

XPS 13 Plus 9320 / XPS 9320

External Display Connection Guide



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.

Contents

Chapter 1: Before you begin	4
Check the graphics options on your computer.....	4
Modes of connection.....	4
Turn off the internal display.....	5
Chapter 2: Connect external displays	6
Integrated graphics.....	6
Chapter 3: Troubleshooting	10
Chapter 4: Getting help and contacting Dell	11

Before you begin

You can connect up to two 4K external displays or one 5K and above display using the Thunderbolt 4 (USB-C) ports available on your XPS 13 9320.

Before you begin, ensure that you:

- [Check the graphics options on your computer.](#)
- Check the ports available on your external displays and decide on the [mode of connection](#).

Check the graphics options on your computer

The number of external displays supported depends on the type of graphics processing unit (GPU) available on your computer.

NOTE: On computers with a Intel Iris X^e Graphics GPU, you can connect up to two external displays or one 8K display.

For more information on the graphics card available on your computer, run Dell SupportAssist on your computer, or scan your hardware at www.dell.com/support.

The following are the graphic options that may be installed in your computer:

- Intel Iris X^e Graphics (Integrated graphics)

Modes of connection

Depending on the connectors available on your external display, you can connect the displays to the Thunderbolt 4 (USB-C) ports on your computer using:

- Thunderbolt 4 cables, adapters or docking stations
- USB-C cables, adapters or docking stations

NOTE: To experience the full resolution supported by your external displays, use appropriate cables. For example, use DisplayPort or HDMI cables for 4K and above resolution.

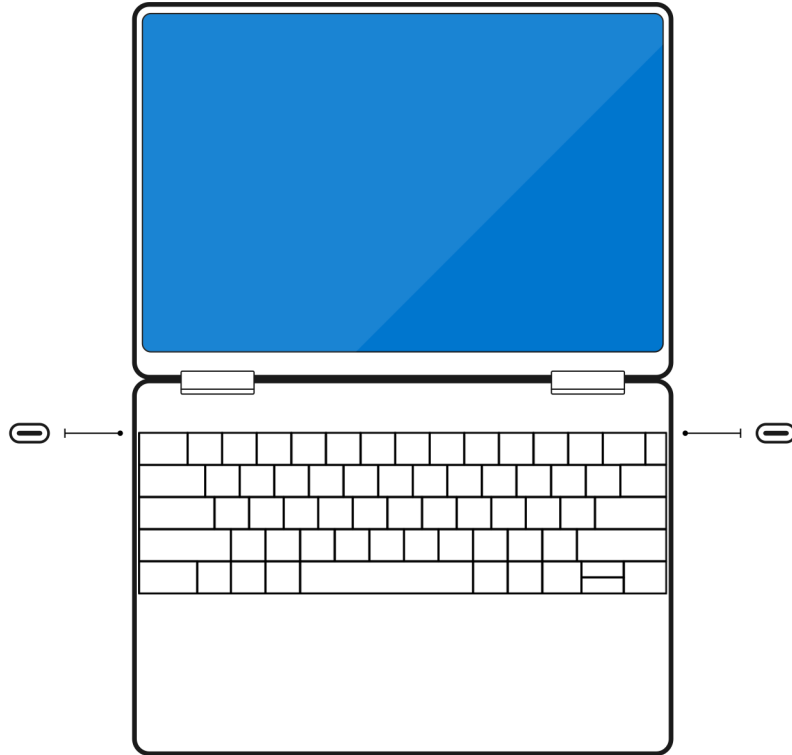
NOTE: USB-C or Thunderbolt docking stations can be used to connect external displays to the computer using a single USB-C cable, while charging the computer. For more information about the types of docking stations available from Dell, see the knowledge base article [000124295](https://www.dell.com/support/000124295) at www.dell.com/support.

NOTE: USB-C adapters can also be used to connect external displays to the computer, though these adapters do not allow power charging at the same time. For more information about the types of USB-C adapters available from Dell, see the knowledge base article [000125728](https://www.dell.com/support/000125728) at www.dell.com/support.

