Latitude 5421

Setup and Specifications

Notes, cautions, and warnings

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

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

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

Contents

Set up your Latitude 5421

ⓘ **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 SLN151664 and SLN151748 at 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
	Dell Product Registration Register your computer with Dell.

Table 1. Locate Dell apps (continued)

Resources	Description
	Dell Help & Support Access help and support for your computer.
	SupportAssist SupportAssist is the smart technology that keeps your computer running at its best by optimizing settings, detecting issues, removing viruses and notifies when you need to make system updates. SupportAssist proactively checks the health of your system's hardware and software. When an issue is detected, the necessary system state information is sent to Dell to begin troubleshooting. SupportAssist is preinstalled on most of the Dell devices running Windows operating system. For more information, see SupportAssist for Home PCs User's Guide on www.dell.com/serviceabilitytools. ⓘ **NOTE:** In SupportAssist, click the warranty expiry date to renew or upgrade your warranty.
	Dell Update Updates your computer with critical fixes and latest device drivers as they become available. For more information about using Dell Update, see the knowledge base article SLN305843 at www.dell.com/support.
	Dell Digital Delivery Download software applications, which are purchased but not pre-installed on your computer. For more information about using Dell Digital Delivery, see the knowledge base article 153764 at www.dell.com/support.

Views of Latitude 5421

Topics:

Right
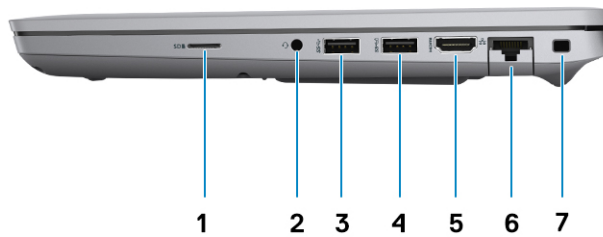
1. microSD-card slot
2. Universal audio jack
3. USB 3.2 Gen 1 port
4. USB 3.2 Gen 1 port with PowerShare
5. HDMI 2.0 port
6. RJ-45 Ethernet port
7. Wedge-shaped lock slot

Left
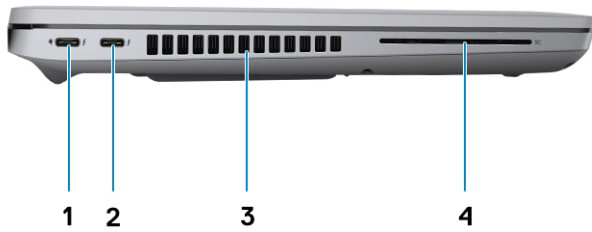
1. Thunderbolt 4 port with DisplayPort Alt Mode/USB4/Power Delivery
2. Thunderbolt 4 port with DisplayPort Alt Mode/USB4/Power Delivery
3. Thermal vents
4. Smart card reader slot (optional)

