

# XPS 13 9345

## 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.

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# Before you begin

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](#) to your computer.

## Check the graphics options on your computer

The number of external displays that are supported depends on the GPU (Graphics Processing Unit) supported by your computer.

Your computer supports integrated graphics with Qualcomm Adreno GPU.

For more information about the GPU available on your computer, run **Dell SupportAssist** on your computer, or scan your hardware at the [Dell Support Site](#).

## Modes of connection

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

- Thunderbolt 3 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, search for *Guide to Dell Docking Stations* at the Knowledge Base Resource at the [Dell Support Site](#).

**NOTE:** USB-C adapters can also be used to connect external displays to the computer, though these do not allow power charging simultaneously. For more information about the types of USB-C adapters available from Dell, search for *Thunderbolt USB-C Adapters and Cables* at the Knowledge Base Resource at the [Dell Support Site](#).

**The USB-C ports available on your computer are shown in the following image:**

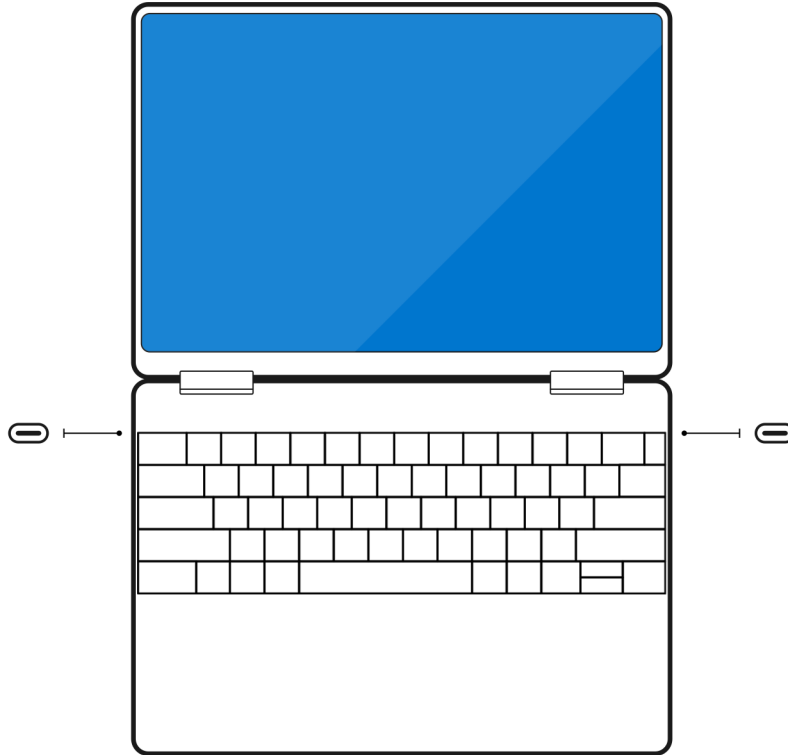


Figure 1. Location of USB-C ports

## Turn off the computer display

There may be instances when you may want to turn off the display of your computer. You can turn off the computer display in Windows.

**NOTE:** There is no difference in the number of external displays that are supported, with the computer display turned on or off.

### To turn off the computer display in Windows:

1. In the Windows search bar, search for **Display settings**.
2. In the **System > Display** window, click **Identify** to identify your computer display.
3. Select the computer display, and click **Disconnect this display** to turn off the computer display.

**NOTE:** You can also disable the computer display by pressing the **Windows** and **P** keys together, then clicking **Second screen only** in the shortcut window that appears.

## Connect external displays

You can connect up to:

- Three 4K/60Hz external displays, or
- One 4K/60 Hz external display and one 5K/60 Hz or 4K/120 Hz external display

**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, then connect the docking station to the USB-C port on your computer.

**NOTE:** Devices connected to the USB-C port on the left side of the computer have priority over the USB-C port on the right. When connecting external displays through a docking station, it is recommended that you connect it to the left USB-C port.

**NOTE:** Your docking station may limit the number of external displays supported. Check the documentation of your docking station for more information.

**NOTE:** There is no difference in the number of external displays that are supported, with the computer display turned on or off.

