



# Dell Vostro Notebook 14/15 5000

Model 5402 & 5502

English Only

Reviewer's Guide – October 2020

Product appearance may vary slightly from image shown.



# Vostro brand

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## Built for Small Business



The Vostro family of PCs is built for Small Business. Whether you're balancing the books, ordering inventory or managing payroll, the easy-to-use Vostro family of PCs is dedicated to helping your business thrive. This brand delivers reliable security, essential productivity features, outstanding support and exceptional affordability.

Product appearance may vary slightly from image shown.



# Vostro Notebook 5402 & 5502 Feature Overview



## Safeguard Your Success

14/15 inch laptops with a durable design that ensures your laptop withstands real-world conditions as you work on the go. Plus these laptops are equipped with essential security features, including an HD webcam privacy shutter.

## Modern Design Made for Business

The **diamond cut finish around the touchpad** as well as the **metal finish** not only look sleek, but also make these notebooks more durable compared to plastic finishes. In fact, this system **\*passes the military-grade durability test (MIL STD 810G)** and it's equipped with a **spill-resistant keyboard** that helps you power through morning coffee and lunch meetings.

The new display has a **3-sided narrow border** and can be viewed in **FHD (up to 300 nits)** from every angle thanks to **the wide-angle viewing** technology.

The **intelligent thermal technology** allows this new notebook to adapt its thermal profiles to stay cool when it's on your lap and run at full power when it's stationary on a desk for maximum productivity. The **drop-hinge** lifts the notebook slightly off the table when it's open past a 135 degree angle, further improving thermals by allowing for better airflow and creating a better typing experience.

## On-The-Go Conferencing

The latest **Intel® 11<sup>th</sup> Gen Core™ i7 processors with NVIDIA® GeForce® MX330 2G GDDR5 graphics** let you present your projects with speed and performance to spare.

Never miss a word with the **Waves MaxxAudio® Pro** suite of precision-tuned, studio-quality technologies including powerful **noise reduction, reliable echo cancellation**, clarifying EQ, and smoothing dynamics.

New and improved **SmartByte software** ensures video-conferencing applications receive network bandwidth priority over other bandwidth-consuming applications so you're getting outstanding clarity on your business calls. The best part is your new Vostro (and Inspiron) PCs communicate with one another, enabling clear video-presentations even when several of your office computers are using bandwidth to run updates or download files.

## Built in Security

**Hardware TPM 2.0** (not available in China) allows you to easily encrypt your passwords and data by enabling Windows BitLocker. The TPM chipset enables hardware-based encryption solutions to protect against malware.

Log in quickly and securely without having to use a password with the optional **fingerprint reader** and **Windows 10 Hello** biometric recognition feature. Feel confident that your data and your system are well-protected against malware and cyber threats with Windows 10 and TPM 2.0.

**The new webcam privacy shutter** ensures no one can see you while the HD webcam isn't in use.

2 \*Disclosure: Based on testing and certification to MIL-STD-810G standards, performed and reported independently by accredited testing companies, December 2019. Actual results may vary; testing results do not guarantee performance under test conditions. Dell does not represent that this product meets United States Department of Defense requirements for military use.



# Vostro Notebook 5402 & 5502 Feature Overview Continued



## Unite All Your Devices with Dell Mobile Connect

Access multiple devices without dividing your attention with **\*Dell Mobile Connect, which pairs your iOS or Android smartphone with your laptop.**

With Dell Mobile Connect you can **make calls, send texts, get notifications** and even mirror your phone onto your PC to interact with all your favorite apps.

Your phone connects to your PC via Dell Mobile Connect's point-to-point, **secure connection** so your data is never exposed via unsecure internet connections.

**Quickly move photos, videos, music and documents from your PC to your phone,** and vice-versa, without complicated cloud storage services or cumbersome cables.

## Enhanced Productivity

The **USB 3.2 Gen 1 Type-C port** allows you to connect to a display, transfer data and charge your device all with one cable.

A **lid open sensor** will turn on your laptop, even when completely off, so you can access what you need as soon as you need it.

Take your battery charge level from 0-80% within an hour so you're not tied down to an outlet while working on the go.

The **optional backlit keyboard** makes work in dim light more pleasant.

Dell's **precision touchpad** provides improved performance, making every click count. Your touchpad will deliver fluid panning, pinching and zooming—the exact action you want.

\* Dell Mobile Connect is available on all Bluetooth-enabled, Inspiron, Vostro, G-Series, Alienware and Consumer XPS devices with Windows 10, purchased after January 1<sup>st</sup>, 2018. Not available on Windows 10 in S Mode. Dell Mobile Connect's smartphone Companion App must be downloaded from the App Store for your device, and requires Android 6 (or above) or iOS 11 (or above). For iOS devices, file transfer capabilities are limited to photos and videos.



