

# XPS 13 9370

## Setup and Specifications



## 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 XPS 13 9370

- 1 Connect the power adapter and press the power button.



**NOTE:** The Dell Adapter USB-C to USB-A 3.0 is shipped with this computer. Use this adapter to connect legacy USB 3.0 accessories to USB (Type-C) ports on your computer.

**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**

| Resources   | Description    |
|---|----------------|
|  | <b>My Dell</b> |

## Resources

### Description

Centralized location for key Dell applications, help articles, and other important information about your computer. It also notifies you about the warranty status, recommended accessories, and software updates if available.

#### SupportAssist



Pro-actively checks the health of your computer's hardware and software. The SupportAssist OS Recovery tool troubleshoots issues with the operating system. For more information, see the SupportAssist documentation at [www.dell.com/support](http://www.dell.com/support).

**NOTE:** In SupportAssist, click the warranty expiry date to renew or upgrade your warranty.



#### Dell Update

Updates your computer with critical fixes and latest device drivers as they become available. For more information about using Dell Update, see the knowledge base article [SLN305843](https://www.dell.com/support/SLN305843) at [www.dell.com/support](http://www.dell.com/support).



#### Dell Digital Delivery

Download software applications, which are purchased but not pre-installed on your computer. For more information about using Dell Digital Delivery, see the knowledge base article [153764](https://www.dell.com/support/153764) at [www.dell.com/support](http://www.dell.com/support).

- 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:** This process may take up to an hour to complete.

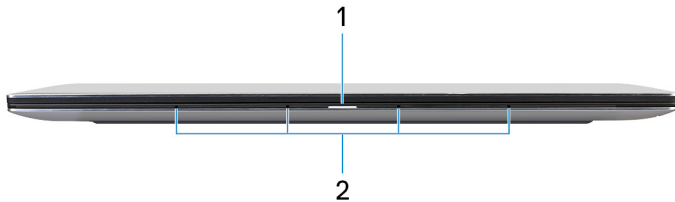
**NOTE:** The following steps may vary depending on the version of Windows installed. Refer to the [Microsoft support site](#) for latest instructions.

- 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**.
- 8 Click **Finish**.

For more information about reinstalling Windows using the USB recovery drive, see the *Troubleshooting* section of your product's *Service Manual* at [www.dell.com/support/manuals](http://www.dell.com/support/manuals).

## Views of XPS 13 9370

### 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.

**NOTE:** On certain computer models, the power and battery-status light is also used for system diagnostics. For more information, see the *Troubleshooting* section in your computer's *Service Manual*.

#### 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 Type-C, 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 5 V/3 A power output that enables faster charging.

**NOTE:** A USB Type-C to DisplayPort adapter (sold separately) is required to connect a DisplayPort device.

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

Supports USB 3.1 Gen 2 Type-C, 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 5 V/3 A power output that enables faster charging.

**NOTE:** A USB Type-C to DisplayPort adapter (sold separately) is required to connect a DisplayPort device.

#### 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

Reads from and writes to the microSD-card.

#### 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:** The Dell Adapter USB-C to USB-A 3.0 is shipped with this computer. Use this adapter to connect legacy USB 3.0 accessories to USB (Type-C) ports on your computer.

**NOTE:** A USB Type-C to DisplayPort 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:** You can customize power-button behavior in Windows. For more information, see *Me and My Dell* at [www.dell.com/support/manuals](http://www.dell.com/support/manuals).

**NOTE:** The power-status light on the power button is available only on computers without the fingerprint reader. Computers shipped with the fingerprint reader integrated on the power button will not have the power-status light on the power button.

# Display



1 **Infrared emitter**

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

2 **Infrared 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 and track motion.

# Bottom



1

1 **Service Tag**

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 for XPS 13 9370

## Computer model

XPS 13 9370

## System information

**Table 2. System information**

|           |   |
|-----------|---|
| Processor | 8 <sup>th</sup> Generation Intel Core i5/i7 |
| Chipset   | Integrated in the processor                 |

## Dimensions and weight

**Table 3. Dimensions and weight**

|        |  |
|--------|--|
| Height | 7.80 mm to 11.63 mm (0.30 in to 0.46 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"> <li>Windows 10 Home 64-bit</li> <li>Windows 10 Professional 64-bit</li> <li>Ubuntu</li> </ul> |
|-----------------------------|--|

## Memory

**Table 5. Memory specifications**

|       |     |
|-------|-----|
| Slots | N/A |
|-------|-----|

**NOTE:** The memory is integrated on the system board from the factory and it cannot be upgraded later.

|                           |                       |
|---------------------------|-----------------------|
| Type                      | Dual-channel LPDDR3   |
| Total memory supported    | 4 GB, 8 GB and 16 GB  |
| Speed supported           | 1866 MHz and 2133 MHz |
| Configurations supported: |                       |
| 4 GB                      | 1866 MHz              |
| 8 GB                      | 1866 MHz              |
| 16 GB                     | 2133 MHz              |

## Ports and connectors

**Table 6. Ports and connectors**

**External:**

|           |  |
|-----------|--|
| USB/Video | <ul style="list-style-type: none"><li>Two Thunderbolt 3 (USB Type-C) ports with Power Delivery</li><li>One USB 3.1 Gen 1 (USB Type-C) port with Power Delivery/DisplayPort</li></ul> |
| 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"><li>Wi-Fi 802.11a/b/g/n/ac</li><li>Bluetooth 4.2</li><li>Miracast</li></ul> |
|----------|---|

