

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.

© 2018 - 2019 Dell Inc. or its subsidiaries. All rights reserved. Dell, EMC, and other trademarks are trademarks of Dell Inc. or its subsidiaries. Other trademarks may be trademarks of their respective owners.

Contents

1 Set up your XPS 13 9370.....	4
2 Create a USB recovery drive for Windows.....	6
3 Views of XPS 13 9370.....	7
Front.....	7
Left.....	7
Right.....	8
Base.....	8
Display.....	9
Bottom.....	9
4 Specifications for XPS 13 9370.....	11
Computer model.....	11
System information.....	11
Dimensions and weight.....	11
Operating system.....	11
Memory.....	11
Ports and connectors.....	12
Communications.....	12
Wireless.....	12
Audio.....	12
Storage.....	13
Media-card reader.....	13
Keyboard.....	13
Camera.....	13
Touchpad.....	14
Touchpad gestures.....	14
Fingerprint reader.....	14
Power adapter.....	14
Battery.....	14
Display.....	15
Video.....	15
Computer environment.....	15
5 Keyboard shortcuts.....	17
6 Getting help and contacting Dell.....	19

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
	<p>My Dell</p> <p>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.</p>
	<p>SupportAssist</p> <p>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.</p> <p>NOTE: In SupportAssist, click the warranty expiry date to renew or upgrade your warranty.</p>

Resources

Description



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/article/SLN305843) at 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/article/153764) at 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.

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

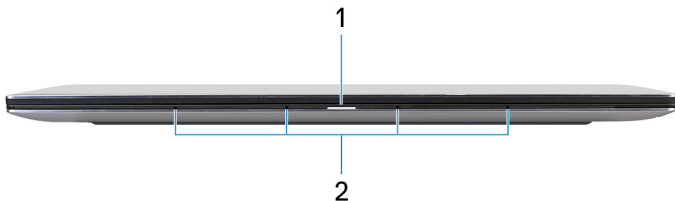
i **NOTE:** The following steps may vary depending on the version of Windows installed. Refer to the [Microsoft support site](#) for latest instructions.

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.

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.

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 th 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"> Windows 10 Home 64-bit Windows 10 Professional 64-bit Ubuntu
-----------------------------	--

Memory

Table 5. Memory specifications

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

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

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"> 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 <p>NOTE: Windows 10 currently supports up to Bluetooth 4.1.</p>
----------	--

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"> Average: 2 W Peak: 2.5 W
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">SATA AHCI, Up to 6 GbpsPCIe Gen 3x4 NVME, Up to 32 Gbps	<ul style="list-style-type: none">Up to 128 GBUp 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">mSDmSDHCmSDXC

Keyboard

Table 13. Keyboard specifications

Type	Backlit keyboard
Shortcut keys	<p>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.</p> <p>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.</p> <p>Keyboard shortcuts</p>

Camera

Table 14. Camera specifications

Resolution	
Camera	<ul style="list-style-type: none">Still image: 0.92 megapixelsVideo: 1280 x 720 at 30 fps
Infrared camera	340 x 340 <ul style="list-style-type: none">Still image: 0.30 megapixelsVideo: 340 x 340 at 60 fps
Diagonal viewing angle	
Camera	86.7 degrees
Infrared camera	70 degrees

Touchpad

Table 15. Touchpad

Resolution	<ul style="list-style-type: none">Horizontal: 305Vertical: 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.

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">20 VDC/2.25 A15 VDC/3 A9 VDC/3 A5 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 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	www.dell.com
My Dell	
Tips	
Contact Support	In Windows search, type <code>Contact Support</code> , 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.	<ol style="list-style-type: none"> 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: <ul style="list-style-type: none"> • Product specifications • Operating system • Setting up and using your product • Data backup • Troubleshooting and diagnostics • Factory and system restore • BIOS information 	<p>See <i>Me and My Dell</i> at www.dell.com/support/manuals.</p> <p>To locate the <i>Me and My Dell</i> relevant to your product, identify your product through one of the following:</p> <ul style="list-style-type: none"> • 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.**