# Vostro 14 5000 (5402)

## Features & Technical Specifications

Feature	Technical Specification	Feature	Technical Specification
<b>Model Number</b>	Model# 5402	<b>Multimedia</b>	(2) tuned speakers, audio processing by Waves MaxxAudio® Pro (1) combo headphone / microphone jack Integrated Widescreen HD (720p) Webcam with Dual Digital Microphone Array
<b>Processor Options</b>	11th Generation Intel® Core™ i5-1135G7 Processor (8MB Cache, up to 4.2 GHz) 11th Generation Intel® Core™ i7-1165G7 Processor (12MB Cache, up to 4.7 GHz)	<b>Connectivity</b>	802.11ac, Bluetooth, 2x2
<b>Operating System*</b>	Windows® 10	<b>Battery Options*</b>	3-Cell Battery, 40 Whr (Integrated)
<b>Graphics</b>	Intel® Iris X® Graphics with shared graphics memory – for i5/i7	<b>AC Adapter</b>	45 Watt AC Adapter
<b>Display</b>	14.0-inch FHD (1920 x 1080) Anti-glare LED Backlight Non-touch Narrow Border WVA Display	<b>Dimensions &amp; Weight*</b>	H/W/D: 0.66/0.7" x 12.65" x 8.51" (16.74/17.9mm x 321.3mm x 216.2mm) Starting Weight: 3.00lb (1.36kg)
<b>Memory Options*</b>	8GB, 1x8GB, DDR4, 3200MHz	<b>Color</b>	Vintage Gray/Dune
<b>Storage Options*</b>	256GB CL35 M.2 SSD	<b>Security</b>	Fingerprint Reader with Windows Hello (Optional) Hardware TPM 2.0 (not available in China) Webcam privacy shutter
<b>Ports, Slots &amp; Chassis</b>	HDMI 1.4b, (1) USB 3.2 Gen 2 Type-C™ (DP/PowerDelivery), (2) USB 3.2 Gen 1, Micro SD card reader, (1) Headphone & Microphone Audio Jack, Ethernet RJ-45, Wedge-shaped lock slot	<b>Software</b>	SmartByte, Wave MaxxAudio, Dell Mobile Connect, My Dell, Dell Power Manager, McAfee McAfee Small Business Security 30 day Trial, Support Assist,
<b>Input</b>	Full-size, spill-resistant keyboard Optional backlit full-size, spill-resistant keyboard Multi-touch gesture-enabled precision touchpad with integrated scrolling	<b>Peripheral Ecosystem</b>	Dell Pro Briefcase 14 - PO1420C, Dell Pro Stereo Headset - UC350, Dell 24 Monitor – E2420HS, Dell Power Companion Plus (18,000 mAh) - PW7015L, Dell Multi-Device Wireless Keyboard & Mouse Combo - KM7120W, Dell Universal Dock – D6000
<b>Optical Drive Options</b>	No Optical Drive	<b>Regulatory and Environmental Compliance</b>	Energy Star 8.0 (Windows OS only)

**NOTES:**

**Hard Drives:** GB means 1 billion bytes and TB equals 1 trillion bytes; actual capacity varies with preloaded material and operating environment and will be less.

**Graphics & System Memory:** GB means 1 billion bytes and TB equals 1 trillion bytes; significant system memory may be used to support graphics, depending on system memory size and other factors.

**Watt Hour (Whr)** - The stated Watt Hour (Whr) is not an indication of battery life.

**Notebook Weight:** Weights vary depending on configuration and manufacturing variability.



# Vostro 15 5000 (5502)

## Features & Technical Specifications

Feature	Technical Specification	Feature	Technical Specification
<b>Model Number</b>	Model# 5502	<b>Multimedia</b>	(2) tuned speakers, audio processing by Waves MaxxAudio® Pro (1) combo headphone / microphone jack Integrated Widescreen HD (720p) Webcam with Dual Digital Microphone Array
<b>Processor Options</b>	11th Generation Intel® Core™ i5-1135G7 Processor (8MB Cache, up to 4.2 GHz) 11th Generation Intel® Core™ i7-1165G7 Processor (12MB Cache, up to 4.7 GHz)	<b>Connectivity</b>	802.11ac, Bluetooth, 2x2
<b>Operating System*</b>	Windows® 10	<b>Battery</b>	3-Cell Battery, 40 Whr (Integrated)
<b>Graphics</b>	Intel® Iris X® Graphics with shared graphics memory – for i5 NVIDIA® GeForce® MX330 Graphics with 2GB GDDR5 vRAM – for i7	<b>AC Adapter</b>	45 Watt AC Adapter 65 Watt AC Adapter for MX330 config
<b>Display</b>	15.6-inch FHD (1920 x 1080) Anti-Glare LED Backlight Non-Touch Narrow Border WVA Display	<b>Dimensions &amp; Weight*</b>	H/W/D: 0.56/0.7" x 14.01" x 9.23" (14.15/17.9mm x 356.1mm x 234.5mm) Starting Weight: 3.62lb (1.64kg)
<b>Memory Options*</b>	8GB, 1x8GB, DDR4, 3200MHz 16GB, 1x16GB, DDR4, 3200MHz	<b>Color</b>	Vintage Gray/Dune/Dusty Rose with dark gray bezel and keyboard
<b>Storage Options*</b>	256GB/512G CL35 M.2 SSD 512GB/512G CL35 M.2 SSD	<b>Security</b>	Fingerprint Reader with Windows Hello (Optional) Hardware TPM 2.0 (not available in China) Webcam privacy shutter
<b>Ports, Slots &amp; Chassis</b>	HDMI 1.4b, (1) USB 3.2 Gen 2 Type-C™ (DP/PowerDelivery), (2) USB 3.2 Gen 1, Micro SD card reader, (1) Headphone & Microphone Audio Jack, Ethernet RJ-45, Wedge-shaped lock slot	<b>Software</b>	SmartByte, Wave MaxxAudio, Dell Mobile Connect, My Dell, Dell Power Manager, McAfee McAfee Small Business Security 30 day Trial, Support Assist,
<b>Input</b>	Full-size, spill-resistant keyboard Optional backlit full-size, spill-resistant keyboard Multi-touch gesture-enabled precision touchpad with integrated scrolling	<b>Peripheral Ecosystem</b>	Dell Pro Briefcase 15 - PO1520C, Dell Pro Stereo Headset - UC350, Dell 24 Monitor – E2420HS, Dell Power Companion Plus (18,000 mAh) - PW7015L, Dell Multi-Device Wireless Keyboard & Mouse Combo - KM7120W, Dell Universal Dock – D6000
<b>Optical Drive Options</b>	No Optical Drive	<b>Regulatory and Environmental Compliance</b>	Energy Star 8.0 (Windows OS only)

**NOTES:**

**Hard Drives:** GB means 1 billion bytes and TB equals 1 trillion bytes; actual capacity varies with preloaded material and operating environment and will be less.

