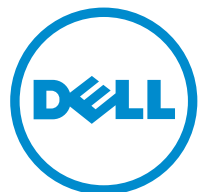


# Venue 10 Pro 5056

## User's Guide

Computer Model: Venue 5056  
Regulatory Model: T16G  
Regulatory Type: T16G001



# Notes, cautions, and warnings

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



**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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2015 - 10

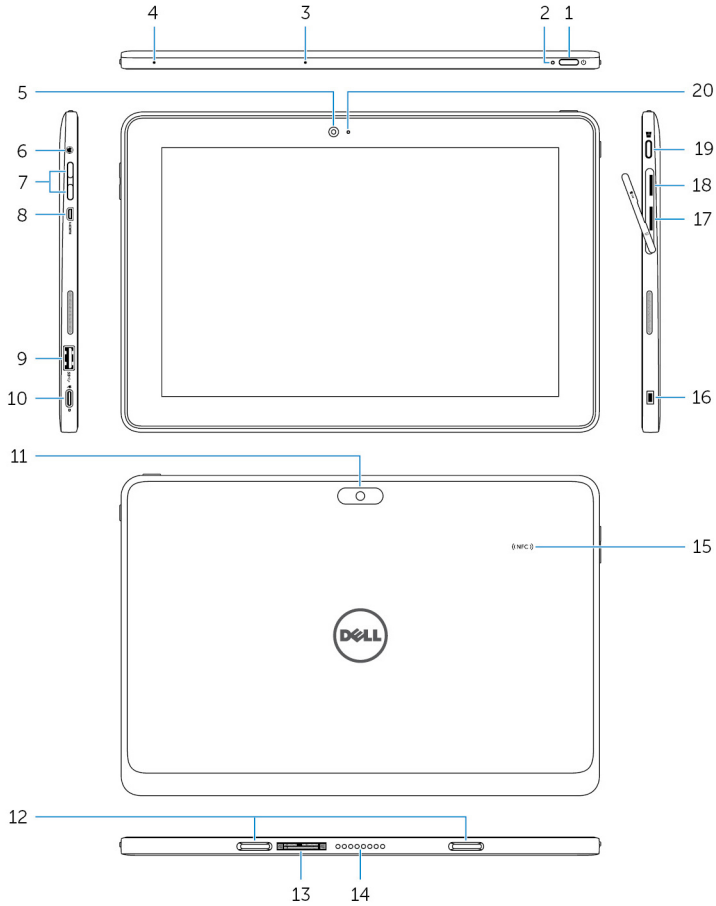
Rev. A00

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# Features



## Feature

- |   |  |
|---|--|
| <p>1. Power button</p>                          | <ul style="list-style-type: none"> <li>• Press to turn on the tablet if it is turned off or in sleep state.</li> <li>• Press to put the tablet in sleep state if it is turned on.</li> </ul> |
| <p>2. Power and battery-charge status light</p> | <p>Indicates the power-state of the tablet.</p>  |

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**Feature**

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- |  |   |
|--|---|
| 3. Right microphone                        | Provides sound input for audio recording, voice calls, and so on.   |
| 4. Left microphone                         | Provides sound input for audio recording, voice calls, and so on.   |
| 5. Front camera                            | Allows you to video chat, capture photos, and record videos.  |
| 6. Headset port                            | Connect a headphone, a microphone, or a headset (headphone and microphone combo).   |
| 7. Volume-control buttons (2)              | Press to increase or decrease the volume.   |
| 8. Micro-HDMI port                         | Connect a TV, monitor, or another HDMI-in enabled device. Provides video and audio output.  |
| 9. USB 3.0 port                            | Connect peripherals such as storage devices, printers, and so on. Provides data transfer speeds up to 5 Gbps.   |
| 10. USB 3.0 and power-adaptor port (USB-C) | Connect a power adapter to provide power to your tablet and charge the battery. Connect peripherals that support USB-C. Provides data transfer speeds up to 5 Gbps. |
| 11. Rear camera                            | Allows you to video chat, capture photos, and record videos.  |
| 12. Keyboard docking slots (2)             | Allows docking to the keyboard dock.  |
| 13. Service Tag label                      | Provides the Service Tag and Express Service Code needed when contacting Dell.  |
| 14. Docking pins                           | Allows docking to the keyboard dock.  |
| 15. NFC-sensor area (optional)             | Allows NFC-enabled devices to communicate with your tablet.   |
| 16. Noble security cable slot              | Connect a Noble security cable to prevent unauthorized movement of your tablet.   |
| 17. Micro-SIM card slot                    | Insert a micro-SIM card to connect to a mobile broadband network.   |

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**Feature**

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- |                         |   |
|-------------------------|---|
| 18. microSD card slot   | Insert a microSD card to expand the tablet's storage capacity. Your tablet supports a microSD card with capacity up to 128 GB.  |
| 19. Windows button      | <ul style="list-style-type: none"><li>• Press to display the Windows Start menu or Start screen.</li><li>• Press for quick access to the most recently used app or most recently viewed screen.</li></ul> |
| 20. Camera-status light | Turns on when the camera is in use.   |

