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.
2 Finish operating system setup.

For Windows:
a) Connect to a network.

NOTE: If you are connecting to a secured wireless network, enter the password for the wireless network access when prompted.

b) Sign in to your Microsoft account or create a new account.

For Ubuntu:
Follow the instructions on the screen to finish setup.
3 Locate Dell apps in Windows.

Table 1. Locate Dell apps

- Register your computer

Dell Help & Support

- SupportAssist—Check and update your computer

4 Create recovery drive for Windows. 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

Dell recommends that you 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 several minutes 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 will take several minutes to complete and your computer will restart during this process.
Views

Front

1. **Left microphone**
   Provides digital sound input for audio recording and voice calls.

2. **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.

3. **Right microphone**
   Provides digital sound input for audio recording and voice calls.

Left

1. **Power-adapter port**
   Connect a power adapter to provide power to your computer and charge the battery.

2. **Thunderbolt 3 (USB Type-C) port**
   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.

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

3 **USB 3.0 port**
Connect peripherals such as external storage devices and printers. Provides data transfer speeds up to 5 Gbps.

4 **Headset port**
Connect headphones or a headset (headphone and microphone combo).

5 **Battery-charge status button**
Press to check the charge remaining in the battery.

6 **Battery-charge status lights (5)**
Turns on when the battery-charge status button is pressed. Each light indicates approximately 20% charge.

7 **Left speaker**
Provides audio output.

---

**Right**

1 **Right speaker**
Provides audio output.

2 **SD-card slot**
Reads from and writes to the SD card.

3 **USB 3.0 port with PowerShare**
Connect peripherals such as external storage devices and printers. Provides data transfer speeds up to 5 Gbps. PowerShare enables you to charge your USB devices even when your computer is turned off.
NOTE: If your computer is turned off or in hibernate state, you must connect the power adapter to charge your devices using the PowerShare port. You must enable this feature in the BIOS setup program.

NOTE: Certain USB devices may not charge when the computer is turned off or in sleep state. In such cases, turn on the computer to charge the device.

4 Security-cable slot (for Noble locks)
Connect a security cable to prevent unauthorized movement of your computer.

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 Fingerprint reader (optional)
Press your finger on the fingerprint reader to log in to your computer. The fingerprint reader enables your computer to recognize your fingerprints as a password.

![NOTE: You must configure the fingerprint reader to register your fingerprint and enable access.]

5 **Power button**
Press to turn on the computer if it is turned off, in sleep state, or in hibernate state.
Press to put the computer in sleep state if it is turned on.
Press and hold for 4 seconds to force shut-down the computer.

![NOTE: You can customize the power-button behavior in Power Options. For more information, see Me and My Dell at www.dell.com/support/manuals.]

### Display

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

2 **Camera-status light**
Turns on when the camera is in use.
**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

Table 2. Computer model

| Computer model | XPS 9360 |

System information

Table 3. System information

<table>
<thead>
<tr>
<th>Processor</th>
</tr>
</thead>
<tbody>
<tr>
<td>• 7th generation Intel Core i3/i5/i7</td>
</tr>
<tr>
<td>• 8th generation Intel Core i5/i7</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Chipset</th>
</tr>
</thead>
<tbody>
<tr>
<td>Integrated in processor</td>
</tr>
</tbody>
</table>

Dimensions and weight

Table 4. Dimensions and weight

<table>
<thead>
<tr>
<th>Height</th>
<th>8.95 mm to 15.35 mm (0.35 in to 0.60 in)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Width</td>
<td>304.16 mm (11.97 in)</td>
</tr>
<tr>
<td>Depth</td>
<td>200.25 mm (7.88 in)</td>
</tr>
<tr>
<td>Weight</td>
<td>• Touchscreen: 1.32 kg (2.91 lb)</td>
</tr>
<tr>
<td></td>
<td>• Non-touchscreen: 1.22 kg (2.69 lb)</td>
</tr>
</tbody>
</table>

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

Table 5. Operating system

Operating systems supported

- Windows 10 Home 64-bit
- Windows 10 Professional 64-bit
- Ubuntu (optional)

NOTE: Ubuntu is only supported on computers shipped with a 7th generation Intel Core i3/i5/i7 processor.

