

# XPS 9380

## 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 9380

**NOTE:** The images in this document may differ from your computer depending on the configuration you ordered.

- 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 on-screen instructions to complete the setup. For more information about installing and configuring Ubuntu, see the knowledge base articles [SLN151664](#) and [SLN151748](#) at [www.dell.com/support](http://www.dell.com/support).

#### 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
	My Dell

## 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.

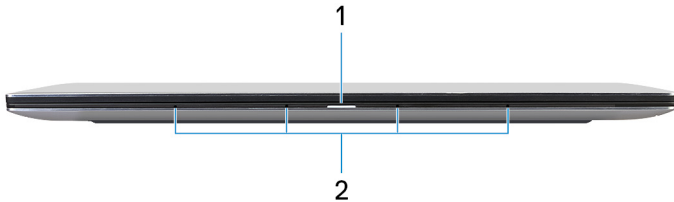
**NOTE:** The following steps may vary depending on the version of Windows installed. Refer to the [Microsoft support site](#) for latest instructions.

- 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 9380

## 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.

## Right



### 1 Right speaker

Provides audio output.

### 2 microSD-card slot

Reads from and writes to the microSD-card.

### 3 USB 3.1 Gen 2 (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).

## Left



#### 1 Security-cable slot (wedge-shaped)

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.



# 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.

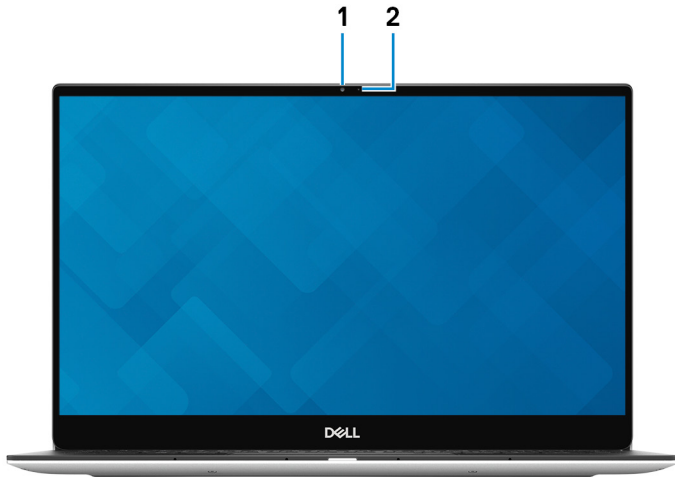
Press and hold power button over 25 seconds to reset RTC battery if encounter no post issue.

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



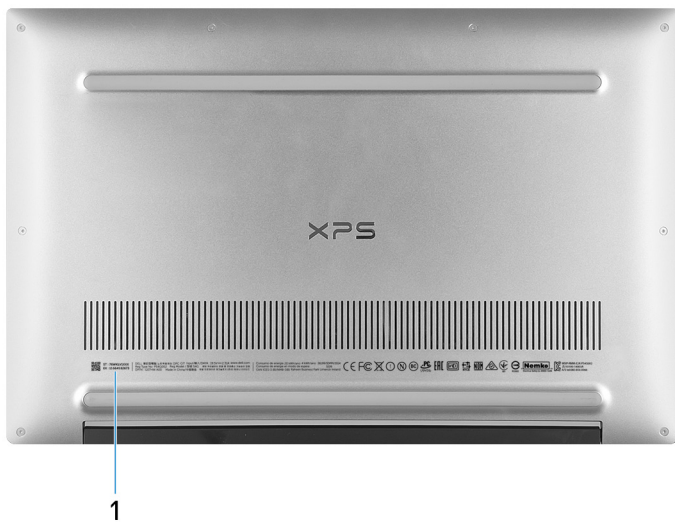
1 **Camera**

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

2 **Camera-status light**

Turns on when the camera is in use.

# Bottom



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 of XPS 9380

## Dimensions and weight

**Table 2. Dimensions and weight**

Description	Values
Height:	
Front	7.80 mm (0.31 in.)
Rear	11.63 mm (0.46 in.)
Width	301.76 mm (11.88 in.)
Depth	199.24 mm (7.84 in.)
Weight	1.27 kg (2.81 lb)

**i** **NOTE:** The weight of your computer depends on the configuration ordered and the manufacturing variability.

## Processors

**Table 3. Processors**

Description	Values		
Processors	8 <sup>th</sup> generation Intel Core i3 (8145U)	8 <sup>th</sup> generation Intel Core i5 (8265U)	8 <sup>th</sup> generation Intel Core i7 (8565U)
Wattage	15 W	15 W	15 W
Core count	2	4	4
Thread count	4	8	8
Speed	2.10 GHz, up to 3.90 GHz	1.60 GHz, up to 3.90 GHz	1.80 GHz, up to 4.60 GHz
Smart cache	4 MB	6 MB	8 MB
Integrated graphics	Supported	Supported	Supported