Front
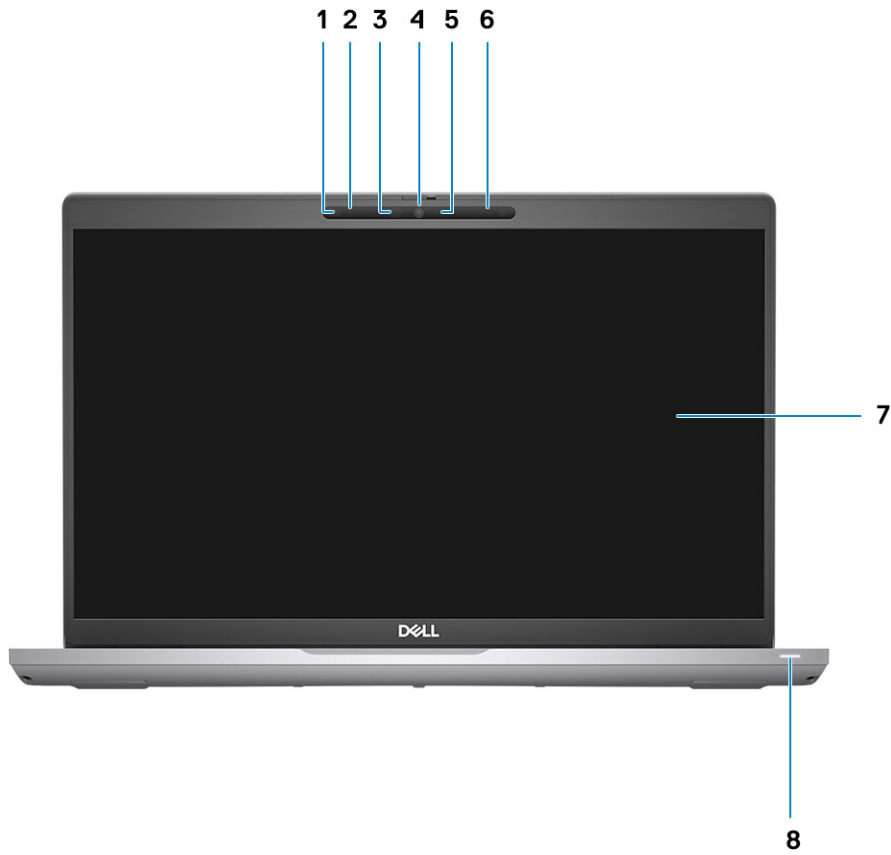
1. Proximity sensor (optional)
2. Microphone
3. IR LED (optional)
4. RGB camera/ RGB IR camera (optional)
5. Camera indicator LED (optional)
6. Microphone
7. LCD panel
8. Battery indicator LED/diagnostic LED

Base
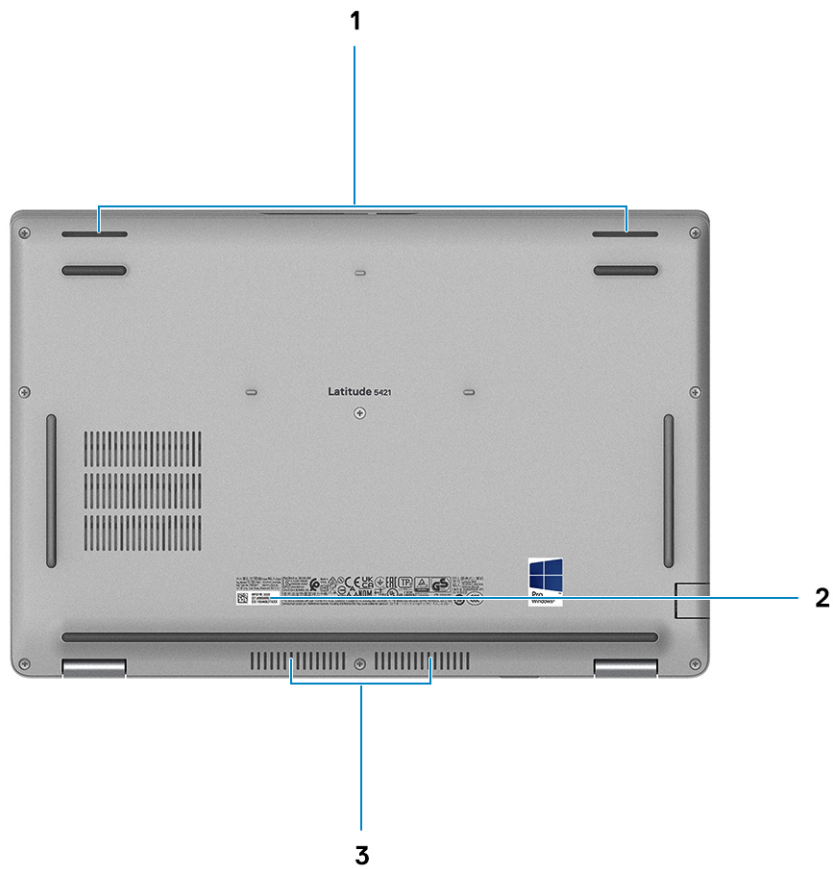
1. Speakers
2. Service Tag label
3. Thermal vent