These are the Thunderbolt 4 (USB-C) ports available on your computer:

NOTE: When connecting a display indirectly using an adapter or docking station, it is recommended that you connect the display to the docking station first, and then connect the docking station to the Thunderbolt 4 (USB-C) port on your computer.

NOTE: The devices connected to the port on the left side of the computer have priority over the port on the right. While connecting external displays, it is recommended that you connect the displays to the left port.



Turn off the internal display

There may be instances where you may want to turn off the computer's internal display to connect more external displays. You can turn off the display of your computer by using the Intel HD Graphics Command Center.

To turn off the display:

1. In the Windows search bar, type **Intel Graphics Command Center** and press **<Enter>**.
2. Accept the **Intel Graphics Command Center** software licence agreement.
3. On the **Intel Graphics Command Center** window, click **Display**. The list of active displays is listed under the **Connected Displays** section.
4. Click the ellipsis (...) in the top-right corner of your primary display, then click **Extend > Display 2**.
5. Click the ellipsis (...) in the top-right corner of display 2, then click **Make Display Primary**.
6. Click the ellipsis (...) in the top-right corner of your computer's display, then click **Disable**.

Connect external displays

You can connect up to four external displays to the computer, with the use of a USB-C docking station.

The number of displays supported depends on the following:

- If the internal display is enabled or disabled.
- Your USB-C docking station may also limit the number of supported external displays. Check the documentation that came with your docking station for details.

The following tables summarize the number of supported external displays:

Table 1. Display support (up to 4K/60 Hz)

Graphics card	Direct Graphics Controller Direct Output Mode	Supported external displays with computer internal display on	Supported external displays with computer internal display off
Intel Iris X ^e Graphics	Not applicable	3	4

Table 2. Display support (up to 8K/60 Hz)

Graphics card	Direct Graphics Controller Direct Output Mode	Supported external displays with computer internal display on	Supported external displays with computer internal display off
Intel Iris X ^e Graphics	Not applicable	Not applicable	1

Integrated graphics

Connecting external displays to XPS 13 9320 with integrated graphics

NOTE: When connecting a display indirectly using an adapter or a USB-C docking station, it is recommended that you connect the display to the docking station first, and then connect the docking station to the Thunderbolt 4 (USB-C) port on your computer.

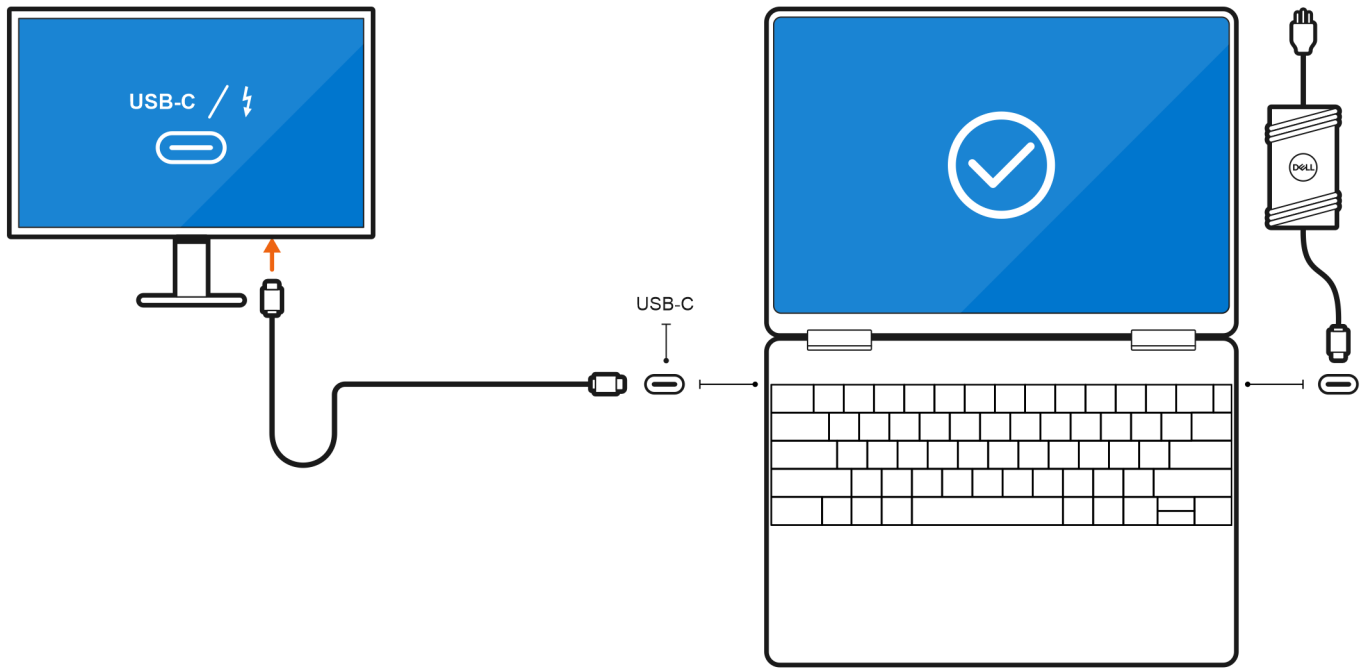
NOTE: The devices connected to the ports on the left side of the computer have priority over the ports on the right. While connecting external displays, it is recommended that you connect the displays to the left ports.