**Graphics & System Memory:** GB means 1 billion bytes and TB equals 1 trillion bytes; significant system memory may be used to support graphics, depending on system memory size and other factors.

**Watt Hour (Whr) -** The stated Watt Hour (Whr) is not an indication of battery life.

**Notebook Weight:** Weights vary depending on configuration and manufacturing variability.



# Optional Vostro accessories

You can maximize the versatility and performance of your Vostro Family Laptops with Dell recommended accessories to get the best user experience for your business needs.

## Dell Pro Briefcase 14 - PO1420C

The eco-friendly Dell Pro Briefcase 14 (PO1420C) protects your laptop from impact with shock-absorbing EVA foam encased in a durable water resistant outer skin.



## Dell Pro Briefcase 15 - PO1520C

The eco-friendly Dell Pro Briefcase 15 (PO1520C) protects your laptop from impact with shock-absorbing EVA foam encased in a durable water resistant outer skin.



## Dell Pro Stereo Headset - UC350

Enjoy exceptional audio clarity while on a call or listening to music, with this noise-cancelling Skype for Business Certified headset. It comes with comfortable leatherette ear cushions and easy-to-use call controls.

## Dell 24 Monitor – E2420HS

Elevate your daily work with a reliable 23.8" monitor featuring full HD resolution and a space-saving design.



## Dell Power Companion Plus (18,000 mAh) - PW7015L

Power and charge your PC along with your phone and tablet while on the go with the Dell Power Companion.

## Dell Multi-Device Wireless Keyboard & Mouse Combo - KM7120W

Designed to work seamlessly across 3 devices, this compact combo keeps your desk clutter-free and lets you stay productive with up to 36 months\* battery life.



## Dell Universal Dock – D6000

Connect up to three displays\* at 4K resolution or a single display at 5K resolution with USB-C and enjoy a clean desk experience with a single USB-C cable for video, data, audio, and power\*\*

\*Dual 4K displays with USB3.0

\*\*Up to 65W



# Vostro 14/15 5000 (5402 & 5502) Product Gallery – Color Options



Vintage Gray  
(5502/5402)



Dune  
(5502/5402)



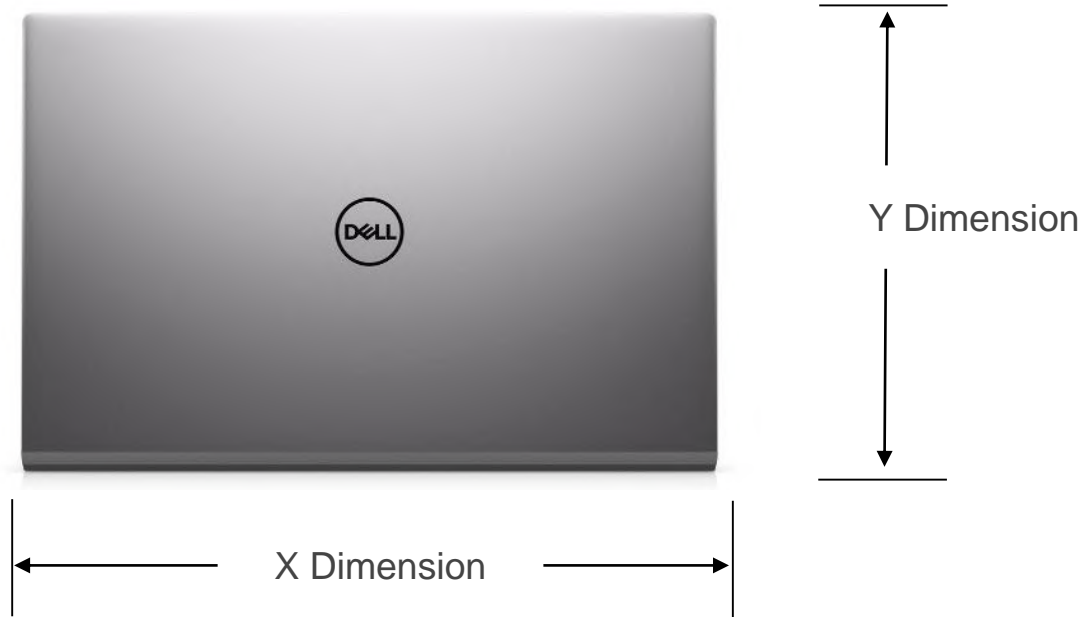
Dusty Rose  
(5502)