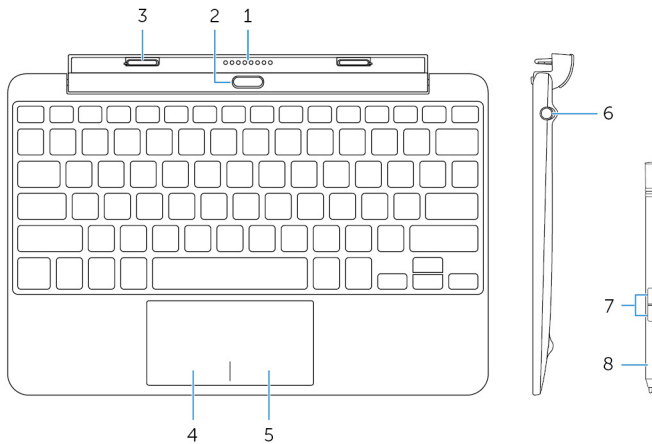
# Accessories

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Your tablet supports the following accessories:

- Keyboard
- Stylus

## Keyboard and stylus features



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### Feature

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- |                      |   |
|----------------------|---|
| 1. Docking connector | Allows docking to the tablet.   |
| 2. Undock button     | Press to undock the tablet.   |
| 3. Tabs (2)          | Allows docking to the tablet.   |
| 4. Left-click area   | Press to left-click.  |
| 5. Right-click area  | Press to right-click.   |
| 6. Stylus holder     | Allows you to charge the stylus.<br>Replace the stylus here after use.              |
| 7. Buttons (2)       | Customize these buttons to perform functions such as right-click, erase, and so on. |



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**Feature**

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8. Stylus

Allows you to draw, write text, and perform basic mouse functions.

# Setting up your tablet

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**⚠ WARNING:** Before you begin any of the procedures in this section, read the safety information that shipped with your tablet. For additional best practices information, go to [www.dell.com/regulatory\\_compliance](http://www.dell.com/regulatory_compliance).

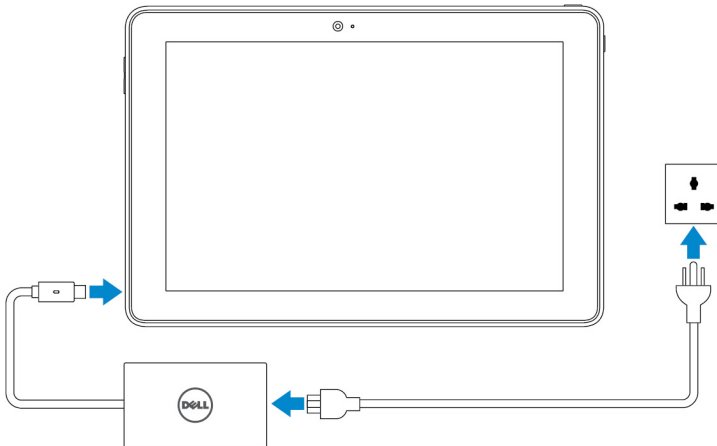
## Charging the tablet

**⚠ CAUTION:** Charge the battery in an ambient temperature of 0°C to 35°C (32°F to 95°F).

**⚠ CAUTION:** Use only the supplied power adapter to charge your tablet. Using unauthorized power adapters or cables may severely damage your tablet.

**✎ NOTE:** The battery may not be fully charged when you unpack your tablet.

- 1 Connect the power cable into the power adapter.
- 2 Connect the power adapter to the power-adapter port on the tablet.
- 3 Connect the power adapter to an electrical outlet and charge the tablet until the battery is fully charged.



**✎ NOTE:** A fully discharged battery takes about 4 to 5 hours to fully charge.

## Checking battery-charge status

You can check the battery charge status from the battery-charging status light or the battery icon displayed at the bottom of the Windows desktop.

### Battery-charge status light

#### Behavior

Solid white

Solid amber

#### Description

Battery is getting charged.

Battery charge is critically low.



**NOTE:** If you try turning on the tablet when the battery charge is critically low, the Dell logo flashes on the screen, the battery-charge status light turns on for 2 seconds, and then the tablet turns off.

Off

Battery is not getting charged or battery is fully charged.

### Battery icon

#### Battery icon

#### Description



Tablet is connected to a power supply and the battery is fully charged.



Tablet is connected to a power supply and the battery is getting charged.



Tablet is running on the battery power and the battery is discharging.



Tablet is running on the battery power and the battery charge is low.



Tablet is running on the battery power and the battery charge is critically low.




**NOTE:** For more details, tap or click the battery icon.

# Turning on your tablet

When you turn on the tablet for the first time, you must finish Windows setup to start using your tablet. For more information, see the *Quick Start Guide* that shipped with your tablet.

- 1 Press and hold the power button for 2 seconds to turn on your tablet. The lock screen appears.
- 2 Swipe up from the bottom of the display to switch to the login screen, select your account, and enter your password to log in to Windows.