With the internal display turned on

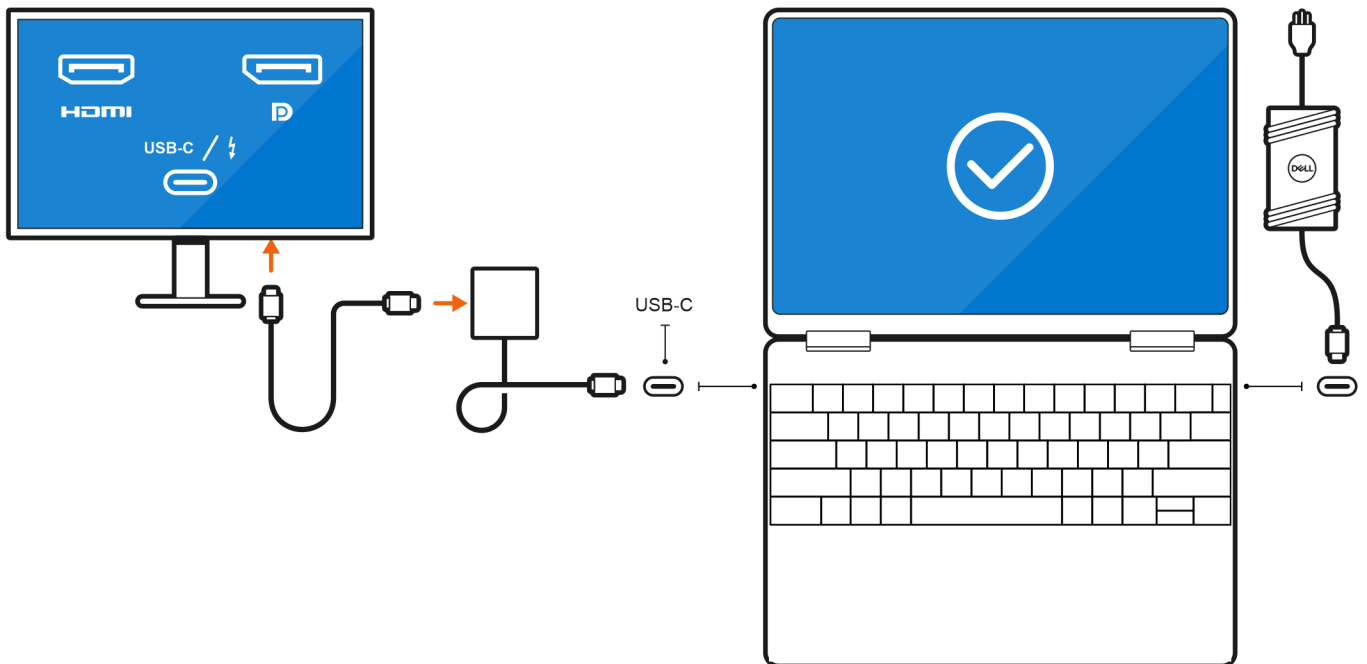
You can connect external displays directly to the Thunderbolt 4 (USB-C) ports, or up to three external displays using a USB-C docking station.