# Vostro 14 5000 (5402)

## Product Gallery – Dimensions

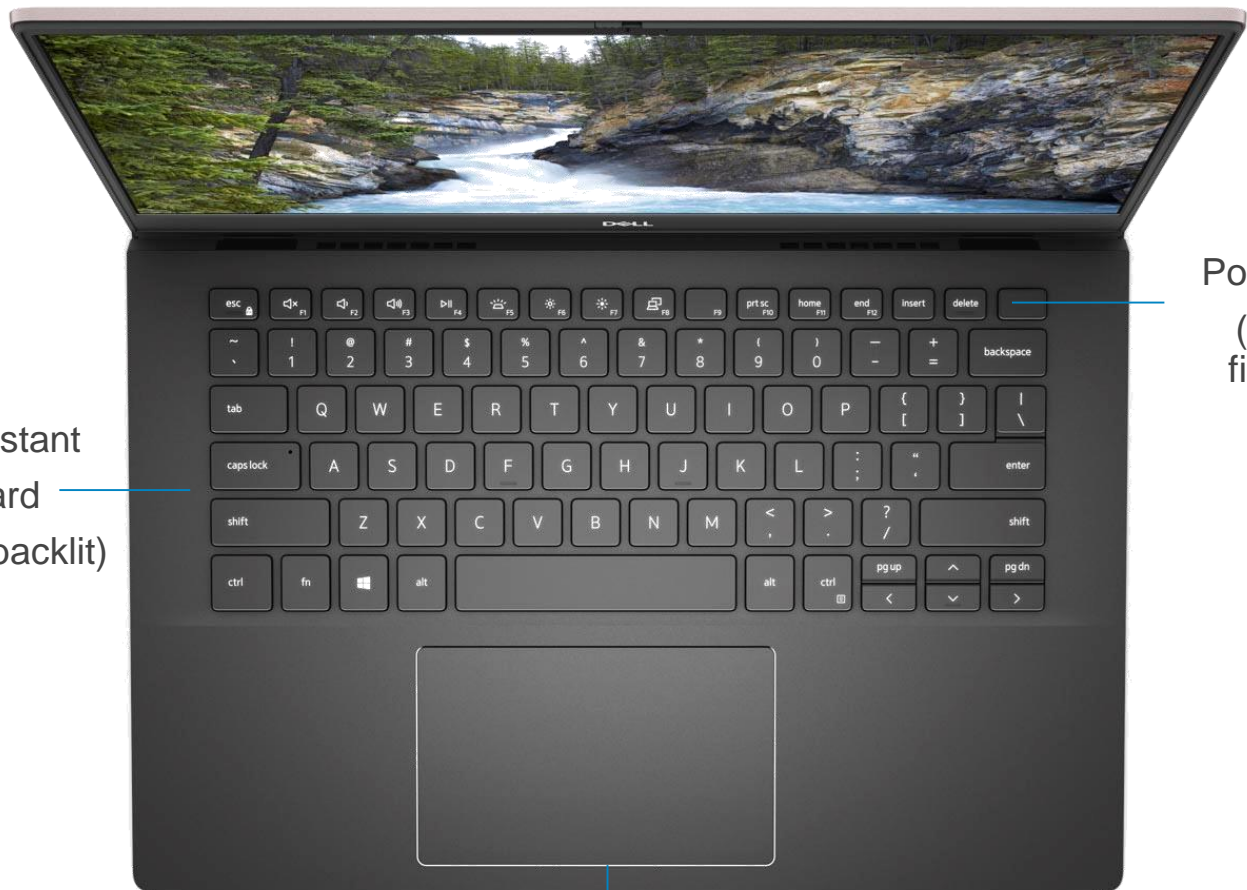


5402 Notebook:  
X = Width: 321.3mm (12.65")  
Y = Depth: 216.2mm (8.51")  
Z = Height: 16.74mm (0.66")  
\*Starting weight: 1.36kg (3.00lb)



# Vostro 14 5000 (5402)

## Product Gallery – Keyboard and Display Views



Power button  
(Optional  
fingerprint  
reader)

Spill-resistant  
keyboard  
(Optional backlit)