# Chipset

Table 4. Chipset

Description	Values		
Processor	8 <sup>th</sup> generation Intel Core i3	8 <sup>th</sup> generation Intel Core i5	8 <sup>th</sup> generation Intel Core i7
Chipset	Integrated in processor	Integrated in processor	Integrated in processor
DRAM bus width	64-bit per channel	64-bit per channel	64-bit per channel
Flash EPROM	32 MB	32 MB	32 MB
PCIe bus	PCIe Gen 3	PCIe Gen 3	PCIe Gen 3
External bus frequency	PCIe Gen 3x4	PCIe Gen 3x4	PCIe Gen 3x4

## Operating system

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

## Memory

Table 5. Memory specifications

Description	Values
Slots	Onboard memory <b>i</b> <b>NOTE: The memory modules are integrated on the system board. If the memory modules are malfunctioning and need to be replaced, a replacement of the system board is necessary.</b>
Type	Dual-channel LPDDR3
Speed	2133 MHz
Maximum memory	16 GB
Minimum memory	4 GB
Memory size per slot	Not applicable
Configurations supported	<ul style="list-style-type: none"><li>• 4 GB LPDDR3 at 2133 MHz (2 x 2 GB)</li><li>• 8 GB LPDDR3 at 2133 MHz (2 x 4 GB)</li><li>• 16 GB LPDDR3 at 2133 MHz (2 x 8 GB)</li></ul>

# Ports and connectors

**Table 6. External ports and connectors**


**External:**

USB	Two Thunderbolt 3 (USB Type-C) ports with Power Delivery
Audio	One headset (headphone and microphone combo) port
Video	One USB 3.1 Gen 2 (USB Type-C) port with Power Delivery/ DisplayPort
Media card reader	MicroSD card reader
Docking port	Not supported
Power adapter port	DC-IN through USB Type-C
Security	Noble lock

**Table 7. Internal ports and connectors**

**Internal:**

M.2	One M.2 slot for 2280 Solid-State Drive (SSD)
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 **NOTE:** To learn more about the features of different types of M.2 cards, see the knowledge base article [SLN301626](#).

## Communications

### Wireless module

**Table 8. Wireless module specifications**

Description	Values
Model number	Killer 1435-S
Transfer rate	Up to 867 Mbps
Frequency bands supported	Dual band 2.4 GHz/5 GHz
Wireless standards	Wi-Fi 802.11a/b/g/n/ac
Encryption	<ul style="list-style-type: none"><li>64-bit/128-bit WEP</li><li>AES-CCMP</li><li>TKIP</li></ul>
Bluetooth	Bluetooth 4.2

# Audio

**Table 9. Audio specifications**

Description	Values
Controller	Realtek ALC3271-CG with Waves MaxxAudio Pro
Stereo conversion	Supported
Internal interface	High-definition audio
External interface	7.1 channel output, universal audio jack supports microphone-in, stereo headphones, and headset combo
Speakers	Two
Internal speaker amplifier	Supported
External volume controls	Supported
Speaker output:	
Average	2 W
Peak	2.5 W
Subwoofer output	Not supported
Microphone	Digital-array microphones

# Storage

**Table 10. Storage specifications**

Storage type	Interface type	Capacity
One M.2 2280/2230 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 2 TB</li></ul>

# Media-card reader

**Table 11. Media-card reader specifications**

Description	Values
Type	One microSD-card slot
Cards supported	<ul style="list-style-type: none"><li>• microSecure Digital (mSD)</li><li>• microSecure Digital High Capacity (mSDHC)</li><li>• microSD Extended Capacity (mSDXC)</li></ul>

# Keyboard

Table 12. Keyboard specifications

Description	Values
Type	Backlit keyboard
Layout	QWERTY
Number of keys	<ul style="list-style-type: none"><li>• United States and Canada: 82 keys</li><li>• United Kingdom: 83 keys</li><li>• Japan: 86 keys</li></ul>
Size	X=19.05 mm key pitch Y=18.05 mm key pitch
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><b>NOTE:</b> You can define the primary behavior of the function keys (F1–F12) by changing Function Key Behavior in BIOS setup program.</p> <p><a href="#">Keyboard shortcuts</a></p>

# Camera

Table 13. Camera specifications

Description	Values
Number of cameras	One
Type	Fixed focus lens
Location	Top-mount front camera
Sensor type	CMOS sensor technology
Resolution:	
Still image	0.9 megapixels (HD)
Video	1280 x 720 (HD) at 30 fps
Diagonal viewing angle	78 degrees

# Touchpad

**Table 14. Touchpad specifications**

Description	Values
Resolution:	
Horizontal	305
Vertical	305
Dimensions:	
Horizontal	105 mm (4.13 in.)
Vertical	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](https://support.microsoft.com).