 **NOTE:** If the login screen is not enabled, the Start screen appears when you swipe up on the lock screen.

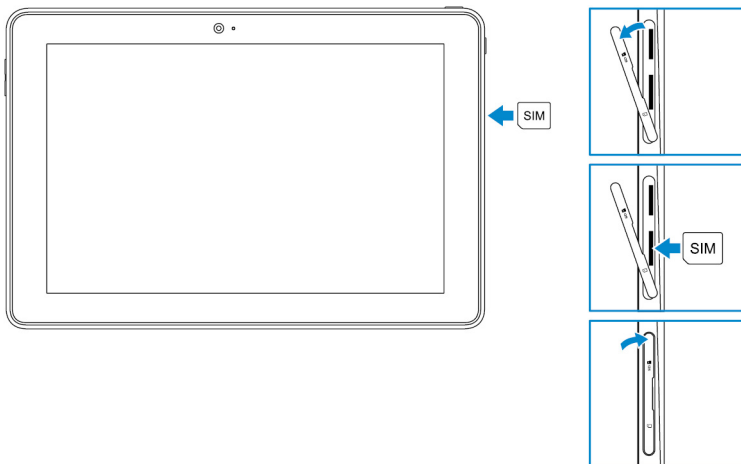
The tablet is ready for use when the Windows Start screen is displayed.

# Inserting a micro-SIM card

- 1 Open the slot cover and locate the micro-SIM card slot.

 **CAUTION:** Ensure that the micro-SIM card is aligned as shown in the image.

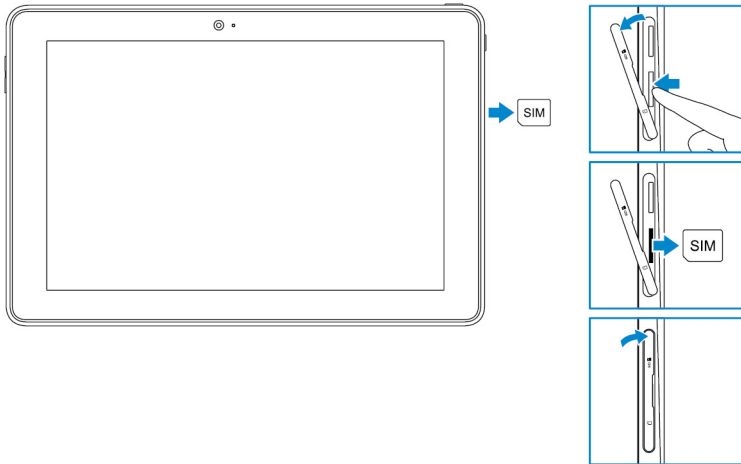
- 2 Insert the micro-SIM card into the card slot until it locks into place.
- 3 Close the slot cover.



# Removing the micro-SIM card

**△ CAUTION:** Removing the micro-SIM card while it is in use may cause data loss or result in application errors.

- 1 Open the slot cover.
- 2 Press the micro-SIM card inward and release it.  
The micro-SIM card pops out.
- 3 Slide the micro-SIM card out of the slot.
- 4 Close the slot cover.



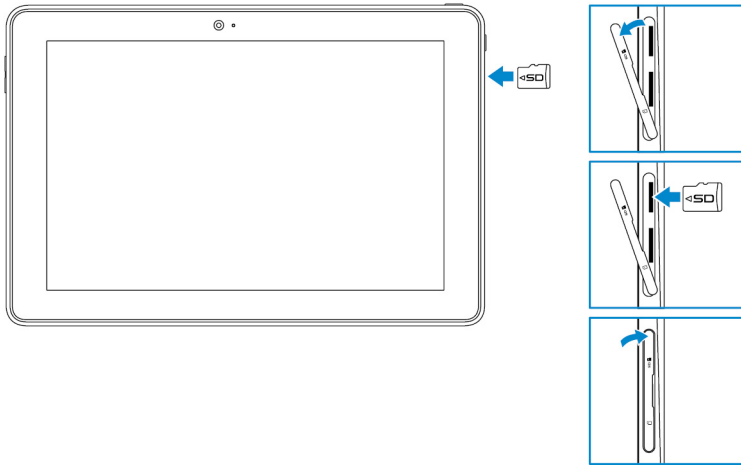
# Inserting a microSD card

- 1 Open the slot cover and locate the microSD card slot.

**△ CAUTION:** Ensure that the microSD card is aligned as shown in the image.


- 2 Insert the microSD card into the card slot until it locks into place.


- 3 Close the slot cover.



## Removing the microSD card

 **CAUTION:** Removing the microSD card while it is in use may cause data loss or result in application errors.

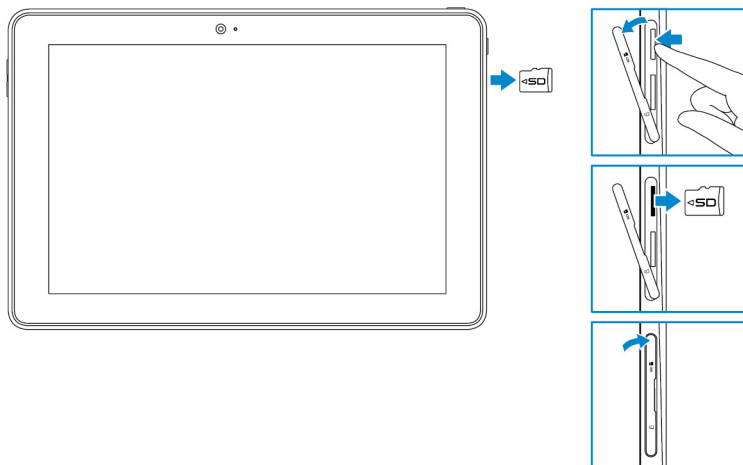
- 1 Tap **All Settings**  → **Devices** → **Connected devices**.
- 2 Under **Connected devices**, tap the SD Card and then tap **Remove device**.

