

Dell Pro Micro Thin Client

Q9M1260

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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Views of Dell Pro Micro Thin Client Q9M1260

Front view

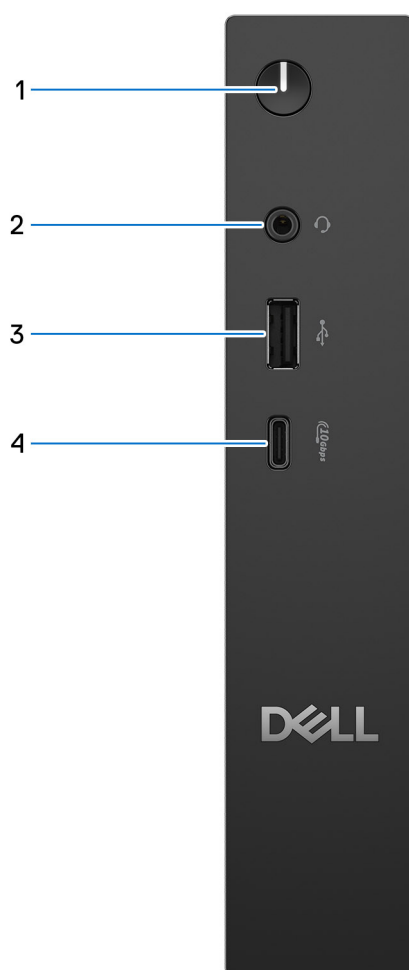


Figure 1. Front view

1. Power button

Provides standard power control (on/off).

NOTE: The power-button behavior can be customized in the operating system.

2. Global headset audio jack

Supports connection of headphones or combo headsets with integrated microphone for audio input and output.

3. USB 2.0 (480 Mbps) port

Supports data transfer speed up to 480 Mbps for connecting external storage and peripherals.

4. USB 3.2 Gen 2 (10 Gbps) Type-C port

Supports data transfer speed up to 10 Gbps for connecting external storage and peripherals.

Back view

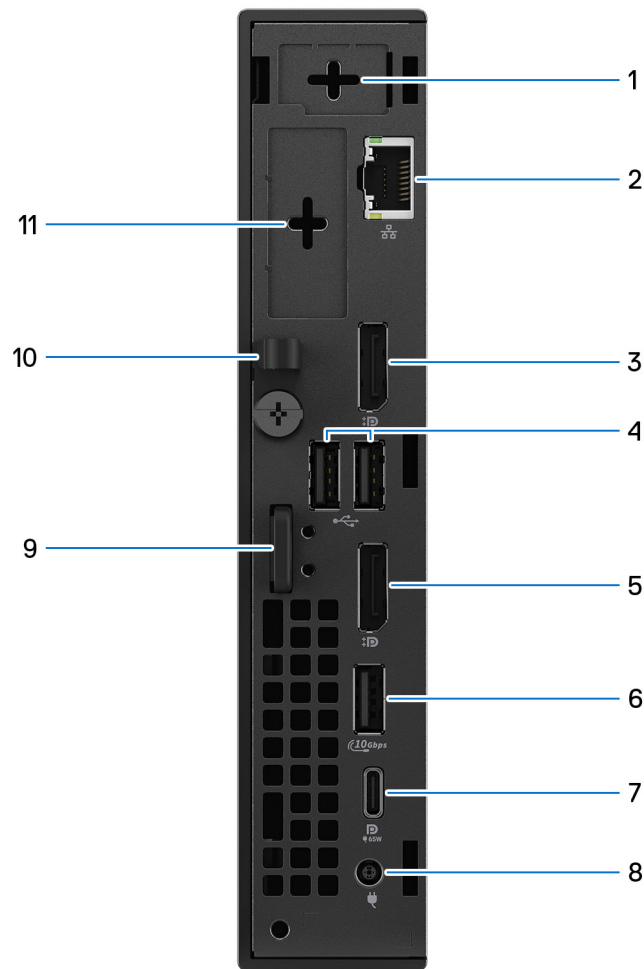


Figure 2. Back view

1. External wireless antenna connector port (optional)

Connect to an external antenna to enhance wireless signal reception and transmission.