Top
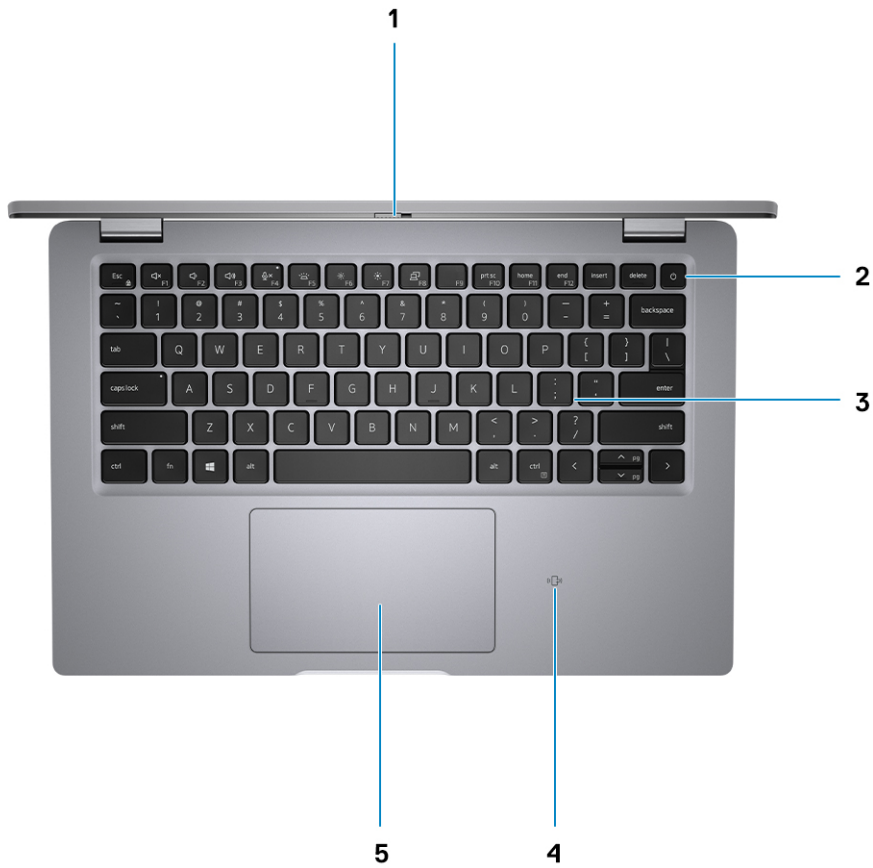
1. Privacy shutter
2. Power button with fingerprint reader (optional)
3. Keyboard
4. NFC/contactless card (optional)
5. Clickpad

Rear
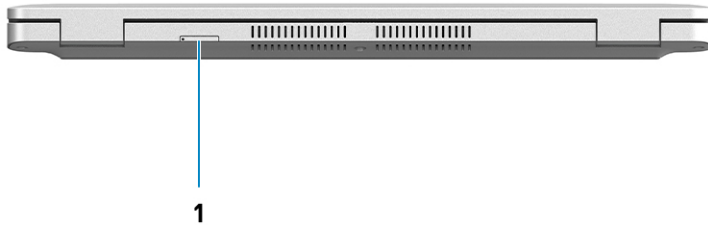
1. microSIM-card tray (optional)

Battery charge and status LED

Table 2. Battery charge and status LED Indicator

Power Source	LED Behavior	computer Power State	Battery Charge Level
AC Adapter	Off	S0 - S5	Fully Charged
AC Adapter	Solid White	S0 - S5	< Fully Charged
Battery	Off	S0 - S5	11-100%
Battery	Solid Amber (590+/-3 nm)	S0 - S5	< 10%

- S0 (ON) - Computer is turned on.
- S4 (Hibernate) - The computer consumes the least power compared to all other sleep states. The computer is almost at an OFF state, expect for a trickle power. The context data is written to hard drive.
- S5 (OFF) - The computer is in a shutdown state.