The following table summarizes the number of external displays supported:

**Table 1. External display support (up to 4K/60 Hz)**

Graphics Processing Unit	Supported external displays with computer display on	Supported external displays with computer display off
Qualcomm Adreno GPU	Three	

**Table 2. External display support (up to 5K/60 Hz/ and 4K/120 Hz)**

Graphics Processing Unit	Supported external displays with computer display on	Supported external displays with computer display off
Qualcomm Adreno GPU	One 4K/60 Hz external display and one 5K/60 Hz or 4K/120 Hz external display	

The following table shows the supported accessories for connecting external displays to your computer.

**Table 3. Supported accessories for connecting external displays**

Accessories
Dell 6-in-1 USB-C Multiport Adapter - DA305
Dell 7-in-1 USB-C Multiport Adapter - DA310
Dell Adapter USB-C to HDMI/DP with Power Pass-Through
Dell USB-C to HDMI 2.1 Adapter
Dell Adapter USB-C to USB-A/HDMI - DA20
Dell Dual Charge Dock - HD22Q
Dell Thunderbolt Dock – WD22TB4
Dell Universal Dock - UD22
Dell Dock - WD19S 130W

# Connecting external displays to XPS 13 9345 with integrated graphics

## Connecting external displays to XPS 13 9345 with integrated graphics

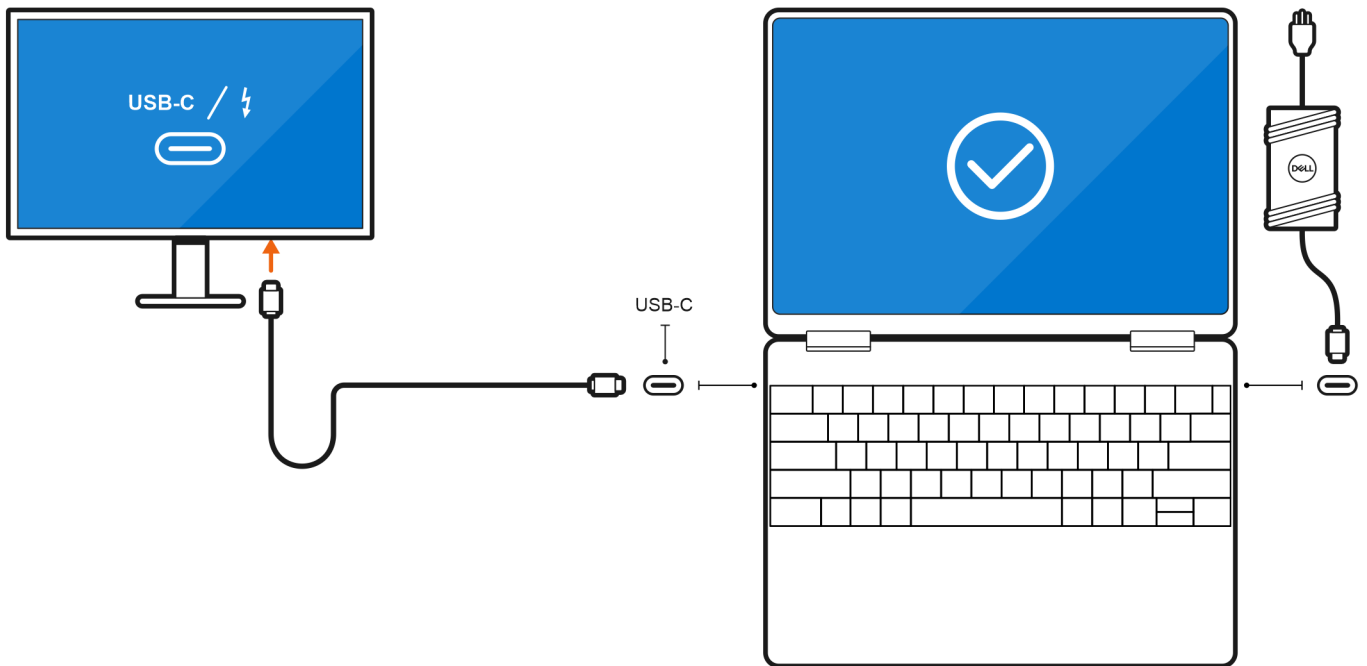
- NOTE:** When connecting a display indirectly using an adapter or docking station, it is recommended that you connect the display to the docking station first, then connect the docking station to the USB-C port on your computer.
- NOTE:** Devices connected to the USB-C port on the left side of the computer have priority over the USB-C port on the right. When connecting external displays through a docking station, it is recommended that you connect it to the left USB-C port.
- NOTE:** Your docking station may also limit the number of external displays supported. Check the documentation for your docking station for details.
- NOTE:** There is no difference in the number of external displays that are supported, with the computer display turned on or off. The following scenarios are provided for illustrative purposes only.