NOTE: The number of external displays that are supported depends on the specifications of the USB-C docking station.

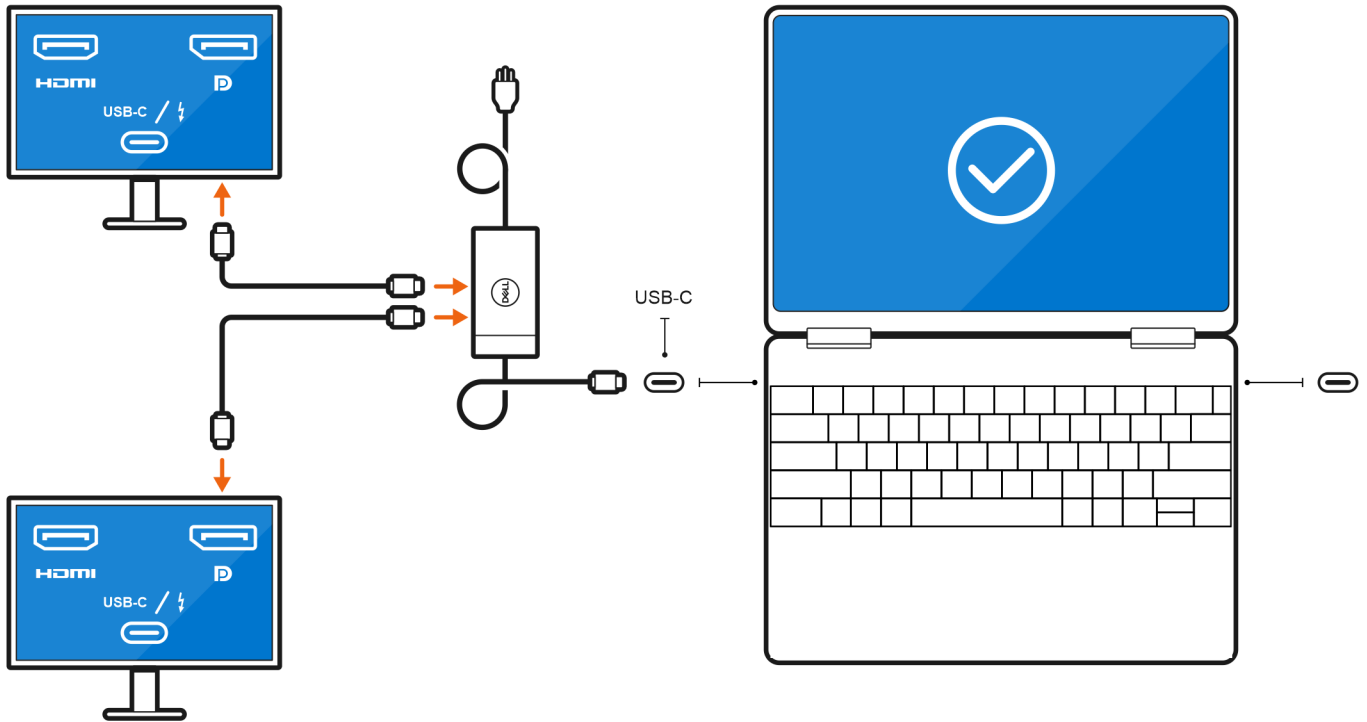
- Connect an external display using a direct USB-C or Thunderbolt cable:



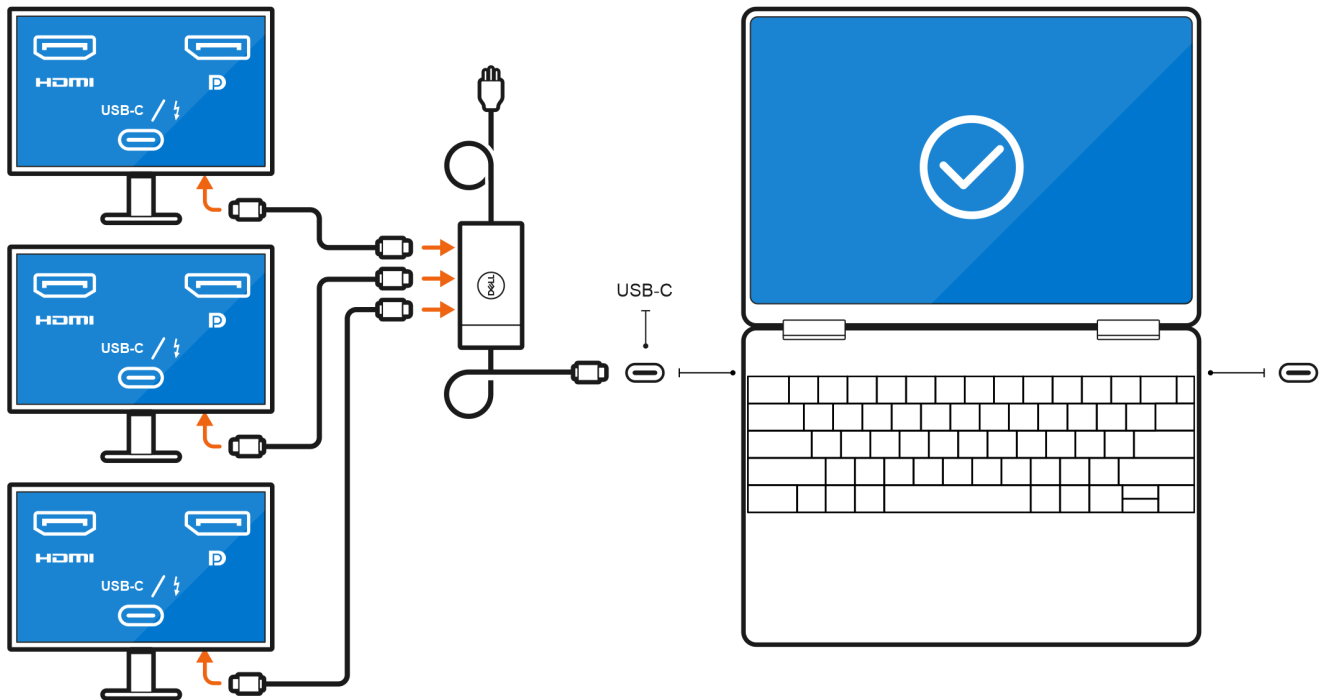
- Connect an external display using a USB-C to Thunderbolt/HDMI/DisplayPort adapter:



- Connect up to two external displays using a USB-C docking station:



- Connect up to three external displays using a USB-C docking station:



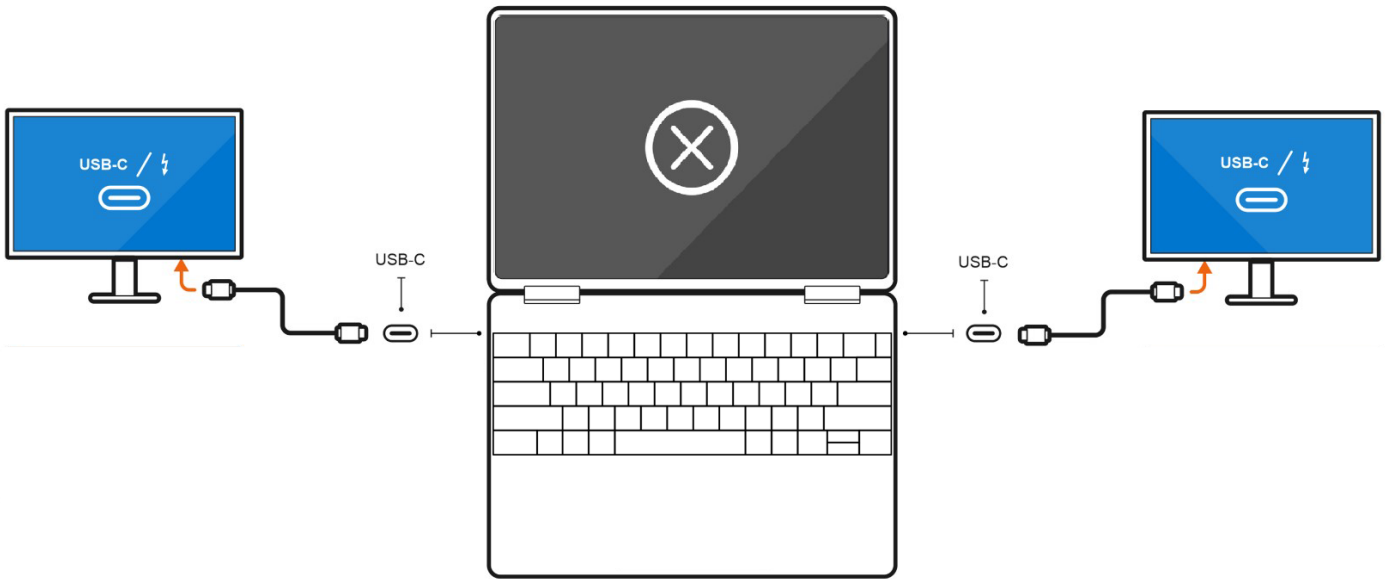
- NOTE:** For the three external displays to operate at resolutions of up to 4K UHD (3840 x 2160), at 60 Hz refresh rates, the following conditions are necessary:
- Each external display is connected to a DisplayPort connector on the USB-C docking station.
 - Each external display must support Display Stream Compression (DSC).

With the internal display turned off

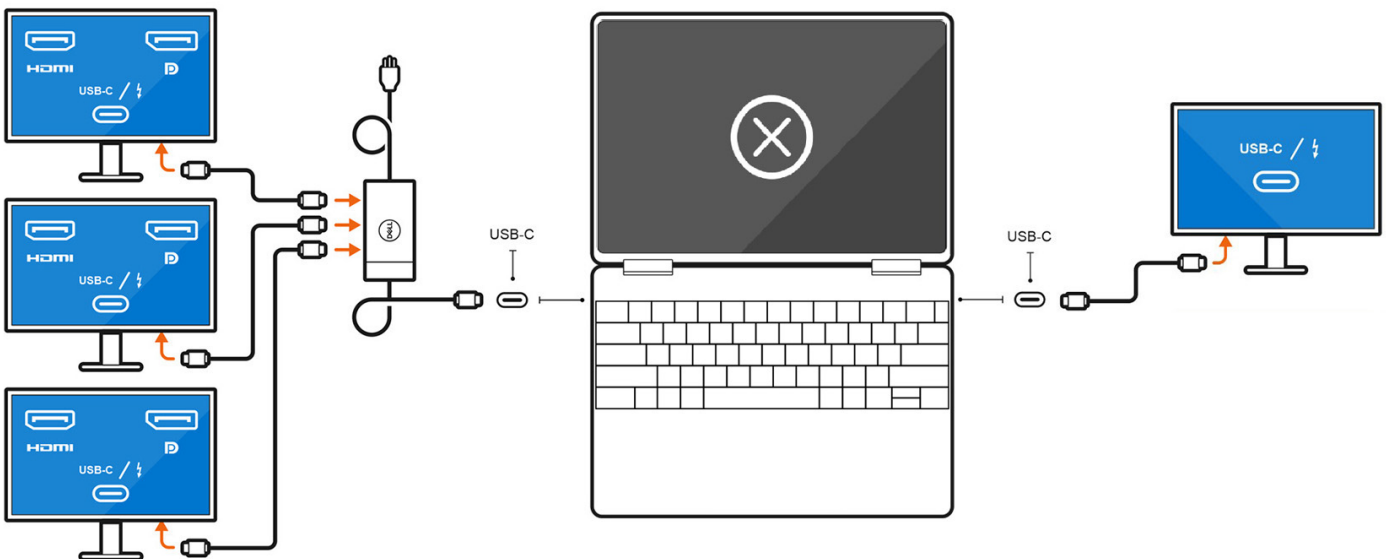
- NOTE:** Ensure that you turn off the computer's internal display before connecting the external displays. For more information, see [Turn off the internal display](#).