Memory

Table 6. Memory specifications

<table>
<thead>
<tr>
<th>Slots</th>
<th>Onboard memory</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>LPDDR3</td>
</tr>
<tr>
<td>Speed</td>
<td>1866 MHz and 2133 MHz</td>
</tr>
<tr>
<td>Configurations supported</td>
<td>4 GB, 8 GB, and 16 GB</td>
</tr>
</tbody>
</table>

Ports and connectors

Table 7. Ports and connectors

<table>
<thead>
<tr>
<th>External:</th>
</tr>
</thead>
<tbody>
<tr>
<td>USB</td>
</tr>
<tr>
<td>- One Thunderbolt 3 (USB Type-C) port</td>
</tr>
<tr>
<td>- One USB 3.0 port with PowerShare</td>
</tr>
<tr>
<td>- One USB 3.0 port</td>
</tr>
<tr>
<td>Audio/video</td>
</tr>
<tr>
<td>One headset (headphone and microphone combo) port</td>
</tr>
</tbody>
</table>
Table 8. Ports and connectors

**Internal:**

M.2 Card
- One M.2 slot for SSD card
- One M.2-card slot for Wi-Fi and Bluetooth combo card

Communications

Table 9. Supported communications

**Wireless**
- Wi-Fi 802.11a/b/g/n
- Wi-Fi 802.11ac
- Bluetooth 4.1
- Bluetooth 4.2
- Miracast

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

Wireless module

Table 10. Wireless module specifications

<table>
<thead>
<tr>
<th>Transfer rate</th>
<th>Up to 867 Mbps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frequency bands</td>
<td>2.4 GHz/5 GHz</td>
</tr>
<tr>
<td>Encryption</td>
<td>64-bit/128-bit WEP</td>
</tr>
<tr>
<td></td>
<td>AES-CCMP</td>
</tr>
<tr>
<td></td>
<td>TKIP</td>
</tr>
</tbody>
</table>

Audio

Table 11. Audio specifications

<table>
<thead>
<tr>
<th>Controller</th>
<th>Realtek ALC3246 with Waves MaxxAudio</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speakers</td>
<td>Two</td>
</tr>
</tbody>
</table>
Output

- Average: 2 W
- Peak: 2.5 W

Microphone

Digital-array microphones

Volume controls

Media-control shortcut keys

Storage

Table 12. Storage specifications

Interface

- SATA 6 Gbps
- PCIe up to 8 Gbps

Solid-state drive (SSD)

One M.2 drive

Capacity

- Up to 128 GB SATA drive
- Up to 1 TB PCIe/NVMe drive

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 13. Media-card reader specifications

Type

One 3-in-1 slot

Cards supported

- SD card
- SD High-Capacity (SDHC) card
- SD Extended-Capacity (SDXC) card with Ultra High Speed (UHS)
Keyboard

Table 14. Keyboard specifications

<table>
<thead>
<tr>
<th>Type</th>
<th>Backlit keyboard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shortcut keys</td>
<td>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.</td>
</tr>
</tbody>
</table>

**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.

**NOTE:** You can define the primary behavior of the function keys (F1–F12) by changing Function Key Behavior in BIOS setup program.

Camera

Table 15. Camera specifications

<table>
<thead>
<tr>
<th>Resolution</th>
<th>Still image: 0.92 megapixel</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Video: 1280 x 720 (HD) at 30 fps (maximum)</td>
</tr>
</tbody>
</table>

| Diagonal viewing angle | 66 degrees |

Keyboard shortcuts
Touchpad

Table 16. Touchpad specifications

Resolution
- Horizontal: 305
- Vertical: 305

Dimensions
- Height: 60 mm (2.36 in)
- Width: 105 mm (4.13 in)

Power adapter

Table 17. Power adapter specifications

Type 45 W
Diameter (connector) 4.7 mm
Input voltage 100 VAC–240 VAC
Input frequency 50 Hz–60 Hz
Input current (maximum) 1.30 A
Output current (continuous) 2.31 A
Rated output voltage 19.50 VDC
Temperature range:
- Operating 0°C to 40°C (32°F to 104°F)
- Storage −40°C to 70°C (−40°F to 158°F)

Battery

Table 18. Battery specifications

Type 4-cell "smart" lithium ion (60 WHr)
Width 103.50 mm (4.07 in)
Depth 257.60 mm (10.14 in)
Height: 5.20 mm (0.20 in)
Weight (maximum): 0.25 kg (0.55 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)
   Storage: –40°C to 65°C (–40°F to 149°F)

Coin-cell battery
   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

<table>
<thead>
<tr>
<th>Type</th>
<th>13.3-inch UltraSharp QHD+ InfinityEdge display with touchscreen</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>13.3-inch FHD InfinityEdge display with touchscreen</td>
</tr>
<tr>
<td></td>
<td>13.3-inch anti-glare FHD InfinityEdge display</td>
</tr>
</tbody>
</table>

Resolution (maximum)

<table>
<thead>
<tr>
<th></th>
<th>QHD+: 3200 x 1800</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>FHD: 1920 x 1080</td>
</tr>
</tbody>
</table>