### With the computer display turned on

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

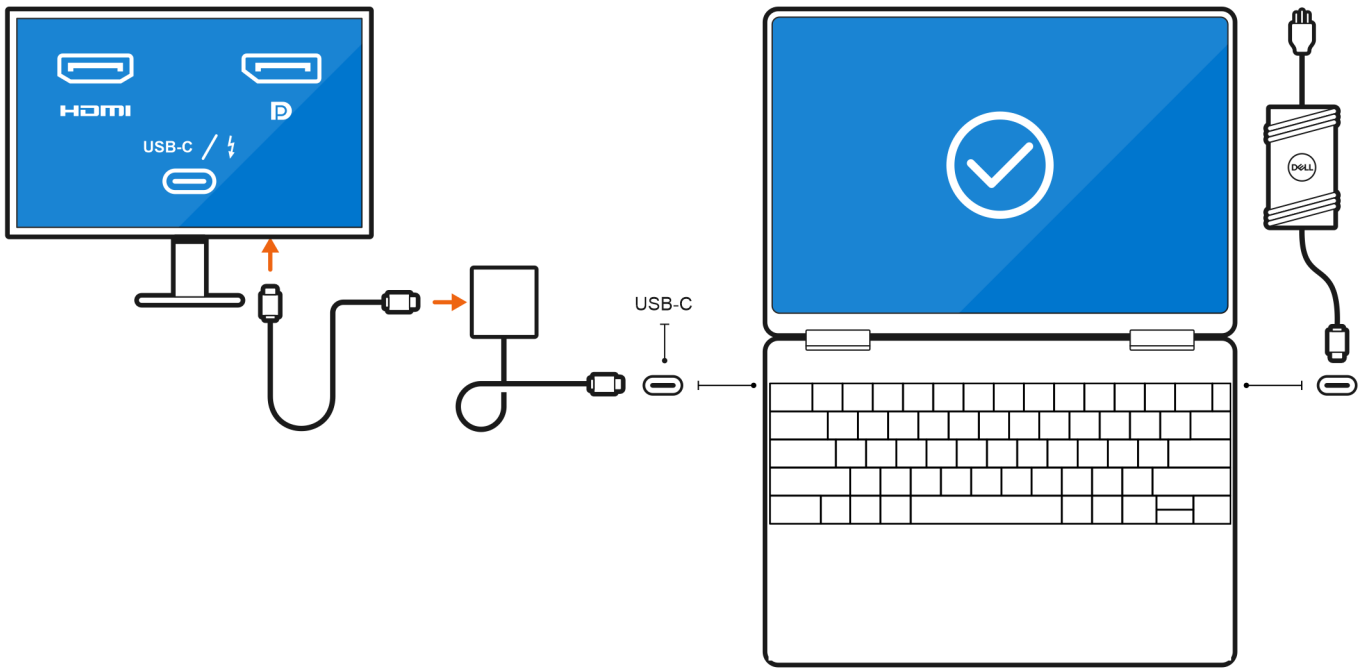
- NOTE:** The number of external displays that are supported depends on the specifications of the docking station.