Precision  
touchpad



# Vostro 14 5000 (5402)

## Product Gallery – Keyboard and Display Views

HD webcam with  
privacy shutter

FHD  
anti-glare  
display



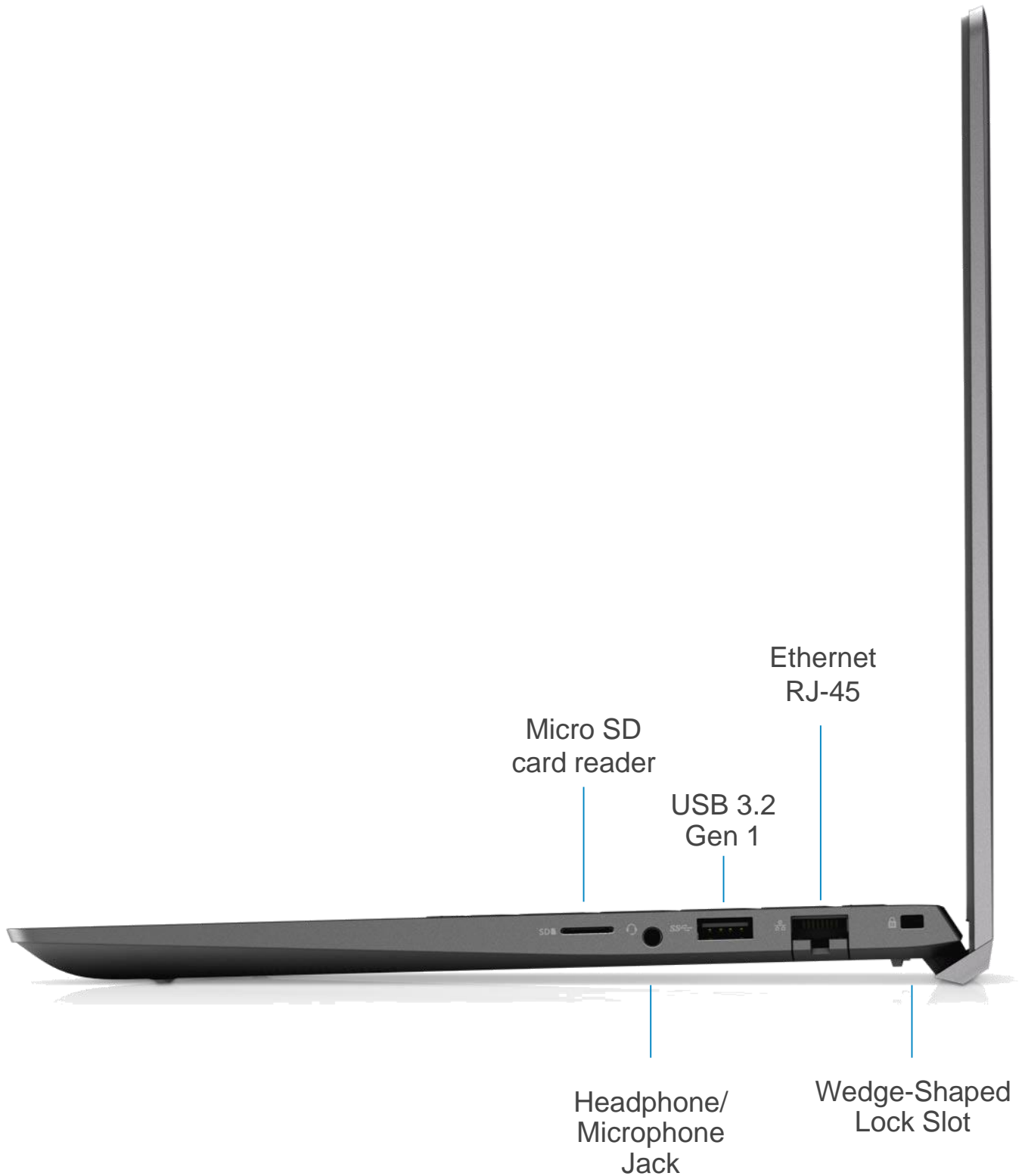
3-sided  
narrow  
border



# Vostro 14 5000 (5402) Product Gallery – left side

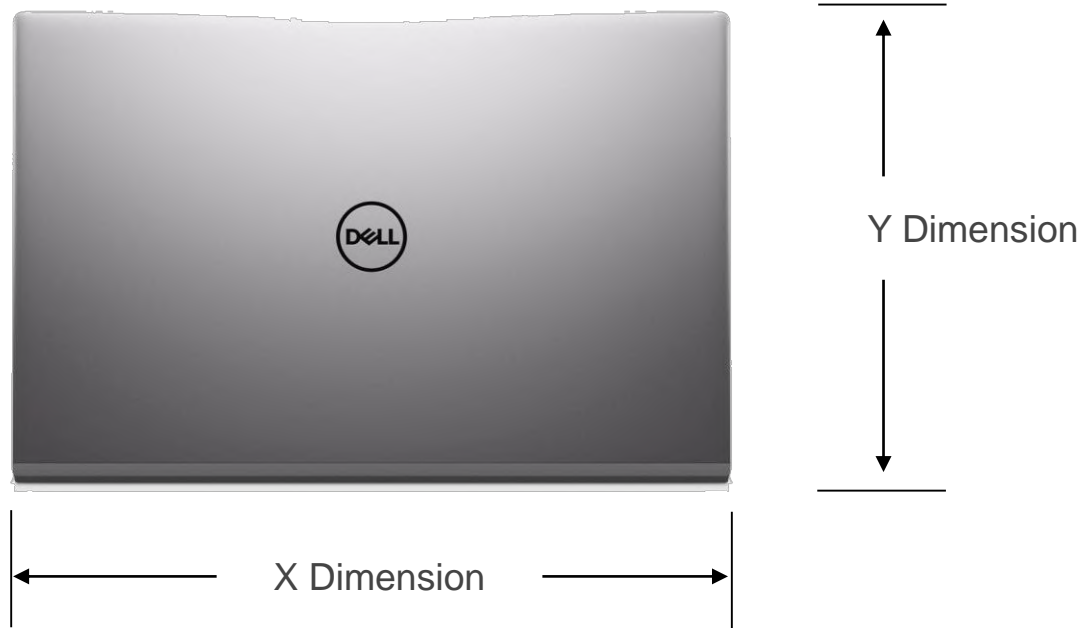


# Vostro 14 5000 (5402) Product Gallery – right side



# Vostro 15 5000 (5502)

## Product Gallery – Dimensions



5502 Notebook:  
X = Width: 356.1mm (14.01")  
Y = Depth: 234.5mm (9.23")  
Z = Height: 14.15mm (0.56")  
\*Starting weight: 1.64kg (3.62lb)