Specifications of Latitude 5421

Topics:

Dimensions and weight

The following table lists the height, width, depth, and weight of your Latitude 5421.

Table 3. Dimensions and weight

Description	Values
Height:	
Front height	20.95 mm (0.82 in)
Rear height	23.60 mm (0.92 in)
Width	321.35 mm (12.65 in)
Depth	212 mm (8.34 in)
Weight (minimum)	1.49 kg (3.30 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 Latitude 5421.

Table 4. Processor

Description	Option one	Option two	Option three
Processor type	11th Generation Intel Core i5-11400H	11th Generation Intel Core i5-11500H	11th Generation Intel Core i7-11850H
Processor wattage	37.5 W	37.5 W	37.5 W
Processor core count	6	6	8
Processor thread count	12	12	16
Processor speed	2.70 GHz to 4.50 GHz	2.90 GHz to 4.60 GHz	2.50 GHz to 4.80 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 Latitude 5421.

Table 5. Chipset

Description	Values
Chipset	Intel PCH H WM590
Processor	11th Generation Intel Core i5/i7
DRAM bus width	Dual channel, 64-bit
Flash EPROM	32 MB
PCIe bus	Up to Gen 4

Operating system

Your Latitude 5421 supports the following operating systems:

- Windows 11 Home, 64-bit
- Windows 11 Pro, 64-bit
- Windows 11 Pro National Academic, 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 Latitude 5421.

Table 6. Memory specifications

Description	Values
Memory slots	Two SO-DIMM slots
Memory type	DDR4
Memory speed	3200 MHz
Maximum memory configuration	64 GB
Minimum memory configuration	8 GB
Memory size per slot	8 GB, 16 GB, 32 GB
Memory configurations supported	8 GB, 1 x 8 GB, DDR4 8 GB, 2 x 4 GB, DDR4, dual-channel 16 GB, 1 x 16 GB, DDR4 16 GB, 2 x 8 GB, DDR4, dual-channel 32 GB, 1 x 32 GB, DDR4 32 GB, 2 x 16 GB, DDR4, dual-channel 64 GB, 2 x 32 GB, DDR4, dual-channel

External ports

The following table lists the external ports of your Latitude 5421.

Table 7. External ports

Description	Values
Network port	One RJ-45 Ethernet port
USB ports	- One USB 3.2 Gen 1 port - One USB 3.2 Gen 1 port with PowerShare - Two Thunderbolt 4 ports with DisplayPort Alt Mode/ USB4/Power Delivery
Audio port	One Universal audio jack
Video port	One HDMI 2.0 port
Media-card reader	- One microSD-card slot - One microSIM-card tray (optional) - One smart card reader (optional)
Power-adapter port	DC-in USB Type-C
Security-cable slot	One wedge-shaped lock slot

Internal slots

The following table lists the internal slots of your Latitude 5421.

Table 8. Internal slots

Description	Values
M.2	- One M.2 2230 slot for WiFi and Bluetooth combo card - One M.2 2230/2280 slot for solid-state drive - One M.2 3042 slot for upsell WWAN card ⓘ **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.

Ethernet

The following table lists the wired Ethernet Local Area Network (LAN) specifications of your Latitude 5421.

Table 9. Ethernet specifications

Description	Values
Model number	Gigabit RJ-45
Transfer rate	10/100/1000 Mbps

Wireless module

The following table lists the Wireless Local Area Network (WLAN) module specifications of your Latitude 5421.