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



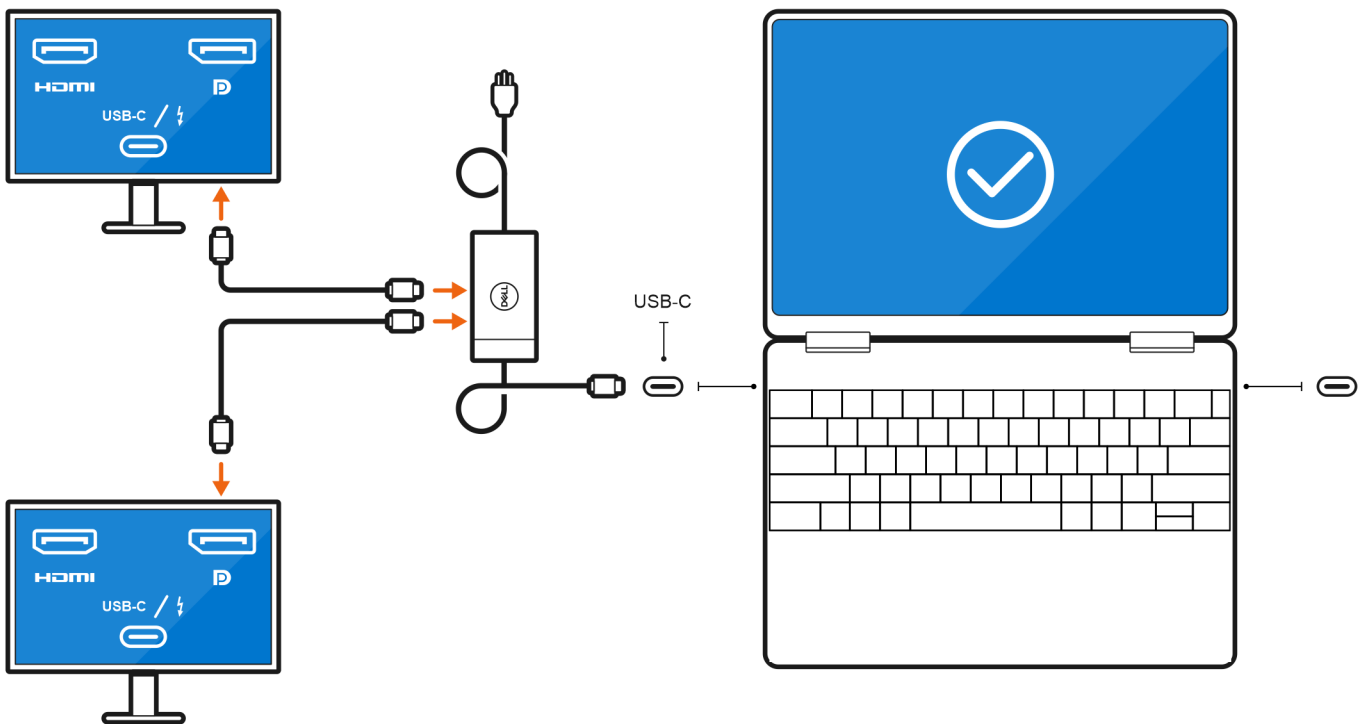
**Figure 2. Connecting an external display using a direct USB-C or Thunderbolt cable**

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



**Figure 3. Connecting an external display using a USB-C to Thunderbolt/HDMI/DisplayPort adapter**

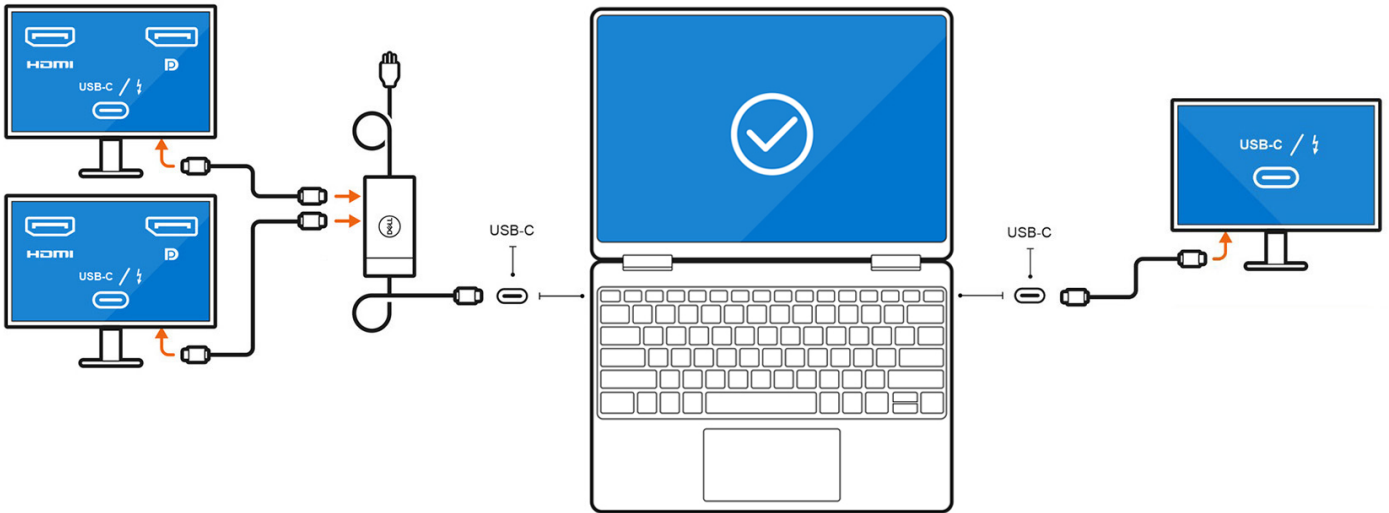
- Connect up to two external displays using a docking station.



