

XPS 13

Setup and Specifications

Computer Model: XPS 13-9370
Regulatory Model: P82G
Regulatory Type: P82G001



Notes, cautions, and warnings



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



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



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

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Set up your computer

- 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 instructions on the screen to finish setup.

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



Dell Product Registration

Register your computer with Dell.



Dell Help & Support

Access help and support for your computer.



SupportAssist

Proactively checks the health of your computer's hardware and software.

 **NOTE: Renew or upgrade your warranty by clicking the warranty expiry date in SupportAssist.**



Dell Update

Updates your computer with critical fixes and important device drivers as they become available.



Dell Digital Delivery

Download software applications including software that is purchased but not pre-installed on your computer.

4 Create recovery drive for Windows.



NOTE: It is recommended to create a recovery drive to troubleshoot and fix problems that may occur with Windows.

For more information, see [Create a USB recovery drive for Windows](#).



Create a USB recovery drive for Windows

Create a recovery drive to troubleshoot and fix problems that may occur with Windows. An empty USB flash drive with a minimum capacity of 16 GB is required to create the recovery drive.



NOTE: The following steps may vary depending on the version of Windows installed. Refer to the [Microsoft support site](#) for latest instructions.

- 1 Connect the USB flash drive to your computer.
- 2 In Windows search, type *Recovery*.
- 3 In the search results, click **Create a recovery drive**.
The **User Account Control** window is displayed.
- 4 Click **Yes** to continue.
The **Recovery Drive** window is displayed.
- 5 Select **Back up system files to the recovery drive** and click **Next**.
- 6 Select the **USB flash drive** and click **Next**.
A message appears, indicating that all data in the USB flash drive will be deleted.
- 7 Click **Create**.



NOTE: This process may take up to an hour to complete.

- 8 Click **Finish**.

Reinstall Windows using a USB recovery drive



CAUTION: This process formats the hard drive and removes all data on your computer. Ensure that you back up data on your computer before beginning this task.



NOTE: Before reinstalling Windows, ensure your computer has more than 2 GB of memory and more than 32 GB of storage space.

- 1 Connect the USB recovery drive to your computer.
- 2 Restart your computer.

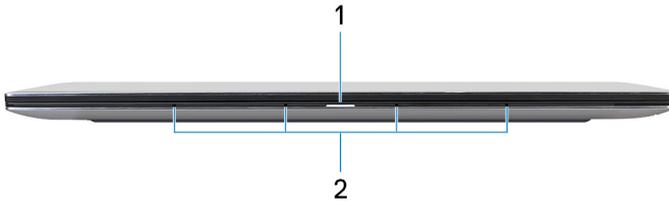
- 3 Press F12 after the Dell logo is displayed on the screen to access the boot menu. A **Preparing one-time boot menu** message appears.
- 4 After the boot menu loads, select the USB recovery device under **UEFI BOOT**. The system reboots and a screen to **Choose the keyboard layout** is displayed.
- 5 Choose your keyboard layout.
- 6 In the **Choose an option** screen, click **Troubleshoot**.
- 7 Click **Recover from a drive**.
- 8 Choose one of the following options:
 - **Just remove my files** to do a quick format.
 - **Fully clean the drive** to do a complete format.
- 9 Click **Recover** to start the recovery process.

This may take up to an hour to complete and your computer will restart during this process.



Views

Front



1 Power and battery-status light

Indicates the power state and battery state of the computer.

Solid white—Power adapter is connected and the battery is charging.

Solid amber—Battery charge is low or critical.

Off—Battery is fully charged.

2 Microphones (4)

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

Left



1 Security-cable slot (for Noble locks)

Connect a security cable to prevent unauthorized movement of your computer.

2 Thunderbolt 3 (USB Type-C) port with Power Delivery (Primary)

Supports USB 3.1 Gen 2, DisplayPort 1.2, Thunderbolt 3 and also enables you to connect to an external display using a display adapter. Provides data transfer rates up to 10 Gbps for USB 3.1 Gen 2 and up to 40 Gbps for Thunderbolt 3.

Supports Power Delivery that enables two-way power supply between devices. Provides up to 5V/3A power output that enables faster charging.