Table 10. Wireless module specifications

Description	Option one	Option two	Option three
Model number	Qualcomm QCA61x4A	Intel AX201	Intel AX210
Transfer rate	Up to 867 Mbps	Up to 2.40 Gbps	Up to 2.40 Gbps
Frequency bands supported	2.4 GHz/5 GHz	2.4 GHz/5 GHz	2.4 GHz/5 GHz/6 GHz
Wireless standards	- Wi-Fi 802.11a/b/g - WiFi 802.11n - WiFi 802.11ac	- Wi-Fi 802.11a/b/g - Wi-Fi 4 (WiFi 802.11n) - Wi-Fi 5 (WiFi 802.11ac) - Wi-Fi 6 (WiFi 802.11ax)	- Wi-Fi 802.11a/b/g - Wi-Fi 4 (WiFi 802.11n) - Wi-Fi 5 (WiFi 802.11ac) - Wi-Fi 6 (WiFi 802.11ax)
Encryption	64-bit and 128-bit WEP 128-bit AES-CCMP - TKIP	64-bit and 128-bit WEP 128-bit AES-CCMP - TKIP	64-bit and 128-bit WEP 128-bit AES-CCMP - TKIP
Bluetooth	5.0	5.2	5.2

WWAN module

The following table lists the Wireless Wide Area Network (WWAN) module supported on your Latitude 5421.

Table 11. WWAN module specifications

Description	Values
Model number	Intel 7360 (DW5820e)
Transfer rate	Up to 450 Mbps DL/50 Mbps UL (Cat 9)
Data rate	• LTE FDD: 450 Mbps DL/50 Mbps UL (Cat 9) • LTE TDD: 347 Mbps DL/30 Mbps UL (Cat 9) • UMTS/HSPA+: UMTS 384 kbps DL/384 kbps UL
Frequency bands supported	(1, 2, 3, 4, 5, 7, 8, 11, 12, 13, 17, 18, 19, 20, 21, 26, 28, 29, 30, 38, 39, 40, 41, 66), HSPA+ (1, 2, 4, 5, 8)
Wireless standards	• LTE Category 16 • UMTS/HSPA+
Encryption	Not supported
Global Navigation Satellite System (GNSS)	Supports GPS, BDS, and GLONASS
ⓘ **NOTE:** For instructions on how to find your computer's IMEI (International Mobile Station Equipment Identity) number, see the knowledge base article 000143678 at www.dell.com/support.	

Audio

The following table lists the audio specifications of your Latitude 5421.

Table 12. Audio specifications

Description		Values
Audio controller		Realtek ALC3204
Stereo conversion		Supported
Internal audio interface		High definition audio
External audio interface		Universal audio jack
Number of speakers		2
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

Table 12. Audio specifications (continued)

Description	Values
Microphone	Dual-array microphones

Storage

This section lists the storage options on your Latitude 5421.

Your computer supports one of the following configurations:
- M.2 drive x1

Table 13. Storage specifications

Storage type	Interface type	Capacity
M.2 2230, Class 35 solid-state drive	PCIe NVMe Gen3 x4	128 GB/256 GB/512 GB
M.2 2280, Class 40 solid-state drive	PCIe NVMe Gen3 x4	256 GB/512 GB/1 TB
M.2 2280, Class 40, solid-state drive	PCIe NVMe Gen4 x4	512 GB/1 TB/2 TB
M.2 2280, Class 40 solid-state drive, self-encrypting	PCIe NVMe Gen3 x4	256 GB/512 GB

Media-card reader

The following table lists the media cards supported by your Latitude 5421.

Table 14. Media-card reader specifications

Description	Values
Media-card type	One microSD-card slot
Media-cards supported	- micro-Secure Digital (mSD) - micro-Secure Digital High Capacity (mSDHC) - micro-Secure Digital Extended Capacity (mSDXC)
(i) **NOTE:** The maximum capacity supported by the media-card reader varies depending on the standard of the media card installed in your computer.	