 **NOTE:** If a warning message appears stating the microSD card cannot be removed, ensure all data transfers involving the microSD card are complete.

A message appears that the microSD card can be safely removed.

- 3 Open the slot cover.
- 4 Press the microSD card inward and release it.  
The microSD card pops out.
- 5 Slide the microSD card out of the slot.

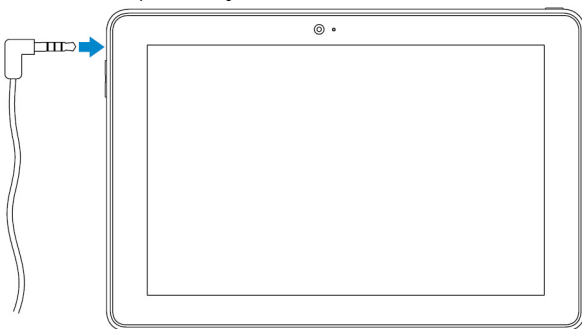
6 Close the slot cover.



## Using headphones

**⚠ WARNING:** Listening to loud audio for an extended period of time can lead to hearing loss.

Connect a headset, headphones, microphone, or other audio equipment to the headset port on your tablet.




**📌 NOTE:** When you connect an audio device to the headset port, the integrated speaker on your tablet is muted automatically.

**⚠ CAUTION:** To prevent damaging your headphones when disconnecting it from the tablet, pull the connector and not the cable.


# Using your tablet

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 **NOTE:** For detailed information on using Windows, see [Getting help](#).

## Turning off your tablet

### Using the power button on the Start screen


- 1 Tap **Start**.
- 2 Tap the power button  → **Shut down** to turn off the tablet.


### Using the power button

- 1 Press and hold the power button for at least 4 seconds.
- 2 Swipe down the shut-down confirmation screen to turn off the tablet.

## Turning off the screen

### Using the power button on the Start screen

- 1 Tap **Start**.
- 2 Tap the power button  → **Sleep** to turn off the screen.

 **NOTE:** If your tablet is in a standby state, press the power button or Windows button to turn on the screen.

### Using the power button

Press the power button to turn off the screen.

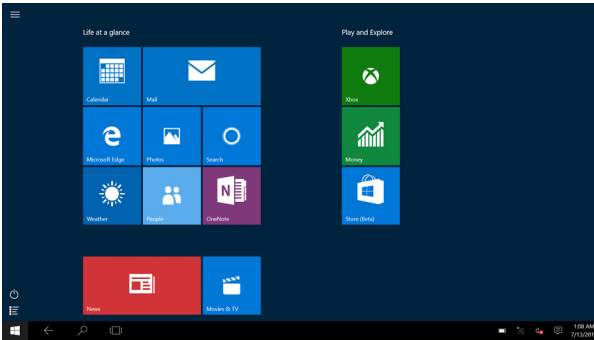
## Start screen

The Start screen displays tiles that act as shortcuts to installed apps.






**NOTE:** You can disable or enable tablet mode using the icon in the Action center. You can also choose to automatically switch to PC mode when the tablet is docked. When in PC mode, the Start screen is replaced by the Start menu. To learn more about using Windows, see [Getting help](#).




Tiles on your Start screen change and update in real time to show news and sports updates, weather updates, social-networking feeds, and so on. You also can customize the Start screen by pinning your favorite apps as tiles, setting your favorite picture as a wallpaper, and so on.

## Wi-Fi


### Turning Wi-Fi on or off

- 1 Swipe-in from the right edge of the display to access the Action Center.
- 2 Tap  to turn Wi-Fi on or off.

### Connecting to a network


- 1 Tap Wi-Fi icon  in the bottom-right corner of the screen.
- 2 In the list of available networks, tap the network you want to connect to, and then tap **Connect**.

## Mobile broadband setting


- 1 Tap **Network**  in the bottom-right corner of the screen.
- 2 Under **Cellular** tap your mobile broadband carrier and then tap **Connect**.
- 3 In the advanced options tap **Connect**.


# Bluetooth


## Turning Bluetooth on or off

- 1 Swipe-in from the right edge of the display to access the Action Center.
- 2 Tap **Bluetooth**  to turn Bluetooth off or on.

## Pairing with Bluetooth-enabled devices


 **NOTE:** Bluetooth connection between your tablet and Apple devices are not supported.

- 1 Turn on Bluetooth. For more information, see [Turning on/off Bluetooth](#).
- 2 Swipe-in from the right edge of the display to access the Action Center.
- 3 Press and hold **Bluetooth**  and then tap **Go to settings**.
- 4 From the list of devices, tap the device you want to pair with and tap **Pair**.
- 5 If needed, verify that the Bluetooth passcode that appears on both the tablet and the Bluetooth-enabled device are the same.
- 6 Confirm the pairing process on both the tablet and device.


 **NOTE:** After a device is successfully paired with the tablet, it automatically connects with the tablet when Bluetooth is enabled on both tablet and device and they are in Bluetooth range.