 **NOTE: Adapters (sold separately) are required to connect standard USB and DisplayPort devices.**

3 **Thunderbolt 3 (USB Type-C) port with Power Delivery**

Supports USB 3.1 Gen 2, DisplayPort 1.2, Thunderbolt 3 and also enables you to connect to an external display using a display adapter. Provides data transfer rates up to 10 Gbps for USB 3.1 Gen 2 and up to 40 Gbps for Thunderbolt 3. Supports Power Delivery that enables two-way power supply between devices. Provides up to 5V/3A power output that enables faster charging.

 **NOTE: Adapters (sold separately) are required to connect standard USB and DisplayPort devices.**

4 **Battery-charge status button**

Press to check the charge remaining in the battery.

5 **Battery-charge status lights (5)**

Turns on when the battery-charge status button is pressed. Each light indicates approximately 20% charge.

6 **Left speaker**

Provides audio output.

Right



1 **Right speaker**

Provides audio output.

2 **microSD-card slot**

Insert a microSD card to expand the computer's storage capacity. Your computer supports a microSD card with capacity up to 128 GB.

3 **USB 3.1 Gen 1 (Type-C) port with Power Delivery/DisplayPort**



Connect peripherals such as external storage devices, printers, and external displays.

Supports Power Delivery that enables two-way power supply between devices. Provides up to 7.5 W power output that enables faster charging.

 **NOTE: An adapter (sold separately) is required to connect a DisplayPort device.**

4 **Headset port**

Connect headphones or a headset (headphone and microphone combo).

Base



1 **Touchpad**

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

2 **Left-click area**

Press to left-click.

3 **Right-click area**

Press to right-click.

4 **Power button with optional fingerprint reader**

Press to turn on the computer if it is turned off, in sleep state, or in hibernate state.

When the computer is turned on, press the power button to put the computer into sleep state; press and hold the power button for 10 seconds to force shut-down the computer.

If the power button has a fingerprint reader, place your finger on the power button to log in.

 **NOTE:** Before using the fingerprint reader, configure it in Windows to recognize your fingerprint as a passcode and enable access. For more information, see www.dell.com/support/windows.

 **NOTE:** You can customize power-button behavior in Windows. For more information, see *Me and My Dell* at www.dell.com/support/manuals.

 **NOTE:** The power-status light on the power button is available only on computers without the optional fingerprint reader.

Display



1 Infrared emitter

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

2 Infrared camera

Depth-sensing feature of the camera enhances security when paired with Windows Hello face authentication.

3 Camera-status light



Turns on when the camera is in use.

4 **Camera**

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

5 **Infrared emitter**

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

Bottom



1 **Service Tag label**

The Service Tag is a unique alphanumeric identifier that enables Dell service technicians to identify the hardware components in your computer and access warranty information.

Specifications

Computer model

XPS 13-9370

System information

Table 2. System information

| | |
|-----------|---|
| Processor | 8 th generation Intel Core i5/i7 |
| Chipset | Integrated in the processor |

Dimensions and weight

Table 3. Dimensions and weight

| | |
|--------|---|
| Height | <ul style="list-style-type: none">• Black color: 16.14 mm (0.63 in)• White color: 16.24 mm (0.64 in) |
| Width | 301.76 mm (11.88 in) |
| Depth | 199.24 mm (7.84 in) |
| Weight | 1.27 kg (2.8 lb) |



NOTE: The weight of your laptop varies depending on the configuration ordered and the manufacturing variability.

Operating system

Table 4. Operating system

| | |
|-----------------------------|---|
| Operating systems supported | <ul style="list-style-type: none">• Windows 10 Home 64-bit• Windows 10 Professional 64-bit |
|-----------------------------|---|



- Ubuntu

Memory

Table 5. Memory specifications

| | |
|--------------------------|-----------------------|
| Slots | Onboard memory |
| Type | Dual-channel LPDDR3 |
| Speed | 1866 MHz and 2133 MHz |
| Configurations supported | |
| Per memory module slot | 2 GB, 4 GB and 8 GB |
| Total memory | 4 GB, 8 GB, and 16 GB |