2. RJ45 Ethernet port, 1GbE

Provides wired network connectivity by connecting to a router or modem using an Ethernet cable. Supports data transfer speeds up to 1 Gbps for stable and high-speed Internet or LAN access.

3. DisplayPort 1.4a (HBR2) port

Connect an external display or a projector. Maximum resolution supported up to 3840 x 2160 @ 60 Hz.

4. Two USB 2.0 (480 Mbps) ports with SmartPower On

Supports data transfer speed up to 480 Mbps for connecting external storage and peripherals, and allow computer power-on using connected USB devices, enabling fast connectivity and convenient remote startup.

NOTE: When USB wake is enabled in the BIOS, the computer turns on or wakes from hibernation whenever a USB mouse or keyboard that is connected to this port is used.

5. DisplayPort 1.4a (HBR2) port

Connect an external display or a projector. Maximum resolution that is supported up to 3840 x 2160 @ 60 Hz.

6. USB 3.2 Gen 2 (10 Gbps) port

Supports data transfer speed up to 10 Gbps for connecting external storage and peripherals.

7. **USB 3.2 Gen 2 Type-C port with DisplayPort Alt Mode and Power Delivery (Power-In/Out)**

Supports high-speed data transfer speed up to 10 Gbps, video output using DisplayPort Alt Mode, Power-In up to 100 W from compatible USB-C adapters/docks, and Power Delivery output up to 15 W for fast peripheral charging—enabling fast charging and seamless connectivity to external devices and displays through a single versatile interface.

NOTE: The port enables a single-cable connection to a Dell USB-C Hub Monitor minimizing clutter.

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

8. **Power-adapter port**

Allows connection to a power adapter to charge or power your computer.

NOTE: Dell Pro Micro Thin Client Q9M1260 also supports a USB Type-C power adapter. The power-adapter port may vary based on the computer configuration.

9. **Kensington security-cable slot and Padlock ring**

Provides a slot for a cable lock to secure the computer against unauthorized removal or movement.

10. **Power-cable clip**

For power-adapter cable routing.

11. **Optional module**

NOTE: Optional module port, which can be configured with one of the following options:

- One serial port
- One serial/PS2 port with fan-out cable
- Two USB 3.2 Gen 2 (10 Gbps) ports
- One USB 3.2 Gen 2 Type-C port with DisplayPort 1.4 (HBR3) Alt Mode

NOTE: The DisplayPort 1.4 (HBR3) supports a maximum resolution of 4096 x 2304 @ 60 Hz.

- One HDMI 2.1 (TMDS) port

NOTE: Supports a maximum resolution of 3840 x 2160 @ 60 Hz.

- One DisplayPort 1.4 (HBR3) port

NOTE: The DisplayPort 1.4 (HBR3) supports a maximum resolution of 4096 x 2304 @ 60 Hz.

- One VGA port

NOTE: Supports a maximum resolution of 1920 x 1200 @ 60 Hz.

- One video expansion module with 2x DisplayPort 1.4 (HBR2) ports using fan-out cable

NOTE: Dell Pro Micro Thin Client Q9M1260 supports up to five simultaneous displays. For more information, see [Multiple display support matrix](#).

NOTE: Always use Dell recommended fan-out cable.

- One Optical Fiber Ready Small Form-factor Pluggable (SFP) network adapter, 1 GbE

NOTE: Supports up to 1 Gbps connectivity. The actual speed over the network depends on equipment compatibility, requiring both transceiver and switch at the same maximum speed.

NOTE: The transceiver to support the fiber-optic network is sold separately. See [Dell ThinOS Release Notes](#) for the list of transceivers supported by each operating system.

