



Formação
Serviço DELL
Simplex

Sumário

Sumário

- WWW.DELL.COM
- Inserção de SERVICE TAG
- Overview
- Diagnostics
- Drivers & Downloads
- Documentation
- Service events
- Notas importantes

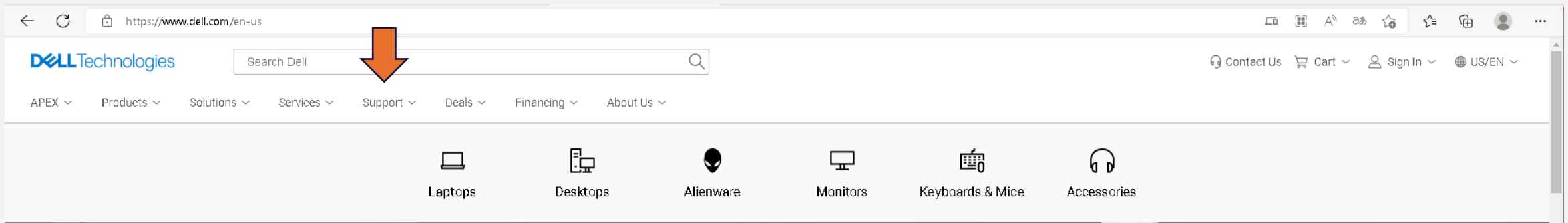


www.dell.com

Support - Suporte

www.dell.com

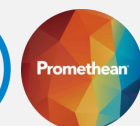
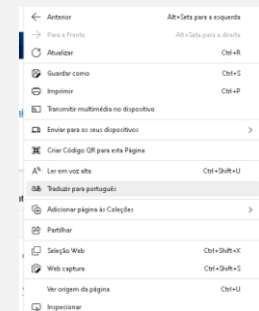
[Computers, Monitors & Technology Solutions | Dell USA](https://www.dell.com)



Aceder a www.dell.com

Aceder ao botão Support

Podemos traduzir para português em caso de alguma dificuldade na língua original



R&M

www.dell.com

Computers, Monitors & Technology Solutions | Dell USA

The screenshot shows the Dell USA website with the 'Support' menu open. The menu items are: Support Home, Support Library, Support Services & Warranty, Drivers & Downloads, Manuals & Documentation, Diagnostics & Tools, Service Requests & Dispatch Status, Order Support, Contact Support, and Community. An orange arrow points to the 'Support Library' item. The website header includes the Dell Technologies logo, a search bar, and navigation links for Contact Us, Cart, Sign In, and US/EN. The main content area features a promotion for the 'ALL-NEW XPS 13' laptop with the tagline 'Laptop of the future' and buttons for 'Shop Now' and 'Learn More'. Below the promotion, there are sections for 'Welcome Back', 'Recently Viewed', 'More Than Just PCs', and 'Access Your Perks'.



www.dell.com

[Computers, Monitors & Technology Solutions | Dell USA](#)

Colocar o Service Tag

The screenshot shows the Dell Support website interface. At the top, there is a search bar and navigation links for 'Products', 'Solutions', 'Services', and 'Support'. A notification banner at the top reads: 'Looking for the status of your Service Request or dispatch? You can find it [here](#).' The main content area features a 'Welcome to Support' message with a 'Sign In' button. Below this, there are two primary sections: 'Identify your product' and 'Which product can we help you with?'. The 'Identify your product' section has a search input field with an orange arrow pointing to it, a 'Search' button, and links for 'Browse all products' and 'Find MyService360 assets'. The 'Which product can we help you with?' section shows a 'RECOMMENDED' product, 'Latitude 3520', with a 'Service Tag: CWSSJG3' and a 'Download & Install SupportAssist' button. A 'Need help with Windows?' button is also visible. At the bottom, there are six service tiles: 'Software Licenses', 'Warranty & Contracts', 'Drivers & Downloads', 'Diagnostics & Tools', 'Support Library', and 'Support Videos'. A 'Need Help?' chat bubble is located in the bottom right corner.



An orange circle containing a white lowercase 'i' icon is positioned above the text 'Escrever o Service tag do artigo'. The entire content is enclosed in a thin orange rectangular border.

www.dell.com

[Computers, Monitors & Technology Solutions | Dell USA](#)

Colocar o Service Tag

https://www.dell.com/support/home/en-ed

DELL Technologies Search Dell Support

Products Solutions Services Support

1/2 Looking for the status of your Service Request or dispatch? You can find it [here](#).

Welcome to Support

Have an account? Sign in to view your products. [Sign In](#)

Need help with Windows?

Identify your product

Enter a Service Tag, Serial Number, Service Request, Model, or Keyword.

CWSSJG3 [Search](#)

Want to look up your product? Enter a product identifier. [Show me how](#)

[Browse all products](#) [Find MyService360 assets](#)

Which product can we help you with?

RECOMMENDED

Get automated support and identify your PC with SupportAssist.

[Download & Install SupportAssist](#)

Software Licenses
Manage your downloads and licenses including Dell Digital Locker and Dell Digital Delivery.

Warranty & Contracts
See warranty status and coverage options for your Dell products.

Drivers & Downloads
Learn how to identify the drivers you need and get the latest updates.