Ports and connectors

Table 6. Ports and connectors

External:

| | |
|-----------|---|
| USB/Video | <ul style="list-style-type: none"> • Two Thunderbolt 3 (USB Type-C) ports with Power Delivery • One USB 3.1 Gen 1 (USB Type-C) port with Power Delivery/DisplayPort |
| Audio | One headset (headphone and microphone combo) port |

Table 7. Ports and connectors

Internal:

| | |
|----------|--|
| M.2 card | One M.2 slot for Solid-State Drive (SSD) |
|----------|--|

Communications

Table 8. Supported communications

| | |
|----------|--|
| Wireless | <ul style="list-style-type: none"> • Wi-Fi 802.11a/b/g/n/ac |
|----------|--|

- Bluetooth 4.2
- Miracast

 **NOTE: Windows 10 currently supports up to Bluetooth 4.1.**

Wireless

Table 9. Wireless

| | |
|-------------------------|--|
| Transfer rate (maximum) | 867 Mbps |
| Frequency bands | 2.4 GHz/5 GHz |
| Encryption | <ul style="list-style-type: none"> • 64-bit/128-bit WEP |

Audio

Table 10. Audio specifications

| | |
|----------------|---|
| Controller | Realtek ALC3271-CG with Waves MaxxAudio Pro |
| Speakers | Two |
| Speaker output | <ul style="list-style-type: none"> • Average: 2 W • Peak: 2.5 W |
| Microphone | Digital-array microphones |

Storage

Table 11. Storage specifications

| | |
|-------------------------|---|
| Interface | <ul style="list-style-type: none"> • SATA 6 Gbps • PCIe Gen 3 x4, up to 32 Gbps |
| Solid-state drive (SSD) | One M.2 drive |
| Capacity supported | Up to 1 TB |





NOTE: RAID SATA support in the BIOS Settings menu is only available on computers supporting Windows 10.



NOTE: AHCI SATA support in the BIOS settings menu is only available on computers supporting Ubuntu.

Media-card reader

Table 12. Media-card reader specifications

| | |
|-----------------|---|
| Type | One microSD-card slot |
| Cards supported | <ul style="list-style-type: none"> · mSD · mSDHC · mSDXC |

Keyboard

Table 13. Keyboard specifications

| | |
|---------------|---|
| Type | Backlit keyboard |
| Shortcut keys | 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: Press Fn+Esc to switch the primary behavior of the function keys (F1-F12) between two modes - multimedia key mode and function key mode.

[Keyboard shortcuts](#)

Camera

Table 14. Camera specifications

| | |
|------------------------|---|
| Resolution | |
| Camera | <ul style="list-style-type: none">• Still image: 0.92 megapixel (HD)• Video: 1280 x 720 (HD) at 30 fps |
| Infrared camera | 340 x 340 (VGA) |
| Diagonal viewing angle | |
| Camera | 86.7 degrees |
| Infrared camera | 70 degrees |

Touchpad

Table 15. Touchpad

| | |
|------------|---|
| Resolution | <ul style="list-style-type: none">• Horizontal: 305• Vertical: 305 |
| Dimensions | <ul style="list-style-type: none">• Width: 105 mm (4.13 in)• Height: 60 mm (2.36 in) |

Touchpad gestures

For more information about touchpad gestures for Windows 10, see the Microsoft knowledge base article [4027871](https://support.microsoft.com/4027871) at support.microsoft.com.

Power adapter

Table 16. Power adapter specifications

| | |
|------------------------|------------------|
| Type | 45 W USB Type-C |
| Dimensions (connector) | 8.25 mm x 2.4 mm |



| | |
|-------------------------------|---|
| Input voltage | 100 VAC–240 VAC |
| Input frequency | 50 Hz–60 Hz |
| Input current (maximum) | 1.30 A |
| Output current (continuous) | <ul style="list-style-type: none"> • 20 VDC/2.25 A • 15 VDC/3 A • 9 VDC/3 A • 5 VDC/3 A |
| Rated output voltage | 20 VDC/15 VDC/9 VDC/5 VDC |
| Temperature range (operating) | 0°C to 40°C (32°F to 104°F) |
| Temperature range (storage) | –40°C to 70°C (–40°F to 158°F) |