Keyboard

The following table lists the keyboard specifications of your Latitude 5421.

Table 15. Keyboard specifications

Description	Values
Keyboard type	- Standard backlit keyboard - Standard non-backlit keyboard
Keyboard layout	QWERTY
Number of keys	- United States and Canada: 79 keys - United Kingdom: 80 keys

Table 15. Keyboard specifications (continued)

Description	Values
	● Japan: 83 keys
Keyboard size	X=19.05 mm key pitch Y=18.05 mm key pitch
Keyboard shortcuts	Some keys on your keyboard have two symbols on them. These keys can be used to type alternate characters or to perform secondary functions. To type the alternate character, press Shift and the desired key. To perform secondary functions, press Fn and the desired key. ⓘ **NOTE:** You can define the primary behavior of the function keys (F1–F12) changing **Function Key Behavior** in BIOS setup program.

Camera

The following table lists the camera specifications of your Latitude 5421.

Table 16. Camera specifications

Description	Option 1	Option 2	Option 3
Number of cameras	One	One	One
Camera type	HD RGB camera	HD RGB + Ir camera	FHD RGB + Ir camera, proximity sensor/express sign-in
Camera location	Front Camera	Front camera	Front camera
Camera sensor type	CMOS sensor technology	CMOS sensor technology	CMOS sensor technology
Camera resolution:			
Still image	0.92 megapixel	0.92 megapixel	2.07 megapixels
Video	1280 x 720 (HD) at 30 fps	1280 x 720 (HD) at 30 fps	1920 x 1080 (FHD) at 30 fps
Infrared camera resolution:			
Still image	NA	0.23	0.23
Video	NA	640 x 360 at 15 fps	640 x 360 at 15 fps
Diagonal viewing angle:			
Camera	78.60 degrees	87 degrees	87.60 degrees
Infrared camera	NA	87 degrees	87.60 degrees

Clickpad

The following table lists the Clickpad specifications of your Latitude 5421.

Table 17. Clickpad specifications

Description		Clickpad (Cirque)	Clickpad (Synaptics)
Clickpad resolution:			
	Horizontal	3339	1337
	Vertical	1994	761
Clickpad dimensions:			
	Horizontal	115 mm (4.53 in.)	115 mm (4.53 in.)
	Vertical	65 mm (2.55 in.)	65 mm (2.55 in.)
Clickpad gestures		For more information about Clickpad 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 Latitude 5421.

Table 18. Power adapter specifications

Description		Option one	Option two
Type		90 W AC adapter, USB-C ⓘ **NOTE:** 90 W is supported only in UMA configuration.	130 W AC adapter, USB-C
Input voltage		100 VAC x 240 VAC	100 VAC x 240 VAC
Input frequency		50 Hz x 60 Hz	50 Hz x 60 Hz
Input current (maximum)		1.50 A	1.80 A
Output current (continuous)		• 20 V/4.50 A • 15 V/3 A • 9 V/3 A • 5 V/3 A	• 20 V/6.50 A • 5 V/1 A
Rated output voltage		20 VDC/15 VDC/9 VDC/5 VDC	20 VDC/5 VDC
Weight		0.64 lbs (0.29 kg)	0.77 lbs (0.35 kg)
Dimensions (inches)		0.87 x 2.60 x 5.12	0.87 x 2.60 x 5.63
Dimensions (mm)		22 x 66 x 130	22 x 66 x 143
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)

Table 18. Power adapter specifications (continued)

Description		Option one	Option two
		⚠ **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 Latitude 5421.