# Vostro 15 5000 (5502)

## Product Gallery – Keyboard and Display Views



# Vostro 15 5000 (5502)

## Product Gallery – Keyboard and Display Views

HD webcam with  
privacy shutter



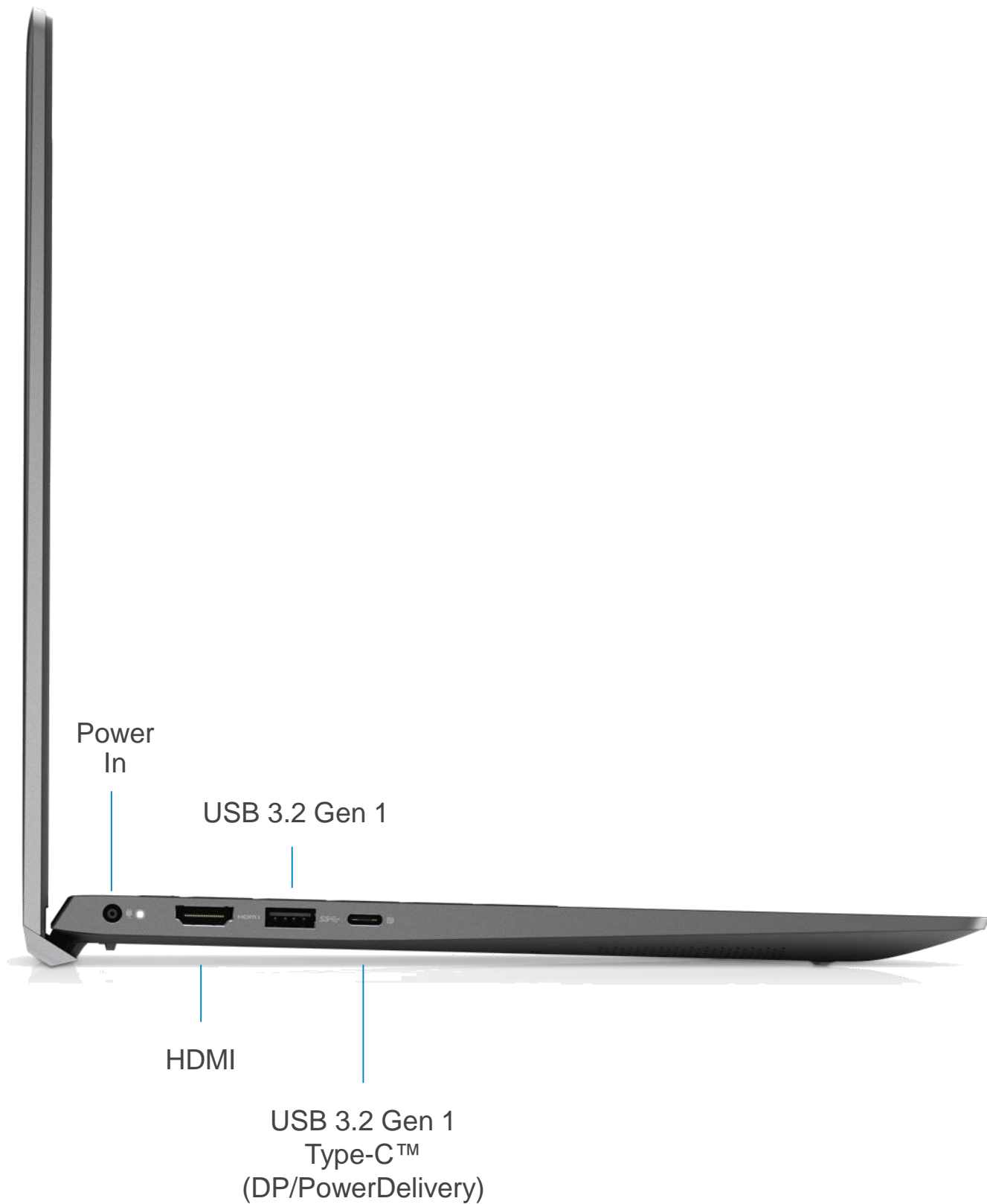
FHD  
anti-glare  
display

3-sided  
narrow  
border

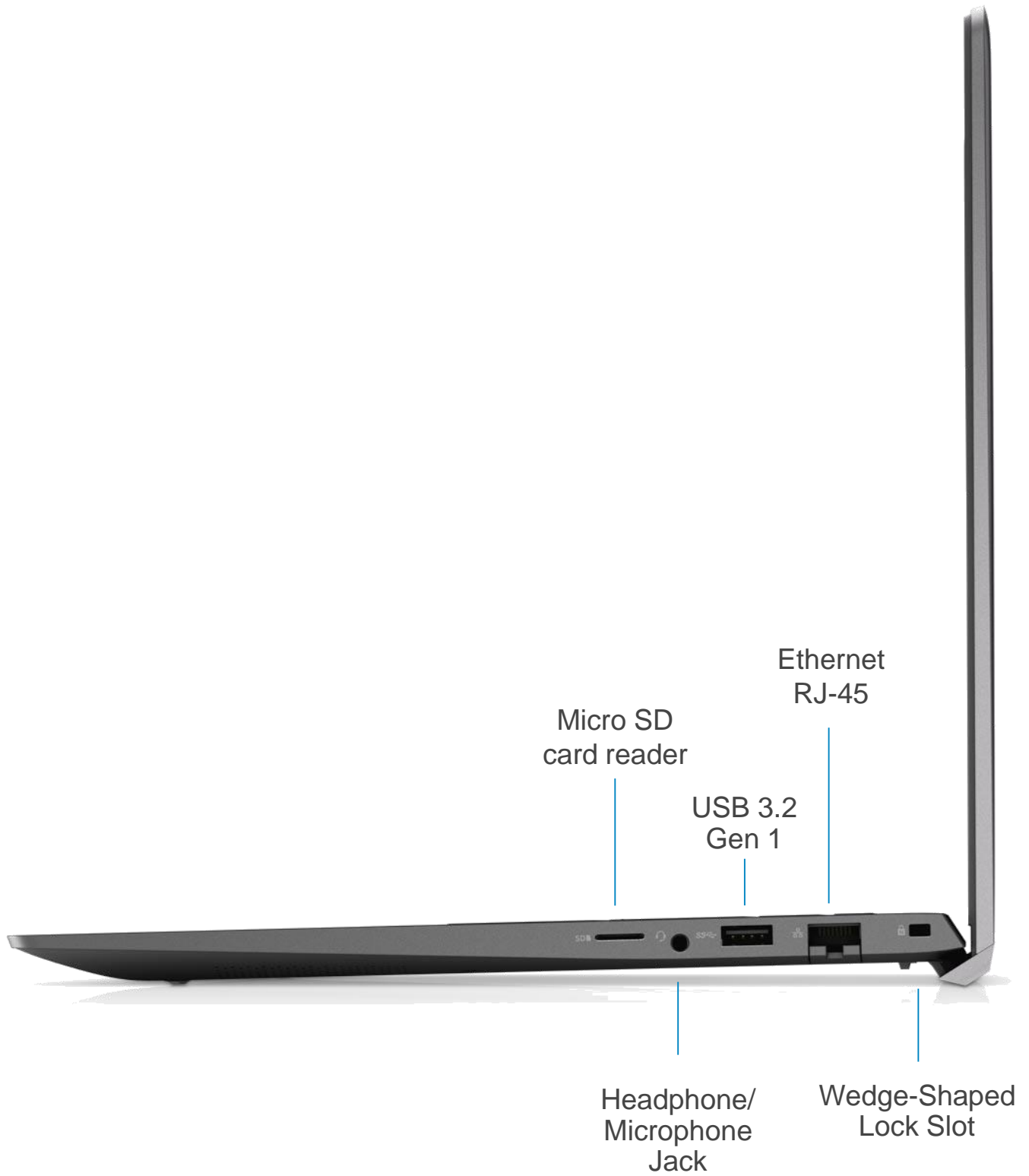




# Vostro 15 5000 (5502) Product Gallery – left side



# Vostro 15 5000 (5502) Product Gallery – right side



# Vostro 5402 & 5502 Claims

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## Environmental compliance

- ENERGY STAR® 8.0 certified

## Reliability claims

### Designed for the real world — because that's where life happens.

Every Vostro is mindfully designed to ensure reliable performance over years of regular use. We've rigorously tested our systems to enhance your experience.

1. **Turn up the heat:** From locker rooms to locked cars, we test Inspiron laptops for survival in harsh short-term heat conditions of up to 65°C/149°F.
2. **Everything hinges on it:** We test Inspiron laptop hinges to ensure they still feel tight, even after opening and closing the lid 20,000 times.
3. **Keys to success:** We test commonly used keys for 10 million keystrokes and touch pad buttons 1 million times with no failure. So go ahead, finish your novel.
4. **Buttoned-up:** No matter what you set your power and multimedia buttons to do, we've tested them all to survive up to 40,000 pushes.
5. **Twist and turn:** Call us excessive, but after twisting an Inspiron laptop's base and lid more than 25,000 times, we can assure you the parts inside are well protected
6. **In for the long haul:** Systems undergo at least 10,000 hours of highly accelerated life testing to ensure they're ready for the real world.
7. **Privacy Matters:** The webcam privacy shutter prevents people from seeing you when the webcam isn't in use and we ensure its reliability by opening and closing the shutter 2100 times.



# Vostro software

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## Dell Mobile Connect

Complete and wireless integration between smartphones and PCs - allowing Android and iOS users to make calls, send texts, get notifications, and mirror their phone onto their PC screens to interact with all of their favorite mobile apps with their PC's mouse, keyboard, and touchscreen.