Battery

Table 17. Battery specifications

| | |
|--|---|
| Type | 52 WHr "smart" lithium-ion |
| Dimension: | |
| Width | 257.60 mm (10.14 in) |
| Depth | 98.60 mm (3.88 in) |
| Height | 4.30 mm (0.17 in) |
| Weight (maximum) | 0.22 kg (0.49 lb) |
| Voltage | 7.60 VDC |
| Charging time when the computer is off (approximate) | 4 hours |
| Operating time | Varies depending on operating conditions and can significantly reduce under certain power-intensive conditions. |
| Life span (approximate) | 300 discharge/charge cycles |
| Temperature range: Operating | 0°C to 35°C (32°F to 95°F) |
| Temperature range: Storage | –40°C to 65°C (–40°F to 149°F) |

Coin-cell battery

ML1220



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.

Display

Table 18. Display specifications

| Type | 13.3-inch UHD touchscreen |
|------------------------------------|--|
| Resolution (maximum) | 3840 x 2160 |
| Viewing angle (Left/Right/Down/Up) | 80/80/80/80 degrees |
| Pixel pitch | 0.0765 mm |
| Refresh rate | 60 HZ |
| Operating angle | 0 degrees (closed) to 135 degrees |
| Controls | Brightness can be controlled using shortcut keys |
| Dimension: | |
| Height (excluding bezel) | 165.24 mm (6.51 in) |
| Width (excluding bezel) | 293.76 mm (11.57 in) |
| Diagonal (excluding bezel) | 337.82 mm (13.30 in) |



Video

Table 19. Video specifications

| | |
|------------|------------------------|
| Type | Integrated |
| Controller | Intel UHD Graphics 620 |
| Memory | Shared system memory |

Computer environment

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

Table 20. Computer environment

| | Operating | Storage |
|-----------------------------|---|---|
| Temperature range | 0°C to 35°C (32°F to 95°F) | -40°C to 65°C (-40°F to 149°F) |
| Relative humidity (maximum) | 10% to 90% (non-condensing) | 0% to 95% (non-condensing) |
| Vibration (maximum)* | 0.66 GRMS | 1.30 GRMS |
| Shock (maximum) | 110 G† | 160 G‡ |
| Altitude (maximum) | -15.2 m to 3048 m (-50 ft to 10,000 ft) | -15.2 m to 10,668 m (-50 ft to 35,000 ft) |

* 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.

‡ Measured using a 2 ms half-sine pulse when the hard-drive head is in parked position.



Keyboard shortcuts

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

Table 21. List of keyboard shortcuts

| Keys | Description |
|--|-----------------------------|
|  F1 | Mute audio |
|  F2 | Decrease volume |
|  F3 | Increase volume |
|  F4 | Play previous track/chapter |
|  F5 | Play/Pause |
|  F6 | Play next track/chapter |
|  F7 | Launch Task View |
|  F8 | Switch to external display |
|  F9 | Search |

| Keys | Description |
|---|---------------------------|
|  | Toggle keyboard backlight |
|  | Printscreen |
|  | Insert |
|  | Turn off/on wireless |
|  | Sleep |
|  | Increase brightness |
|  | Decrease brightness |
|  | Open application menu |
|  | Toggle Fn-key lock |

Getting help and contacting Dell

Self-help resources

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

Table 22. Self-help resources

Information about Dell products and services

www.dell.com

Dell Help & Support app



Tips



Contact Support

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

Online help for operating system

www.dell.com/support/windows

www.dell.com/support/linux

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

www.dell.com/support

Dell knowledge base articles for a variety of computer concerns.

- 1 Go to www.dell.com/support.
- 2 Type the subject or keyword in the **Search** box.
- 3 Click **Search** to retrieve the related articles.

Learn and know the following information about your product:

See *Me and My Dell* at www.dell.com/support/manuals.

- Product specifications
- Operating system



- Setting up and using your product
- Data backup
- Troubleshooting and diagnostics
- Factory and system restore
- BIOS information

To locate the *Me and My Dell* relevant to your product, identify your product through one of the following:

- Select **Detect Product**.
- Locate your product through the drop-down menu under **View Products**.
- Enter the **Service Tag number** or **Product ID** in the search bar.

Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see www.dell.com/contactdell.



NOTE: Availability varies by country and product, and some services may not be available in your country.



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.