Table 19. Battery specifications

Description		Option one	Option two
Battery type		4-cell 64 WHr, Polymer, Long Cycle Life	4-cell 64 WHr, Polymer, non-Long Cycle Life
Battery voltage		15.20 V	15.20 V
Battery weight (maximum)		TBD	TBD
Battery dimensions:			
	Height	7.60 mm	7.60 mm
	Width	226.60 mm	226.60 mm
	Depth	81.40 mm	81.40 mm
Temperature range:			
	Operating	• Charge: 0°C to 45°C, 32°F to 113°F • Discharge: 0°C to 70°C, 32°F to 158°F	• Charge: 0°C to 45°C, 32°F to 113°F • Discharge: 0°C to 70°C, 32°F to 158°F
	Storage	-20°C (-4°F) to 65°C (149°F)	-20°C (-4°F) to 65°C (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)		2 hours (when the computer is off) ⓘ **NOTE:** Control the charging time, duration, start and end time, and so on using the Dell Power Manager application. For more information on the Dell Power Manager see, *Me and My Dell* on www.dell.com/	2 hours (when the computer is off) ⓘ **NOTE:** Control the charging time, duration, start and end time, and so on using the Dell Power Manager application. For more information on the Dell Power Manager see, *Me and My Dell* on www.dell.com/
		ⓘ **NOTE:** • 0°C-15°C: 4 hours • 16°C-45°C: 2 hours • 46°C-60°C: 3 hours	
Approximate life span (discharge/charge cycles)		• Standard pack : 1 year warranty • LCL pack : 3 years warranty	
Coin-cell battery		CR2032	CR2032

Table 19. Battery specifications (continued)

Description	Option one	Option two
	ⓘ **NOTE:** It is recommended that you use a Dell coin-cell battery for your computer. Dell does not provide warranty coverage for problems caused by using accessories, parts, or components not supplied by Dell.	
ExpressCharge	Supported	Supported
	ⓘ **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. ⚠ **CAUTION: Operating and storage temperature ranges may differ among components, so operating or storing the device outside these ranges may impact the performance of specific components.**	

Display

The following table lists the display specifications of your Latitude 5421.

Table 20. Display specifications

Description	Option one	Option two	Option three	Option four	Option five
Display type	High Definition (HD)	Full High Definition (FHD)	Full High Definition (FHD), Super Low Power (SLP), ComfortView Plus	Full High Definition (FHD)	Full High Definition (FHD), Privacy
Display-panel technology	Twisted Nematic (TN)	Wide-Viewing Angle (WVA)	Wide-Viewing Angle (WVA)	Wide-Viewing Angle (WVA)	Wide-Viewing Angle (WVA)
Display-panel dimensions (active area):					
Height	173.95 mm (6.84 in.)	173.99 mm (6.84 in.)	173.95 mm (6.85 in.)	173.95 mm (6.84 in.)	173.95 mm (6.84 in.)
Width	309.40 (12.18 in.)	309.35 (12.18 in.)	309.40 (12.18 in.)	309.40 (12.18 in.)	309.40 (12.18 in.)
Diagonal	355.60 mm (14 in.)	355.6 mm (14 in.)	355.6 mm (14 in.)	355.60 mm (14 in.)	355.60 mm (14 in.)
Display-panel native resolution	1366 x 768	1920 x 1080	1920 x 1080	1920 x 1080	1920x1080
Luminance (typical)	220 nits	250 nits	400 nits	300 nits	300 nits
Megapixels	1.05	2.07	2.07	2.07	2.07
Color gamut	NTSC 45% typical	NTSC 45% typical	sRGB 100% typical	NTSC 72% typical	sRGB 100%
Pixels Per Inch (PPI)	112	157	157	157	157

Table 20. Display specifications (continued)

Description	Option one	Option two	Option three	Option four	Option five
Contrast ratio (typ)	300:1	600:1	1000:1	600:1	600:1
Response time (min)	25 ms	35 ms	35 ms	35 ms	35 ms
Refresh rate	60 Hz	60 Hz	60 Hz	60 Hz	60 Hz
Horizontal view angle	40 minimum	80 minimum	80 minimum	80 minimum	80 minimum
Vertical view angle	10/30 (Top/ Bottom) min	80 minimum	80 minimum	80 minimum	80 minimum
Pixel pitch	0.2265 mm x 0.2265 mm	0.161 mm x 0.161 mm	0.161 mm x 0.161 mm	0.161 mm x 0.161 mm	0.161 x 0.161
Power consumption (maximum)	2.40 W	3.60 W	2.50 W	4.10 W	3.50 W
Anti-glare vs glossy finish	Anti-glare	Anti-glare	Anti-glare	Anti-glare	Anti-glare
Touch options	No	No	No	Yes	Yes

