapixel
	Video	640 x 400 at 30 fps
Diagonal viewing angle:		
	Camera	75.8 degrees
	Infrared camera	75.8 degrees

# Touchpad

The following table lists the touchpad specifications of your XPS 13 Plus 9320.

**Table 13. Touchpad specifications**

Description		Values
Touchpad resolution:		
	Horizontal	1300
	Vertical	722
Touchpad dimensions:		
	Horizontal	112.30 mm (4.42 in.)
	Vertical	64.15 mm (2.53 in.)
Touchpad gestures		For more information about touchpad gestures available on Windows, see the Microsoft knowledge base article at <a href="https://support.microsoft.com">support.microsoft.com</a> .

# Power adapter

The following table lists the power adapter specifications of your XPS 13 Plus 9320.

**Table 14. Power adapter specifications**

Description		Values
Type		60 W (USB Type-C)
Power-adapter dimensions:		
	Height	65.99 mm
	Width	21.99 mm
	Depth	54.99 mm
Input voltage		100 VAC–240 VAC
Input frequency		50 Hz–60 Hz
Input current (maximum)		1.7 A
Output current (continuous)		3 A
Rated output voltage		<ul style="list-style-type: none"> <li>• 20 VDC</li> <li>• 15 VDC</li> <li>• 9 VDC</li> <li>• 5 VDC</li> </ul>
Temperature range:		
	Operating	0°C to 40°C (32°F to 104°F)
	Storage	-20°C to 70°C (-4°F to 158°F)
 <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>		

# Battery

The following table lists the battery specifications of your XPS 13 Plus 9320.

**Table 15. Battery specifications**

Description		Values
Battery type		3-cell, 55 Wh "smart" lithium-ion
Battery voltage		11.55 VDC
Battery weight (maximum)		0.219 kg (0.483 lb)
Battery dimensions:		
	Height	238.40 mm (9.39 in.)
	Width	4.86 mm (0.19 in.)
	Depth	97.41 mm (3.84 in.)

**Table 15. Battery specifications (continued)**

Description		Values
Temperature range:		
	Operating	0°C to 65°C (32°F to 149°F)
	Storage	-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.
Battery charging time (approximate)		3 hours (when the computer is off)
 <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		Not applicable
 <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.		
 <b>CAUTION:</b> 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 XPS 13 Plus 9320.

**Table 16. Display specifications**

Description	Option one	Option two	Option three	Option four
Display type	Ultra High Definition (UHD+), Eyesafe low blue light display technology	Full High Definition (FHD+), Eyesafe low blue light display technology	Full High Definition (FHD+), Eyesafe low blue light display technology	3.5K Organic Light Emitting Diode (OLED), Eyesafe low blue light display technology
Display-panel technology	Wide Viewing Angle (WVA)	Wide Viewing Angle (WVA)	Wide Viewing Angle (WVA)	Wide Viewing Angle (WVA)
Display-panel dimensions (active area):				
Height	288 mm (11.34 in.)	288 mm (11.34 in.)	288 mm (11.34 in.)	288 mm (11.34 in.)
Width	180 mm (7.09 in.)	180 mm (7.09 in.)	180 mm (7.09 in.)	180 mm (7.09 in.)
Diagonal	339.60 mm (13.37 in.)	339.60 mm (13.37 in.)	339.60 mm (13.37 in.)	339.60 mm (13.37 in.)
Display-panel native resolution	3840 x 2400	1920 x 1200	1920 x 1200	3456 x 2160
Luminance (typical)	500 nits	500 nits	500 nits	400 nits
Megapixels	9.216	2.304	2.304	7.464

**Table 16. Display specifications (continued)**

Description	Option one	Option two	Option three	Option four
Color gamut	DCI-P3 90%	sRGB 100%	sRGB 100%	DCI-P3 100%
Pixels Per Inch (PPI)	338.67	169.3	169.3	304
Contrast ratio (typ)	1650:1	2000:1	2000:1	1000000:1
Response time (min)	35 ms	35 ms	35 ms	2 ms
Refresh rate	60 Hz	60 Hz	60 Hz	60 Hz
Horizontal view angle	85 +/- degrees	85 +/- degrees	85 +/- degrees	85 +/- degrees
Vertical view angle	85 +/- degrees	85 +/- degrees	85 +/- degrees	85 +/- degrees
Pixel pitch	0.075 mm	0.150 mm	0.150 mm	0.083 mm
Power consumption (maximum)	5.01 W	2.15 W	2.53 W	7 W
Anti-glare vs anti-reflective	Anti-reflective	Anti-glare	Anti-reflective	Anti-reflective
Touch options	Yes	No	Yes	Yes

## GPU—Integrated

The following table lists the specifications of the integrated Graphics Processing Unit (GPU) supported by your XPS 13 Plus 9320.

**Table 17. GPU—Integrated**

Controller	Memory size	Processor
Intel Iris X <sup>e</sup> Graphics	Shared system memory	12 <sup>th</sup> Generation Intel Core i5/i7

## Operating and storage environment

This table lists the operating and storage specifications of your XPS 13 Plus 9320.

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

**Table 18. 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 3048 m (-49.87 ft to 10,000 ft)	-15.2 m to 10668 m (-49.87 ft to 35,000 ft)

**Table 18. Computer environment (continued)**

Description	Operating	Storage
 <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.

# Keyboard shortcuts of XPS 13 Plus 9320

**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 top row of the keyboard is a capacitive touch panel. The **fn** mechanical key toggles between the keys **F1-F12** and keys for multi-media control. Releasing the **fn** key switches back to the previous mode.

Pressing the **fn** key and the **esc** key locks the "mode" of the capacitive touch panel. If the computer restarts, the default mode will be the last mode set by the user before the computer is restarted.

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

**Table 19. List of keyboard shortcuts**

Function key	Behavior
fn	Switch between modes of the capacitive touch panel
fn + B	Pause
fn + S	Toggle scroll lock
fn + R	System request
fn + ctrl + B	Break
fn + esc	Lock the mode of the capacitive touch panel
fn + left arrow	Home
fn + left arrow	End

# 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 20. 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.