## McAfee Small Business Security 30 day trial

Award-winning security for every device; shields PCs from viruses and online threats like risky websites and dangerous downloads, shreds digital files like e-bills and online bank statements saved on PCs.

## SupportAssist

A MS Windows based software program that automates support from Dell by identifying HW & SW issues on Dell laptops, desktops and tablets. SupportAssist notifies customers when an issue is detected.

## Microsoft Office 365 Trial

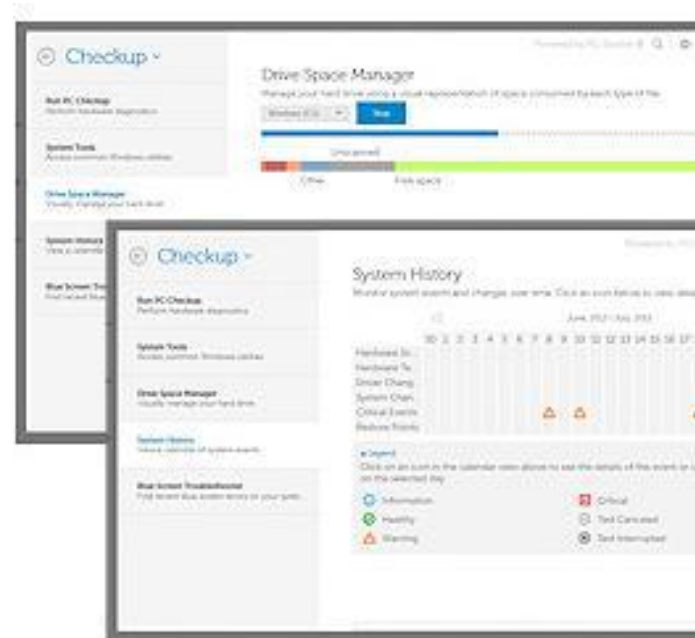
Fully loaded with the latest and greatest versions of favorite applications: Word, Excel, PowerPoint, and OneNote.

## Waves MaxxAudio® Pro

Professional-grade control panel providing audio controls and tuning that adds dimensionality to music and videos.

## SmartByte

New and improved SmartByte software ensures video-conferencing applications receive network bandwidth priority over other bandwidth-consuming applications so you're getting the best clarity on your business calls. The best part is your new Vostro and Inspiron PCs communicate with one another, enabling clear video-presentations even when several of your office computers are using bandwidth to run updates or download files.



# Services for Vostro

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We keep you connected and productive, providing peace of mind so you can focus on what matters most. Support services are available around the globe with coverage in over 160 countries and 55 languages. Our ProSupport engineers are available 24x7 to help with hardware and software issues. In the event of spills, drops or surges, Accidental Damage Service makes repair or replacement easy. Dell strives to ensure our customers always get the most out of their technology investments.

## Dell Base Warranty<sup>1</sup>

With Dell's Base Warranty, if your system encounters an issue covered by the warranty that cannot be resolved remotely, Dell will provide a convenient way to return your system to a Dell certified repair facility and return the repaired device. Your system comes with 1 year base warranty with the option to add on-site repair and to extend the warranty for up to 4 years to ensure easy support for the life of your PC.