## Screen orientation


For optimal viewing experience, the screen orientation changes automatically to portrait or landscape depending on how you hold the tablet. You can disable automatic screen rotation and lock the screen in portrait or landscape mode.

 **NOTE:** Some apps may not support automatic screen rotation and are designed to work only in one orientation.

## Locking or unlocking the screen orientation


- 1 Swipe-in from the right edge of the display to access the Action Center.
- 2 Tap  to lock or unlock the screen orientation.


# Adjusting screen brightness

- 1 Swipe-in from the right edge of the display to access the Action Center.
- 2 Tap the brightness icon  to adjust the screen brightness.

## Auto adjust



To enable or disable automatic screen brightness adjustment:

- 1 Swipe-in from the right edge of the display to access the Action Center.
- 2 Tap **All Settings**  → **System** → **Display**.
- 3 Use the **Adjust my screen brightness automatically** slider to enable or disable automatic-brightness adjustment.


 **NOTE:** You can also use the **Brightness level** slider to adjust the brightness manually.

# Synchronizing your tablet

When you use your Microsoft account to sign in to devices, the settings such as Windows and app settings and personal files are automatically synchronized.

 **NOTE:** To synchronize, the devices must be connected to the internet. If you are using a local account, switch to a Microsoft account to enable synchronization. On the **Settings** screen, tap **Accounts** . On the **Accounts** screen, tap **Manage my Microsoft Account** to switch to your Microsoft account.

To customize the synchronizing settings:

- 1 Swipe-in from the right edge of the display to access the Action Center.
- 2 Tap **All settings** .
- 3 On the **Accounts** screen, tap **Sync your settings** to see the options for synchronizing your data and settings.


# Restoring your operating system


You may need to reinstall the operating system if your tablet is not responding, behaving unexpectedly, or has other software-related issues. You can choose to save your personal files while restoring or you can return the operating system in the state you received it from Dell.

## Resetting your tablet

 **CAUTION: Back up all the required data before you proceed.**


You can either reset your tablet to restore it to the state you received it or you can choose to retain your files.


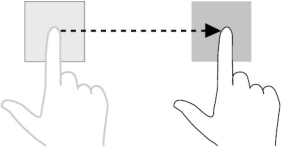
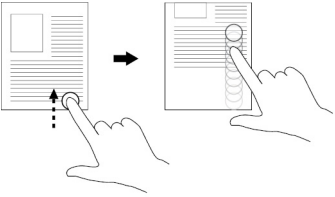
- 1 Swipe-in from the right edge of the display to access the Action Center.
- 2 Tap **All Settings**  → **Update and Security** → **Recovery**.
- 3 Under **Reset this PC**, tap **Get started**.
- 4 Choose either **Keep my files** or **Remove everything**.

 **NOTE:** The option **Keep my files** removes apps and settings, but keeps your personal files. The option **Remove everything** removes all of your personal files, apps, and settings.

- 5 Follow the instructions on the screen.

## Gestures

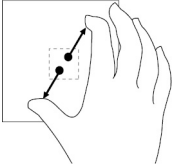
Gestures	Functions
<p><b>Touch</b> Tap gently on the display with your fingertip.</p> 	<ul style="list-style-type: none"><li>• Select items on the screen including options, entries, images, and icons.</li><li>• Start applications.</li><li>• Touch buttons on the screen.</li><li>• Input text using the on-screen keyboard.</li></ul>
<p><b>Touch and hold</b></p>	<ul style="list-style-type: none"><li>• Display detailed information about an item.</li></ul>

Gestures	Functions
<p>Touch and hold your finger on the display.</p> 	<ul style="list-style-type: none"> <li>• Open the context menu of an item to perform further actions.</li> </ul>
<p><b>Drag</b></p> <ol style="list-style-type: none"> <li>1 Touch and hold your finger on an item on the screen.</li> <li>2 Keeping your finger in contact with the display, move your fingertip to the desired location.</li> <li>3 Take your finger off the display to drop the item in the desired location.</li> </ol>	<p>Move items such as images and icons on the screen.</p>
	
<p><b>Swipe or slide</b></p> <p>Move your finger in a vertical or horizontal direction on the display.</p> 	<ul style="list-style-type: none"> <li>• Scroll through the Start screen, web pages, lists, entries, photos, contacts, and so on.</li> <li>• Close an application (Swipe the application to the bottom of the display).</li> </ul>
<p><b>Zoom in</b></p> <p>Touch the display with two fingers and then move the fingers apart.</p>	<p>Enlarge the view of an image or web page.</p>

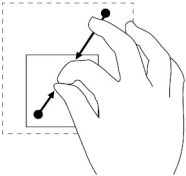
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**Gestures****Functions**

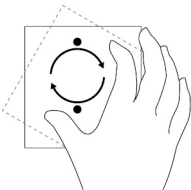
---

**Zoom out**

Touch the display with two fingers and then move the fingers closer.

**Rotate**

Touch the display with two or more fingers and then move the fingers in a clockwise or counter-clockwise arc.



Reduce the view of an image or web page.