## Power adapter

**Table 15. Power adapter specifications**

Description	Values
Type	45 W USB (Type-C)
Diameter (connector)	Not supported
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)
Storage	-40°C to 70°C (-40°F to 158°F)



# Battery

**Table 16. Battery specifications**

Description	Values
Type	4-cell "smart" lithium-ion (52 WHr)
Voltage	7.60 VDC
Weight (maximum)	0.22 kg (0.48 lb)
Dimensions:	
Height	4.30 mm (0.17 in.)
Width	257.60 mm (10.14 in.)
Depth	98.60 mm (3.88 in.)
Temperature range:	
Operating	0°C to 35°C (32°F to 95°F)
Storage	-40°C to 65°C (-40°F to 149°F)
Operating time	Varies depending on operating conditions and can significantly reduce under certain power-intensive conditions.
Charging time (approximate)	4 hours (when the computer is off)
	<p><b>NOTE:</b> Control the charging time, duration, start and end time, and so on using the Dell Power Manager application. For more information on the Dell Power Manager see, <i>Me and My Dell</i> on <a href="https://www.dell.com/">https://www.dell.com/</a></p>
Life span (approximate)	300 discharge/charge cycles
Coin-cell battery	ML1220
Operating time	Varies depending on operating conditions and can significantly reduce under certain power-intensive conditions.

# Display

**Table 17. Display specifications**

Description	Values		
Type	13.3-inch FHD touchscreen	13.3-inch FHD non-touchscreen	13.3-inch UHD touchscreen
Panel technology	Wide Viewing Angle (WVA)	Wide Viewing Angle (WVA)	Wide Viewing Angle (WVA)
Luminance (typical)	400 nits	400 nits	400 nits
Dimensions (active area):			
Height	165.24 mm (6.51 in.)	165.24 mm (6.51 in.)	165.24 mm (6.51 in.)

<b>Description</b>	<b>Values</b>		
Width	293.76 mm (11.57 in.)	293.76 mm (11.57 in.)	293.76 mm (11.57 in.)
Diagonal	337.82 mm (13.30 in.)	337.82 mm (13.30 in.)	337.82 mm (13.30 in.)
Native resolution	1920 x 1080	1920 x 1080	3840 x 2160
Megapixels	2.07	2.07	2.07
Pixels per inch (PPI)	166	166	166
Contrast ratio (min)	800:1	800:1	800:1
Response time (max)	35 msec rise/fall	35 msec rise/fall	35 msec rise/fall
Refresh rate	60 Hz	60 Hz	60 Hz
Horizontal view angle	+/- 80 degrees	+/- 80 degrees	+/- 80 degrees
Vertical view angle	+/- 80 degrees	+/- 80 degrees	+/- 80 degrees
Pixel pitch	0.153 mm	0.153 mm	0.0765 mm
Power consumption (maximum)	2.90 W	2.90 W	5.41 W
Anti-glare vs glossy finish	Glossy	Glossy	Glossy
Touch options	Yes	No	Yes

## Fingerprint reader (optional)

**Table 18. Fingerprint reader specifications**

<b>Description</b>	<b>Values</b>
Sensor technology	Touch
Sensor resolution	500 dpi
Sensor area	5.5 mm x 4.5 mm
Sensor pixel size	108 x 88 pixels

## Video

**Table 19. Video specifications**

<b>Discrete graphics</b>			
<b>Controller</b>	<b>External display support</b>	<b>Memory size</b>	<b>Memory type</b>
Not supported	Not supported	Not supported	Not supported

**Table 20. Video specifications****Integrated graphics**

Controller	External display support	Memory size	Processor
Intel UHD Graphics 620	Not supported	Shared system memory	8 <sup>th</sup> generation Intel Core i3/i5/i7

# 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 3,048 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.





















Some keys on your keyboard have two symbols on them. These keys can be used to type alternate characters or to perform secondary functions. The symbol shown on the lower part of the key refers to the character that is typed out when the key is pressed. If you press shift and the key, the symbol shown on the upper part of the key is typed out. For example, if you press **2**, 2 is typed out; if you press **Shift** + **2**, @ is typed out.

The keys F1-F12 at the top row of the keyboard are function keys for multi-media control, as indicated by the icon at the bottom of the key. Press the function key to invoke the task represented by the icon. For example, pressing F1 mutes the audio (refer to the table below).

However, if the function keys F1-F12 are needed for specific software applications, multi-media functionality can be disabled by pressing **Fn** + **Esc**. Subsequently, multi-media control can be invoked by pressing **Fn** and the respective function key. For example, mute audio by pressing **Fn** + **F1**.

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

















Table 22. List of keyboard shortcuts

Function key	Re-defined key (for multi-media control)	Behavior
 F1	Fn + 	Mute audio
 F2	Fn + 	Decrease volume
 F3	Fn + 	Increase volume
 F4	Fn + 	Play previous track/chapter
 F5	Fn + 	Play/Pause
 F6	Fn + 	Play next track/chapter
 F8	Fn + 	Switch to external display
 F9	Fn + 	Search
 F10	Fn + 	Toggle keyboard backlight (optional)
 F11	Fn + 	Print screen

Function key	Re-defined key (for multi-media control)	Behavior
	 + 	Insert

The **Fn** key is also used with selected keys on the keyboard to invoke other secondary functions.

**Table 23. List of keyboard shortcuts**



Function key	Behavior
 + 	Pause/Break
 + 	Toggle scroll lock
 + 	Toggle between power and battery-status light/hard-drive activity light
 + 	System request
 + 	Open application menu
 + 	Toggle Fn-key lock
 + 	Page up/increase brightness
 + 	Page down/decrease brightness

# 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 24. 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> <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> .
<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>	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>• 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.