**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              | 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"><li>• Average: 2 W</li><li>• Peak: 2.5 W</li></ul> |
| Microphone     | Digital-array microphones  |

# Storage

Table 11. Storage specifications

| Type                                 | Interface  | Capacity  |
|--------------------------------------|--|---|
| One M.2 2280 Solid-State Drive (SSD) | <ul style="list-style-type: none"><li>• SATA AHCI, Up to 6 Gbps</li><li>• PCIe Gen 3x4 NVME, Up to 32 Gbps</li></ul> | <ul style="list-style-type: none"><li>• Up to 128 GB</li><li>• Up to 1 TB</li></ul> |

**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"><li>• mSD</li><li>• mSDHC</li><li>• mSDXC</li></ul> |

# 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"><li>• Still image: 0.92 megapixels</li><li>• Video: 1280 x 720 at 30 fps</li></ul>          |
| Infrared camera        | 340 x 340 <ul style="list-style-type: none"><li>• Still image: 0.30 megapixels</li><li>• Video: 340 x 340 at 60 fps</li></ul> |
| Diagonal viewing angle |   |
| Camera                 | 86.7 degrees  |
| Infrared camera        | 70 degrees  |

# Touchpad

**Table 15. Touchpad**

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

# 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](https://support.microsoft.com).

# Fingerprint reader

**Table 16. Fingerprint reader specifications**

|                   |                 |
|-------------------|-----------------|
| Sensor technology | Capacitive      |
| Sensor resolution | 363 dpi         |
| Sensor area       | 8 mm x 8 mm     |
| Sensor pixel size | 114 x114 pixels |

# Power adapter

**Table 17. 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"><li>• 20 VDC/2.25 A</li><li>• 15 VDC/3 A</li><li>• 9 VDC/3 A</li><li>• 5 VDC/3 A</li></ul> |
| 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 18. 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 19. Display specifications**

| Type                               | 13.3-inch FHD touchscreen/13.3-inch FHD non-touchscreen | 13.3-inch UHD touchscreen                        |
|------------------------------------|---|--|
| Resolution (maximum)               | 1920 x 1080   | 3840 x 2160                                      |
| Viewing angle (Left/Right/Down/Up) | 85/85/85/85 degrees                                     | 85/85/85/85 degrees                              |
| Pixel pitch                        | 0.0765 mm   | 0.0765 mm  |
| Refresh rate                       | 60 HZ   | 60 HZ  |
| Operating angle                    | 0 degrees (closed) to 135 degrees                       | 0 degrees (closed) to 135 degrees                |
| Controls                           | Brightness can be controlled using shortcut keys        | Brightness can be controlled using shortcut keys |
| Dimension:                         |   |  |
| Height (excluding bezel)           | 165.24 mm (6.51 in)                                     | 165.24 mm (6.51 in)                              |
| Width (excluding bezel)            | 293.76 mm (11.57 in)                                    | 293.76 mm (11.57 in)                             |
| Diagonal (excluding bezel)         | 337.82 mm (13.30 in)                                    | 337.82 mm (13.30 in)                             |

# Video

**Table 20. 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 21. 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 22. 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                      |
|  F10 | Toggle keyboard backlight   |
|  F11 | Printscreen                 |
|  F12 | Insert                      |
|      | Turn off/on wireless        |

**Keys****Description**

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 23. Self-help resources**

| Self-help resources   | Resource location  |
|---|--|
| Information about Dell products and services  | <a href="http://www.dell.com">www.dell.com</a>   |
| My Dell   |   |
| Tips  |   |
| Contact Support   | In Windows search, type <code>Contact Support</code> , and press Enter.  |
| Online help for operating system  | <a href="http://www.dell.com/support/windows">www.dell.com/support/windows</a><br><a href="http://www.dell.com/support/linux">www.dell.com/support/linux</a>   |
| Troubleshooting information, user manuals, setup instructions, product specifications, technical help blogs, drivers, software updates, and so on.  | <a href="http://www.dell.com/support">www.dell.com/support</a>   |
| Dell knowledge base articles for a variety of computer concerns.  | <ol style="list-style-type: none"> <li>1 Go to <a href="http://www.dell.com/support">www.dell.com/support</a>.</li> <li>2 Type the subject or keyword in the <b>Search</b> box.</li> <li>3 Click <b>Search</b> to retrieve the related articles.</li> </ol>    |
| Learn and know the following information about your product:  | See <i>Me and My Dell</i> at <a href="http://www.dell.com/support/manuals">www.dell.com/support/manuals</a> .<br>To locate the <i>Me and My Dell</i> relevant to your product, identify your product through one of the following:                             |
| <ul style="list-style-type: none"> <li>• Product specifications</li> <li>• Operating system</li> <li>• Setting up and using your product</li> <li>• Data backup</li> <li>• Troubleshooting and diagnostics</li> <li>• Factory and system restore</li> <li>• BIOS information</li> </ul> | <ul style="list-style-type: none"> <li>• Select <b>Detect Product</b>.</li> <li>• Locate your product through the drop-down menu under <b>View Products</b>.</li> <li>• Enter the <b>Service Tag number</b> or <b>Product ID</b> in the search bar.</li> </ul> |

## Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see [www.dell.com/contactdell](http://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.