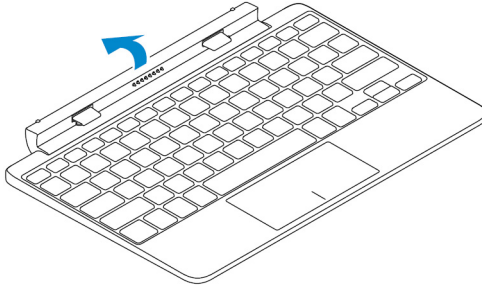
Rotate an object by 90 degrees.

# Keyboard and stylus

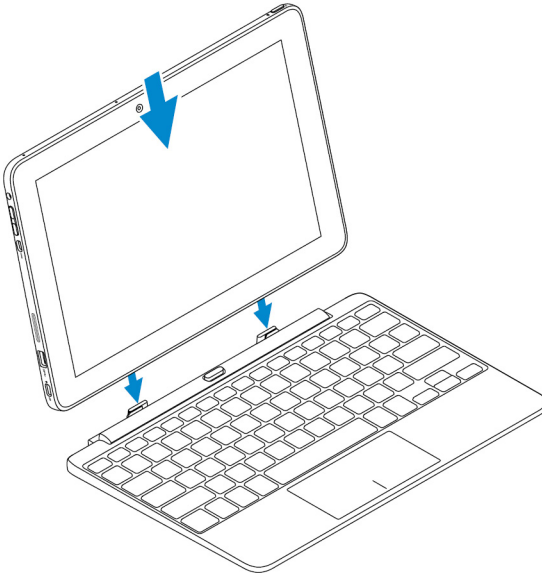
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## Docking your tablet

- 1 Open the hinge on the keyboard dock.

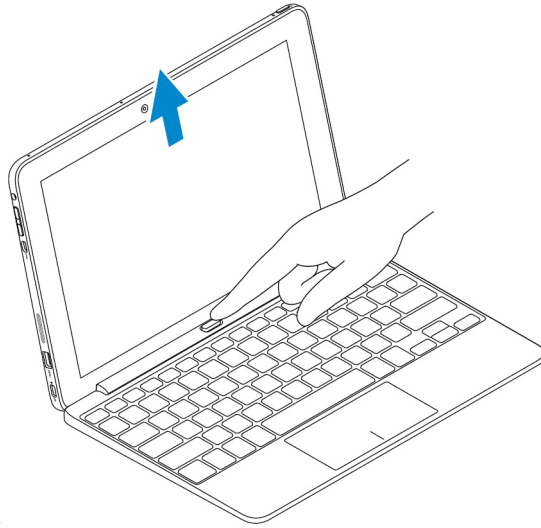


- 2 Dock the tablet to the keyboard dock.



# Undocking your tablet

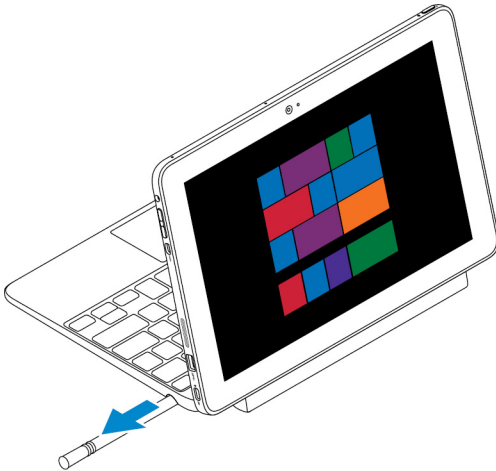
Press and hold the undock button to release the tablet and lift the tablet away



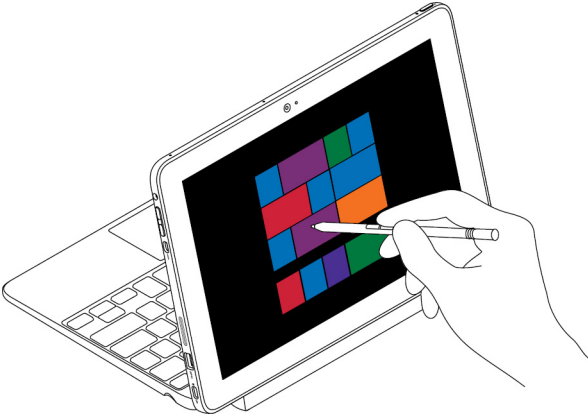
from the keyboard.


# Using the stylus

The stylus supports features such as hovering and pressure sensing. You can use the stylus to draw shapes, select text, turn a page, and so on. You can also press the buttons on the side of the stylus to perform various tasks.








 **NOTE:** A fully charged stylus can be used for at least 40 minutes.


The buttons on the stylus can be customized with functions such as:

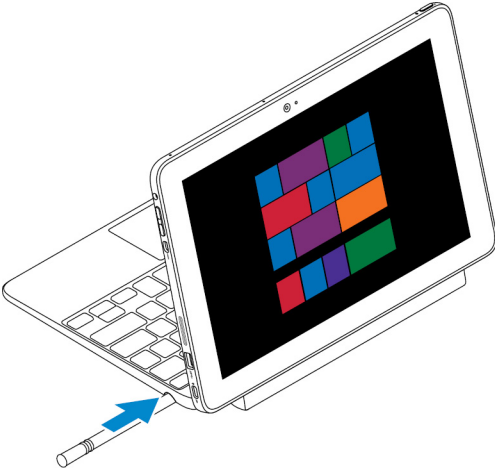
- Barrel button (default function)
- Erase (default function)
- Page up
- Page down
- Copy
- Paste
- Undo
- Redo
- Disable

 **NOTE:** To customize the buttons, download and install the **active pen control panel** driver from support website. For more information, see [www.dell.com/support/drivers](http://www.dell.com/support/drivers).