Pixel pitch

|       | QHD+: 0.0918 mm                                       |
Height: 165.24 mm (6.51 in)
Width: 293.76 mm (11.57 in)
Diagonal: 337.05 mm (13.27 in)
Refresh rate: 60 Hz
Operating angle: 0 degrees (closed) to 135 degrees
Controls: Brightness can be controlled using shortcut keys

**Video**

**Table 20. Video specifications**

**Controller**

- Intel HD Graphics 620 on computers shipped with 7th generation Intel i3/i5/i7 processors.
- Intel Iris Plus Graphics 640 on computers shipped with 7th generation Intel i7 processors
- Intel UHD Graphics 620 on computers shipped with 8th generation Intel i5/i7 processors

**Memory**: Shared system memory

**Computer environment**

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

**Table 21. Computer environment**

<table>
<thead>
<tr>
<th></th>
<th>Operating</th>
<th>Non-Operating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temperature range</td>
<td>0°C to 35°C</td>
<td>−40°C to 65°C</td>
</tr>
<tr>
<td></td>
<td>(32°F to 95°F)</td>
<td>(−40°F to 149°F)</td>
</tr>
<tr>
<td>Relative humidity</td>
<td>10% to 90%</td>
<td>0% to 95%</td>
</tr>
<tr>
<td>(maximum)</td>
<td>(non-condensing)</td>
<td>(non-condensing)</td>
</tr>
<tr>
<td></td>
<td>Operating</td>
<td>Non-Operating</td>
</tr>
<tr>
<td>----------------------</td>
<td>-----------------</td>
<td>---------------</td>
</tr>
<tr>
<td>Vibration (maximum)*</td>
<td>0.66 GRMS</td>
<td>1.30 GRMS</td>
</tr>
<tr>
<td>Shock (maximum)</td>
<td>140 G†</td>
<td>160 G‡</td>
</tr>
<tr>
<td>Altitude (maximum)</td>
<td>–15.20 m to 3048 m</td>
<td>–15.20 m to 10,668 m</td>
</tr>
<tr>
<td></td>
<td>(–50 ft to 10,000 ft)</td>
<td>(–50 ft to 35,000 ft)</td>
</tr>
</tbody>
</table>

* 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 is not in use.
### 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**

<table>
<thead>
<tr>
<th>Keys</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>F1</td>
<td>Mute audio</td>
</tr>
<tr>
<td>F2</td>
<td>Decrease volume</td>
</tr>
<tr>
<td>F3</td>
<td>Increase volume</td>
</tr>
<tr>
<td>F4</td>
<td>Play previous track/chapter</td>
</tr>
<tr>
<td>F5</td>
<td>Play/Pause</td>
</tr>
<tr>
<td>F6</td>
<td>Play next track/chapter</td>
</tr>
<tr>
<td>F8</td>
<td>Switch to external display</td>
</tr>
<tr>
<td>F9</td>
<td>Search</td>
</tr>
<tr>
<td>F10</td>
<td>Toggle keyboard backlight</td>
</tr>
<tr>
<td>F11</td>
<td>Decrease brightness</td>
</tr>
<tr>
<td>F12</td>
<td>Increase brightness</td>
</tr>
<tr>
<td>Fn + PrtScr</td>
<td>Turn off/on wireless</td>
</tr>
<tr>
<td>Keys</td>
<td>Description</td>
</tr>
<tr>
<td>--------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>Fn + S</td>
<td>Toggle scroll lock</td>
</tr>
<tr>
<td>Fn + Esc</td>
<td>Toggle Fn-key lock</td>
</tr>
<tr>
<td>Fn + B</td>
<td>Pause/Break</td>
</tr>
<tr>
<td>Fn + Insert</td>
<td>Sleep</td>
</tr>
</tbody>
</table>
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**

<table>
<thead>
<tr>
<th>Information about Dell products and services</th>
<th><a href="http://www.dell.com">www.dell.com</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Dell Help &amp; Support app</td>
<td>![Dell Help &amp; Support icon]</td>
</tr>
</tbody>
</table>

**Accessing help**

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

**Online help for operating system**

- [www.dell.com/support/windows](http://www.dell.com/support/windows)
- [www.dell.com/support/linux](http://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](http://www.dell.com/support)

**Dell knowledge base articles for a variety of computer concerns.**

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:

- Product specifications
- Operating system
- Setting up and using your product
- Data backup
- Troubleshooting and diagnostics

See *Me and My Dell* at [www.dell.com/support/manuals](http://www.dell.com/support/manuals).

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

- Select **Detect Product**.
• Factory and system restore
• BIOS information
• 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.