**Figure 4. Connecting up to two external displays using a docking station**

- Connect up to three external displays using a docking station.





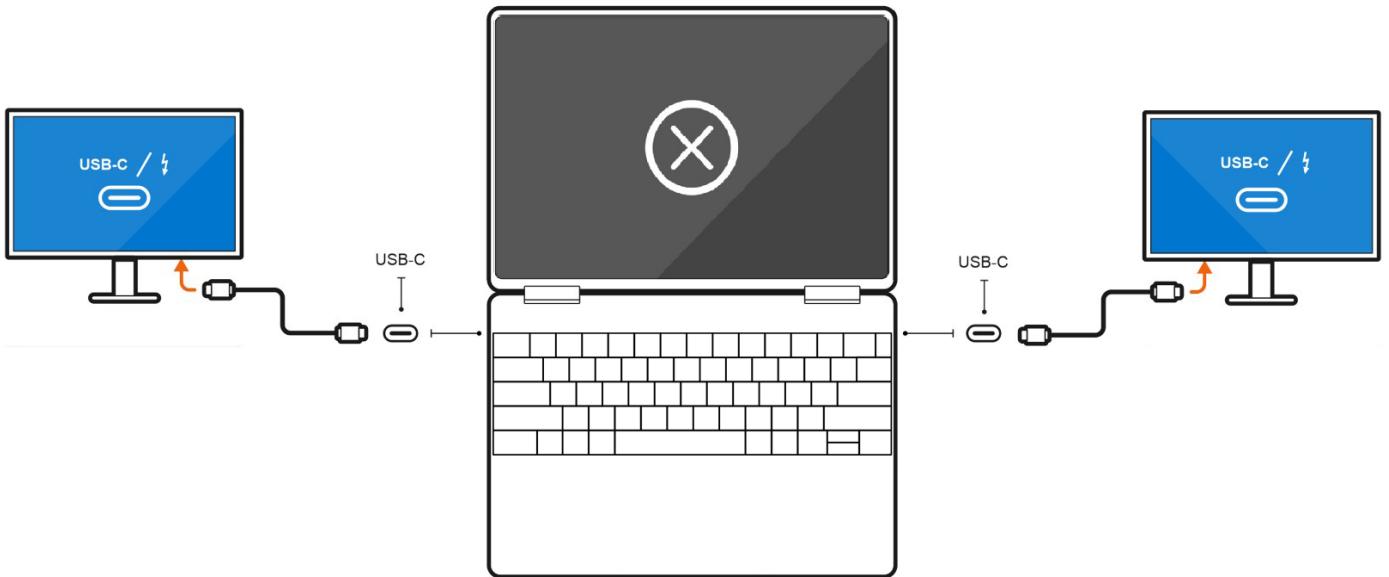
**Figure 5. Connecting up to three external displays using a docking station**

## With the computer display turned off

There is no difference in the number of external displays that are supported, with the computer display turned on or off. The following scenarios are provided for illustrative purposes only.

**NOTE:** For instructions on how to turn off the computer display, see [Turn off the computer display](#).

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



**Figure 6. Connecting two external displays using direct USB-C or Thunderbolt cables**

- Connect up to three external displays using a docking station .