## Charging the stylus

Insert the stylus into the stylus holder to charge the stylus. The stylus gets charged to 90% in 4 seconds and 100% in 25 seconds.

 **NOTE:** For charging the stylus, the tablet must be docked and turned on or in standby mode.



# Entering BIOS setup program

---

## With keyboard

- 1 Connect your tablet to the keyboard dock or connect a USB enabled keyboard to your tablet.
- 2 Press the power button to turn on your tablet.
- 3 When the Dell logo appears, press F2.

## Without keyboard

- 1 Press the power button to turn on your tablet.
- 2 Press and hold the Volume Up button when the Dell logo appears on the screen.
- 3 When the F12 boot selection menu appears, select **BIOS Setup** using the Volume Up button.
- 4 Press the Volume Up button to enter BIOS setup program.

# Specifications

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## Dimensions and weight:

---

Height	175.8 mm (6.92 in.)
Width	262.6 mm (10.34 in.)
Thickness	9.85 mm (0.39 in.)
Weight (maximum)	0.69 kg (1.51 lb)

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## System information:

---

Processor	Intel Atom Z8500 quad-core processor
Speed	Up to 2.24 GHz
Operating system	<ul style="list-style-type: none"><li>• Windows 8.1</li><li>• Windows 10</li></ul>
RAM	LPDDR3
Storage	<ul style="list-style-type: none"><li>• 64 GB eMMC</li><li>• 128 GB eMMC</li></ul>

---

## Memory:

---

Type	4 GB LPDDR3
Speed	1600 MHz

---

## Ports and connectors:

---

Audio	One headset port (headphone and microphone combo)
MicroSD card	One microSD-card slot (upto 128 GB)
Micro-SIM card	One micro-SIM card slot
Micro-HDMI	One micro-HDMI port

---

**Ports and connectors:**

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USB 3.0 port	One USB 3.0 port
USB-C port	One USB-C port that supports power delivery and USB 3.0

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**Communications:**

---

Wi-Fi	Dual-band 802.11ac
Bluetooth	Bluetooth 4.1 LE

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**Video controller:**

---

Type	Intel Atom Graphics
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**Display:**

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Type	10.1-inch WUXGA multi-point capacitive touch screen
Resolution (maximum)	1920 x 1200
Aspect ratio	16:10
Brightness (maximum)	400 nits
Viewing angle	symmetrical 80 degrees
Dimensions	
Height (maximum)	227.72 mm (8.97 in.)
Width (maximum)	147.80 mm (5.82 in.)
Diagonal	256.54 mm (10.10 in.)
Pixels per inch (PPI)	224
Contrast ratio (minimum)	800:1
Response time (max)	25 ms
Refresh rate	60 Hz
Color depth	8 bits

---

**Camera:**

---

	<b>Front-facing camera</b>	<b>Rear-facing camera</b>
Type	2 MP fixed focus	8 MP auto focus
Resolution:		
Still image	1920 x 1080	2592 x 1944
Video	1920 x 1080 at 30 fps (maximum)	1920 x 1080 at 30 fps (maximum)

---

**Power adapter:**

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Input voltage	100 VAC–240 VAC
Input frequency	50 Hz–60 Hz
Input current	0.90 A
Output current	1.50 A
Rated output voltage	20 VDC
Temperature range:	
Operating	0°C to 40°C (32°F to 104°F)
Storage	–20°C to 70°C (–4°F to 158°F)

---

**Environmental requirements:**

---

Temperature range:	
Operating	0°C to 35°C (32°F to 95°F)
Non-operating	–40°C to 65°C (–40°F to 149°F)
Relative humidity (maximum):	
Operating	10% to 90% (non-condensing)
Non-operating	5% to 95% (non-condensing)
Altitude (maximum, unpressurized):	
Operating	–15.20 m to 3048 m (–50 ft to 10,000 ft)
Storage	–15.20 m to 10,668 m (–50 ft to 35,000 ft)

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**Venue 10 Pro keyboard:**

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## Dimensions

Depth 186.30 mm (7.33 in)

Width 262.20 mm (10.32 in)

Height 10.50 mm (0.41 in)

Weight (without stylus): 0.63 kg (1.39 lb)

## Features

- Backlit
- Tactile keys
- Touch pad
- Palm rest

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**Stylus:**

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## Dimensions

Length 125.50 mm (4.94 mm)

Diameter 5.30 mm (0.21 mm)

Weight 0.005 kg (0.01 lb)

Charging time (90%) 4 sec

Charging time (100%) 25 sec

Continuous usage time (90%) 39 min

Continuous usage time (100%) 43 min

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**Ports and connectors:**

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Audio One headset port (headphone and microphone combo)

microSD card One microSD-card slot

micro-SIM card One micro SIM-card slot

micro-HDMI One micro-HDMI port

USB 3.0 port Connect peripherals such as storage devices, printers, and so on. Provides data transfer speeds up to 5 Gbps.