Diagnostics & Tools

Support Library

Support Videos




www.dell.com

Overview

The screenshot shows the Dell Support page for a Latitude 3520. At the top, there's a search bar and navigation links for Products, Solutions, Services, and Support. The main content area features a product image of the Latitude 3520 with an orange arrow pointing to it from the left and another pointing down to the 'Overview' tab. Below the product image, there's a navigation bar with tabs: Overview (selected), Diagnostics, Drivers & Downloads, Documentation, and Service Events. The 'Your system at a glance' section displays the support services status as 'Basic • Expires 04 NOV 2022' with a 'View details' link. The 'More resources' section includes three cards: 'Support videos', 'Knowledge Base', and 'Community forums'. On the right side of the page, there's a vertical 'Contact Support' button. An orange arrow points from the right towards this button.




O Site identifica o artigo assim que colocarmos o Service Tag
Várias opções nesta pagina:
Desde logo pode contatar o Suporte diretamente, em Português.

More resources



Support videos

Support and tutorial videos created by Dell to help you troubleshoot both simple and complex issues.

[Watch Videos](#)



Knowledge Base

Our library of support articles covers a wide range of specialized topics to help you find the solution you need.

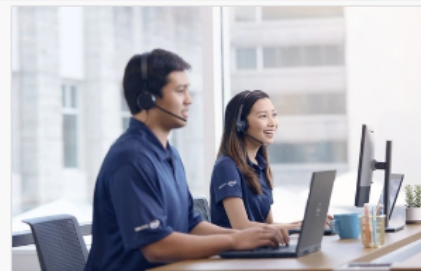
[Visit Knowledge Base](#)



Community forums

Ask questions, find answers, and connect with community members to get help with your Dell and Dell EMC products.

[Visit the Dell Community](#)



Need to contact us?

We can help troubleshoot issues and check the status of open dispatches.

[Contact Technical Support](#)

Need Help?

Get guided troubleshooting to resolve the most common PC issues.



Existindo ainda todas estas opções de informação e de ajuda




www.dell.com

Diagnostics

The screenshot shows the Dell Support website interface for a Latitude 3520 laptop. At the top, there is a search bar and navigation links for Products, Solutions, Services, and Support. The main content area features a product card for the Latitude 3520, including its Service Tag (CWSSJG3), Express Service Code (28104666483), and Support Services (Basic, expires 04 NOV 2022). Below the product card, a navigation menu highlights the 'Diagnostics' section with an orange arrow. Underneath, there are two recommended diagnostic tests: 'Let's test your PC for common hardware issues' (10 minutes) and 'Choose a different test' (Full Test, 40 minutes).





Em Diagnostics fará, se possível, um diagnóstico ao artigo, com o apoio do site e se optarem, do suporte técnico Dell.

www.dell.com

Drivers & Downloads

The screenshot shows the Dell Support website interface for a Latitude 3520 laptop. At the top, there is a search bar and navigation links for 'Products', 'Solutions', 'Services', and 'Support'. The main content area features a product image of the Latitude 3520, its service tag (CWSSJG3), and express service code (28104666483). Below this, there are tabs for 'Overview', 'Diagnostics', 'Drivers & Downloads' (which is selected and highlighted with a blue underline and an orange arrow pointing to it), 'Documentation', and 'Service Events'. Under the 'Drivers & Downloads' tab, there are two main options: a 'RECOMMENDED' section with a green bar that says 'Let Dell automatically find driver updates for you' with a 'Check for Updates' button, and a section for 'Manually find a specific driver for your Latitude 3520' with a 'Find drivers' button. At the bottom, there is an 'Additional resources' section with links for 'Operating system recovery', 'Dell Digital Locker', and 'Driver notifications'.




Download de drivers e outros referente à máquina que esta ser diagnosticada.




R&M

www.dell.com

Documentation

The screenshot shows the Dell Support website interface for a Latitude 3520 laptop. At the top, there is a search bar and navigation links for Products, Solutions, Services, and Support. The main content area features a product card for the Latitude 3520 with a service tag (CWSSJG3) and an express service code (28104666483). Below the product card, a navigation bar includes tabs for Overview, Diagnostics, Drivers & Downloads, Documentation (which is highlighted with a blue underline and an orange arrow pointing to it), and Service Events. Under the Documentation tab, there is a search box for support information and a section for top solutions, including a link to 'How to Troubleshoot Slow Performance Issues'.





Todo o tipo de documentação disponível em ppt ou em pdf para que se possa ter base de estudo.

www.dell.com

Service Events

The screenshot shows the Dell Support website interface for a Latitude 3520 laptop. The top navigation bar includes the Dell Technologies logo, a search bar, and user account information. The main content area features a product card for the Latitude 3520 with a service tag (CWSSJG3) and an express service code (28104666483). Below the product card, a horizontal menu highlights the 'Service Events' tab. A message box indicates that there are no active service events for this product. The interface also includes filter options for event types and dates.




Por fim,
O historial do service tag submetido.



R&M

www.dell.com

Notas importantes

- O site está disponível em Português, devem nas ajudas rápidas do vosso gestor de paginas web, pedir tradução do site.
- Em contato com o Call center, antes será questionado que língua pretende ser atendido.
- Não esquecer, que qualquer ação sem o apoio do Support da Dell a Garantia deixa de imediato de fazer efeito, sendo anulada.
- Para mais informações, não hesite em contatar a Unji.





A ESCOLHA CERTA PARA O SEU NEGÓCIO

Obrigado

 Alexandre Figueiredo

 +244 923 734 132

 alexandre.figueiredo@unjinuw.com

 www.unjinuw.com