Fingerprint reader (optional)

The following table lists the specifications of the optional fingerprint-reader of your Latitude 5421.

Table 21. Fingerprint reader specifications

Description	Values
Fingerprint-reader sensor technology	Capacitive
Fingerprint-reader sensor resolution	500 dpi
Fingerprint-reader sensor pixel size	108 x 88

GPU—Integrated

The following table lists the specifications of the integrated Graphics Processing Unit (GPU) supported by your Latitude 5421.

Table 22. GPU—Integrated

Controller	External display support	Memory size	Processor
Intel UHD Graphics	One HDMI 2.0 port	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 Latitude 5421.

Table 23. GPU—Discrete

Controller	External display support	Memory size	Memory type
NVIDIA GeForce MX450	One HDMI 2.0 port	2 GB	GDDR6

Operating and storage environment

This table lists the operating and storage specifications of your Latitude 5421.

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

Table 24. Computer environment

Description	Operating	Storage
Temperature range	0°C to 40°C (32°F to 104°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	Not tested
Shock (maximum)	140 G†	Not tested
Altitude range	0 m to 3048 m (32 ft to 5518.4 ft)	0 m to 10668 m (32 ft to 19234.4 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.

Sensor and control

Table 25. Sensor and control

Sensor support	
Sensor	Windows Adaptive Color
	Accelerometer (G sensor): One on the base (system board) and another on the hinge-up (optional)

ComfortView Plus

⚠️ **WARNING: Prolonged exposure to blue light from the display may lead to long-term effects such as eye strain, eye fatigue, or damage to the eyes.**

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

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

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

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

● Position the display at a comfortable viewing distance between 20 and 28 inches (50 and 70 cm) from your eyes.
● Blink frequently to moisten your eyes, wet your eyes with water, or apply suitable eye drops.
● Look away from your display, and gaze at a distant object at 20 ft (609.60 cm) away for at least 20 seconds during each break.
● Take an extended break for 20 minutes every two hours.

Keyboard shortcuts

ⓘ **NOTE:** Keyboard characters may differ depending on the keyboard language configuration. Keys that are used for shortcuts remain the same across all language configurations.

Table 26. List of keyboard shortcuts

Keys	Primary Behavior	Secondary Behavior (fn + Key)
fn + Esc	Escape	Toggle fn-key lock
fn + F1	Mute audio	F1 behavior
fn + F2	Decrease volume	F2 behavior
fn + F3	Increase volume	F3 behavior
fn + F4	Mic Mute	F4 behavior
fn + F5	Keyboard backlight ⓘ **NOTE:** Not applicable for non-backlight keyboard.	F5 behavior
fn + F6	Decrease screen brightness	F6 behavior
fn + F7	Increase screen brightness	F7 behavior
fn + F8	Switch to external display	F8 behavior
fn + F10	Print Screen	F10 behavior
fn + F11	Home	F11 behavior
fn + F12	End	F12 behavior
fn + ctrl	Open application menu	Control
fn + page up	Scroll up	Page up
fn + page down	Scroll down	Page down
fn + P	SafeScreen (e-Privacy)	

Getting help

Topics:

*   Contacting Dell

Contacting Dell

ⓘ **NOTE:** If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

1. Go to **Dell.com/support**.
2. Select your support category.
3. Verify your country or region in the **Choose a Country/Region** drop-down list at the bottom of the page.
4. Select the appropriate service or support link based on your need.