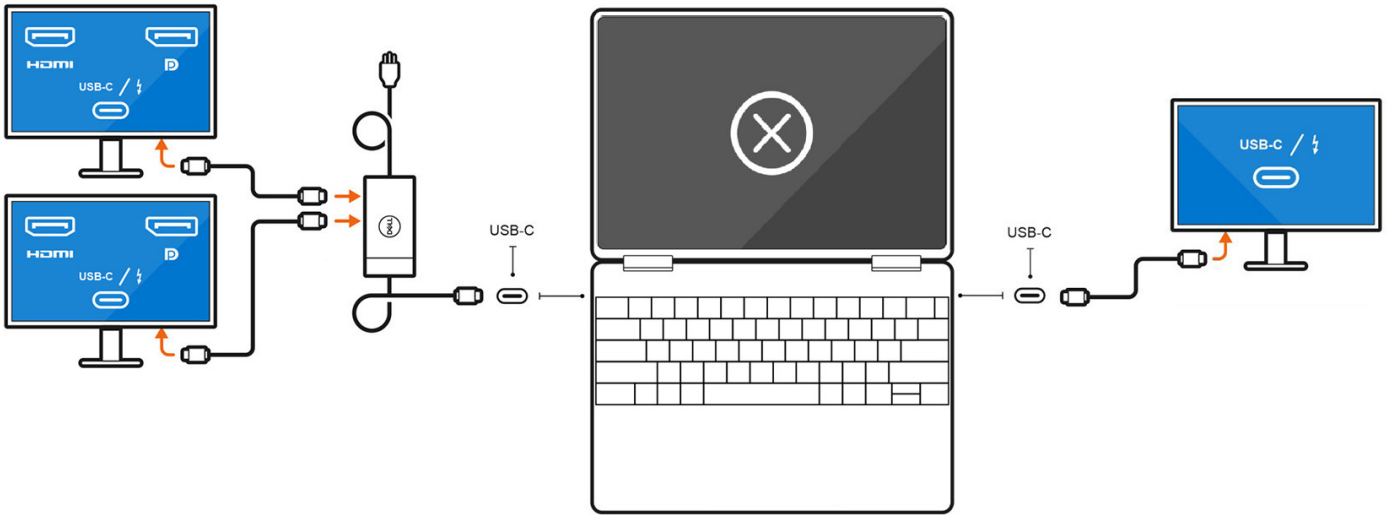


Figure 7. Connecting up to three external displays using a docking station

## Troubleshooting

### Connected 8K external display cannot output 8K/60Hz

**Question**

When I connect an 8K display to the computer using a Thunderbolt or USB-C cable directly, the maximum display output is 5K/60Hz.

**Cause**



This is a hardware limitation and there is no workaround.

# Getting help and contacting Dell Technologies

## Self-help resources


You can get information and help on Dell Technologies products and services using these self-help resources:


**Table 4. Self-help resources**

Self-help resources	Resource location
Information about Dell Technologies products and services	<a href="#">Dell Site</a>
MyDell app	
Tips	
Contact Support	In Windows search, type <code>Contact Support</code> , and press Enter.
Online help for operating system	<a href="#">Windows Support Site</a>
Access top solutions, diagnostics, drivers and downloads, and learn more about your computer through videos, manuals, and documents.	Your Dell Technologies computer is uniquely identified using a Service Tag or Express Service Code. To view relevant support resources for your Dell Technologies computer, enter the Service Tag or Express Service Code at <a href="#">Dell Support Site</a> . For more information about how to find the Service Tag for your computer, see <a href="#">Instructions on how to find your Service Tag or Serial Number</a> .
Dell Technologies knowledge base articles	<ol style="list-style-type: none"> <li>1. Go to <a href="#">Dell Support Site</a>.</li> <li>2. On the menu bar at the top of the Support page, select <b>Support &gt; Support Library</b>.</li> <li>3. In the Search field on the Support Library page, type the keyword, topic, or model number, and then click or tap the search icon to view the related articles.</li> </ol>

## Contacting Dell Technologies

To contact Dell Technologies for sales, technical support, or customer service issues, see [Contact Support at Dell Support Site](#).

 **NOTE:** Availability of the services may vary depending on the country or region, and product.

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