## ProSupport

ProSupport for PCs is designed to provide fast, proactive IT support for businesses of all sizes. ProSupport makes it easy because you get a team of engineers who are always accessible, provide you with a single source for hardware and software<sup>2</sup> issues, and respond quickly to help maximize user uptime. ProSupport also features SupportAssist technology for proactive monitoring and resolution of issues and automatic case creation for faster time to productivity<sup>3</sup>. ProSupport frees your IT team from time-consuming day-to-day user support, allowing them to focus on strategic priorities that move your business forward.

## ProSupport Plus for PCs

The only complete support service that combines predictive analysis and protection for PCs to proactively resolve and prevent issues with minimal customer effort. With ProSupport Plus using SupportAssist technology you will be notified about issues before they become problems, virtually eliminating unplanned downtime due to hard drive issues<sup>4</sup>. It ensures PCs are running smoothly so customers can focus on what's important.

ProSupport and ProSupport Plus with SupportAssist significantly reduced time to resolve a failed hard drive<sup>5</sup> with:

- Up to 92% less time to resolution (11x faster than the competition)
- Up to 68% fewer steps in the support process (13 fewer steps to resolution)

## Accidental Damage Service<sup>5</sup>

Coverage for accidental drops, spills, surges and breakages. Accidental Damage Service provides peace of mind for hardware systems in high-risk usage environments like schools and mobile professionals. Convenient repair of damaged systems helps minimize downtime and increase productivity. Accidental Damage Service can provide repair of your system for accidents up to 4 years, not otherwise covered by the Limited Hardware Warranty. By providing enhanced coverage at an exceptional value, Accidental Damage Service helps reduce out of pocket expenses and improve cost control.

1 - Remote Diagnosis is determination by online/phone technician of cause of issue; may involve customer access to inside of system and multiple or extended sessions. If issue is covered by Limited Hardware Warranty and not resolved remotely, technician and/or part will be dispatched, usually in 1 or 2 business days following completion of Remote Diagnosis. Onsite Service is provided by Dell Marketing L.P. Availability varies. Other conditions apply. For complete details about Onsite Service, see [dell.com/servicecontracts](http://dell.com/servicecontracts)

2 - For the IoT Edge Gateway, excludes certain software, OS and third party apps.

3 - SupportAssist not available on Linux, Windows 10S, Windows RT, Windows 10 CMIT Government Edition, Android, Ubuntu or Chrome based products. SupportAssist automatically detects and proactively alerts Dell to: operating system issues, software upgrades, driver updates and patches, malware, virus infected files, failures of hard drives, batteries, memory, internal cables, thermal sensors, heat sinks, fans, solid state drives and video cards. Predictive analysis failure detection includes hard drives, solid state drives and batteries.

4 - Based on a Principled Technologies test report, "Dell ProSupport Plus with SupportAssist warns you about hardware issues so you can fix them before they cause downtime" dated April 2019. Testing commissioned by Dell, conducted in the United States. Actual results will vary. Full report: <http://facts.pt/0xvze8>. Hardware issues detected by SupportAssist include hard drives, solid state drives, batteries and fans.

5 - Based on a Principled Technologies test report, "Spend Less Time and Effort Troubleshooting Laptop Hardware Failures" dated April 2018. Testing commissioned by Dell, conducted in the United States. Actual results will vary. Full report: <http://facts.pt/L52XKM>

6 - This service excludes theft, loss, and damage due to fire, flood or other acts of nature, or intentional damage. Customers may be required to return unit to Dell. Limit of 1 qualified incident per contract year. For complete details, visit [www.dell.com/servicecontracts](http://www.dell.com/servicecontracts).



# Important information

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**Hard Drives:** GB means 1 billion bytes and TB equals 1 trillion bytes; actual capacity varies with preloaded material and operating environment and will be less.

**Graphics & shared memory:** GB means 1 billion bytes and TB equals 1 trillion bytes; significant system memory may be used to support graphics, depending on system memory size and other factors.

**Wireless connectivity:** Where wireless access is available. Additional access charges apply in some locations.

**Weight:** Weights vary depending on configuration and manufacturing variability.

**Limited hardware warranty:** For copy of Ltd Hardware Warranty, write Dell USA LP, Attn: Warranties, One Dell Way, Round Rock, TX 78682 or see [www.dell.com/warranty](http://www.dell.com/warranty).

**Dell ProSupport™:** Availability and terms of Dell Services vary by region. For more information, visit [www.dell.com/servicedescriptions](http://www.dell.com/servicedescriptions).

**Accidental Damage:** Service excludes theft, loss, and damage due to fire, flood or other acts of nature, or intentional damage. Customer may be required to return unit to Dell. For complete details, visit [www.dell.com/servicecontracts](http://www.dell.com/servicecontracts).

**Return for Repair after Remote Diagnosis:** Remote Diagnosis is determination by online/phone technician of cause of issue; may involve customer access to inside of system and multiple or extended sessions. If issue is covered by Limited Hardware and not resolved remotely, this service offers a 10-14 day mail-in repair option following completion of Remote Diagnosis

**Rapid Return for Repair after Remote Diagnosis:** Remote Diagnosis is determination by online/phone technician of cause of issue and multiple or extended sessions. If issue is covered by Limited Hardware Warranty ([www.dell.com/warranty](http://www.dell.com/warranty)) and not resolved remotely, shipping instructions will be provided. Next Business Day shipping not available in all areas, which may delay repair and return times. Other conditions apply. For complete details about Rapid Return service, visit [www.dell.com/servicecontracts](http://www.dell.com/servicecontracts)

## CAUTION: GEOGRAPHIC LIMITATIONS ON COMPARATIVE ADVERTISING

Comparative claims are not allowed in all countries. Please see below to learn which countries ban Dell vs. Dell claims, and which countries will allow the claims only if based upon independent third party testing. You may also contact Legal Counsel in the Region where the claim will be made for additional guidance.

3rd party testing required (Do not make claims) in: South Africa, Ukraine, Venezuela.

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