You can connect external displays directly to the Thunderbolt 4 (USB-C) ports, or up to four external displays using a USB-C docking station and a direct connection to the Thunderbolt 4 (USB-C) port with a USB-C or Thunderbolt cable.

- Connect two external displays using direct USB-C or Thunderbolt cables:



- Connect up to four external displays:



NOTE:

- Up to three displays can be connected to the USB-C docking station, and the additional display can be connected to the right Thunderbolt 4 port with a USB-C or Thunderbolt cable.
- The total number of external displays that is supported depends on the specifications of the USB-C docking station.
- The maximum supported resolutions of the four external displays are as follows:
 - 4K UHD (3840 x 2160), at 60 Hz refresh rate (For each of the three external displays that are connected to the USB-C docking station)
 - The following conditions are necessary:
 - Each external display is connected to a DisplayPort connector on the USB-C docking station.
 - Each external display must support Display Stream Compression (DSC).
 - QHD (2560 x 1440), at 60 Hz refresh rate (For the external display that is connected to right Thunderbolt port with a USB-C or Thunderbolt cable)

Troubleshooting

8K displays flickering

Question

When I connect two 8K displays to both Thunderbolt ports on the left side or the right side of the computer, they flicker when run at a display rate of 60Hz.

Cause

This may be because of interlacing or switching as the Thunderbolt controller sent only part of the data.

Workaround

Connect each 8K display to a Thunderbolt port on either side of the computer, for example, one 8K display to a port on the left, and the other to a port on the right. After doing so, power the displays off and on again.

8K displays not displaying correctly

Question

When I connect an 8K display to the computer using a Thunderbolt docking station, the display output is not correct from the computer.

Cause

This may be because of a hardware limitation with the Thunderbolt docking station.

Workaround



Connect the 8K display directly to a Thunderbolt port on the computer (not using a docking station). After doing so, power the display on and off again.

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 3. Self-help resources

Self-help resources	Resource location
Information about Dell products and services	www.dell.com
My Dell app	
Tips	
Contact Support	In Windows search, type <code>Contact Support</code> , and press Enter.
Online help for operating system	www.dell.com/support/windows
Access top solutions, diagnostics, drivers and downloads, and learn more about your computer through videos, manuals and documents.	Your Dell computer is uniquely identified by a Service Tag or Express Service Code. To view relevant support resources for your Dell computer, enter the Service Tag or Express Service Code at www.dell.com/support . For more information on how to find the Service Tag for your computer, see Locate the Service Tag on your computer .
Dell knowledge base articles for a variety of computer concerns	<ol style="list-style-type: none"> 1. Go to www.dell.com/support. 2. On the menu bar at the top of the Support page, select Support > Knowledge Base. 3. In the Search field on the Knowledge Base page, type the keyword, topic, or model number, and then click or tap the search icon to view the related articles.

Contacting Dell

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

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

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