# Troubleshooting

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## Battery problem

Problems	Possible causes	Possible solutions
Battery does not charge	The cable connections may be loose.	<ol style="list-style-type: none"><li>1 Check the cable, connectors, and power adapter to ensure proper connectivity.</li><li>2 Verify that the wall outlet is functioning by connecting another device.</li></ol>
	The tablet's temperature is below 0°C (32°F) or higher than 35°C (95°F).	Charge the battery in an ambient temperature between 0°C to 35°C (32°F to 95°F).
	The battery or power adapter is damaged.	Contact Dell. See <a href="#">Contacting Dell</a> .
Battery does not charge when the battery charge is at 95% to 99%	The battery is in maintenance mode to prolong battery life.	<ul style="list-style-type: none"><li>• Let the battery drain until the battery charge drops below 95%.</li><li>• Restart the tablet. See <a href="#">Turning off your tablet</a> and <a href="#">Turning on your tablet</a>.</li></ul>
Battery drains quickly even when the tablet is in standby mode	If the tablet is not in the range of a network it can connect to, the tablet continues to try to locate a base station and drains the battery.	<ul style="list-style-type: none"><li>• Temporarily turn off the tablet.</li><li>• Move the tablet in range of a network it can connect to or temporarily turn off the wireless connection on your tablet.</li><li>• Disable Wi-Fi or mobile broadband</li></ul>

Battery charge values are not accurate

Battery is fully charged (battery charge is at 100%) but the battery-charging status light is on

Battery charge jumps from 90% to 100% when the battery is charging

when not in range of any wireless networks.

- Enable airplane mode.
- Press and hold the power button for 10 seconds to forcefully turn off the tablet, and force the system to obtain a new reference point for the battery charge value (do not follow the regular Windows shutdown process).
- Perform a full battery charge/discharge cycle to recalibrate the battery charge value by charging the tablet until the battery is fully charged and run the battery power until the tablet shuts itself down.

## Network problem

### Problems

### Possible causes

### Possible solutions

No wireless connection

- Check if the wireless radio is on. See [Wi-Fi](#).
- Try to get closer to the wireless access point.

Slow internet connections

The signal strength is not strong enough.

Contact your internet service provider (ISP).

Unable to pair with a Bluetooth device

- Ensure Bluetooth is enabled on both the tablet and the device you are trying to pair with.

- Ensure they are within Bluetooth range.

## Touchscreen problem

### Problems

Touchscreen responds slowly or improperly

### Possible causes

- The screen is dirty.
- A protective cover may prevent the tablet from recognizing your inputs.

### Possible solutions

- Moisten a soft, lint-free cloth with either water or a display cleaner, and wipe the surface of the tablet until it is clean. Do not allow water from the cloth to seep down to the tablet ports or buttons.
- Moisten a soft, lint-free cloth with either water or a display cleaner, and wipe the surface of the tablet until it is clean. Do not allow water from the cloth to seep down to the tablet ports or buttons.

## System problem

### Problems

Tablet does not turn on

### Possible causes

The battery is completely discharged.

### Possible solutions

- Charge the tablet for at least 4 hours.
- Press and hold the power button for 2 seconds.

Tablet does not turn off

Press and hold the power button for 10 seconds to forcefully turn off the tablet.

Tablet locks up

Press and hold the power button for 10 seconds to forcefully turn off the tablet.

Tablet is not responding or behaving unexpectedly

- Restart the tablet. See [Turning off your tablet](#) and [Turning on your tablet](#).
- Refresh the tablet. See [Restoring your operating system](#).

Tablet cannot boot into Windows

Contact Dell's support service. Go to **[www.dell.com/support](http://www.dell.com/support)**.

Software or feature is not working as expected

Software updates may have been downloaded in the background. Restart your tablet.

# Getting help

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## Self-help resources

You can get information and help on Dell products and services using these self-help resources:

Information about Dell products and services [www.dell.com](http://www.dell.com)

Dell Help & Support app



Get started app



Help + Tips app



Accessing help

In Windows search, type **Help and Support**, and tap **Enter**.

Online help for operating system

[www.dell.com/support/windows](http://www.dell.com/support/windows)

Troubleshooting information, user manuals, setup instructions, product specifications, technical help blogs, drivers, software updates, and so on

[www.dell.com/support](http://www.dell.com/support)

Learn about your operating system, setting up and using your tablet, data backup, diagnostics, and so on.

See *Me and My Dell* at [www.dell.com/support/manuals](http://www.dell.com/support/manuals).

# Contacting Dell

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To contact Dell for sales, technical assistance, or customer service issues:

- 1 Go to **[www.dell.com/contactdell](http://www.dell.com/contactdell)**.
- 2 Verify your country or region in the **Choose a Country/Region** drop-down list at the bottom of the page.
- 3 Select the appropriate service or support link based on your requirement or choose the method of contacting Dell that is convenient for you.

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.




**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.

# Locating your Service Tag and Express Service Code

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You must provide the Service Tag and Express Service Code of your tablet when contacting Dell for customer service or technical assistance.

 **NOTE:** The telephone systems prompts you to enter the Express Service Code that helps in routing your call efficiently.

The Service Tag and Express Service Code for your tablet are located on a label at the bottom of the tablet.