NOTE: These optional modules are unavailable when your computer is configured with Intel BE200 (Wi-Fi 7).

Locate the Service Tag or Express Service Code label of your computer

The service tag is a unique alphanumeric identifier that allows Dell service technicians to identify the hardware components in your computer and access warranty information. The Express Service Code is a numeric version of the Service Tag.

For more information about how to find the Service Tag of your computer, see [Dell Support Site](#).



Figure 3. Service Tag/Express Service Code location

Set up your computer

Steps

1. Connect the keyboard and mouse.

 **NOTE:** For setup instructions, see the documentation that is shipped with the keyboard and mouse.

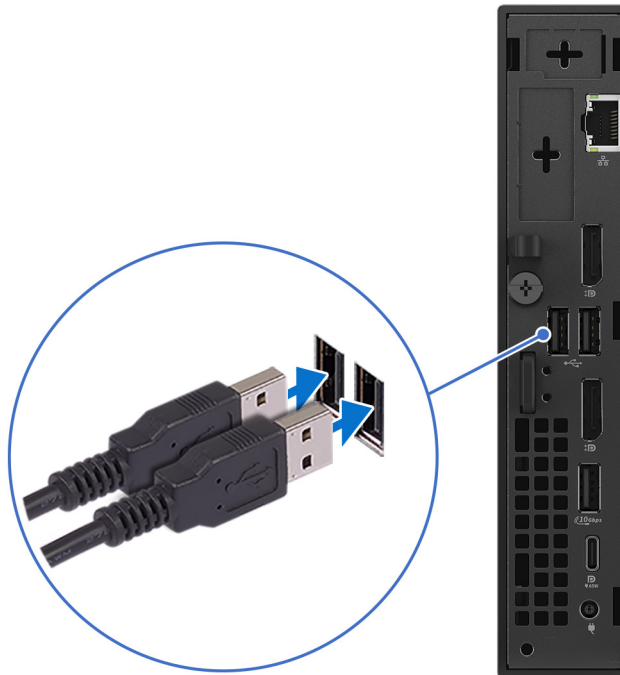


Figure 4. Connecting the keyboard and mouse

2. Connect to your network using a cable, or connect to a wireless network.

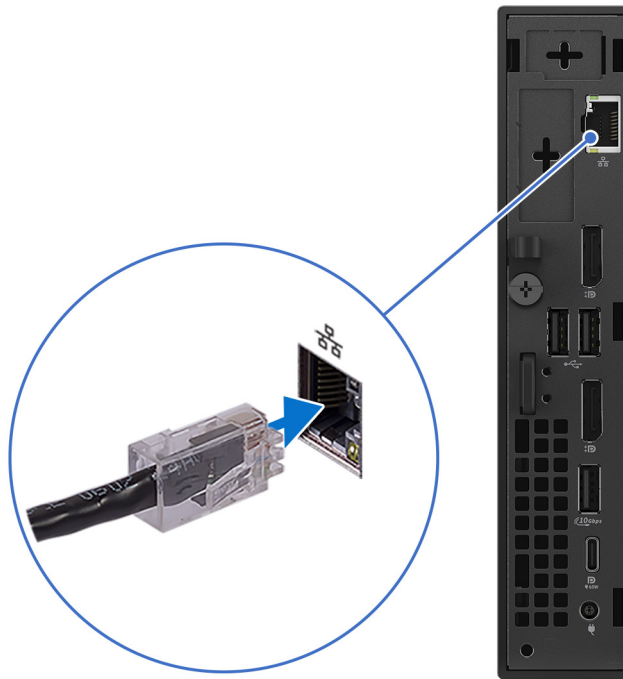


Figure 5. Connecting the network cable

3. Connect the display.

NOTE: For improved graphical performance, connect the display to the display ports on the discrete graphics processing unit.



Figure 6. Connecting the display

4. Connect the power cable.

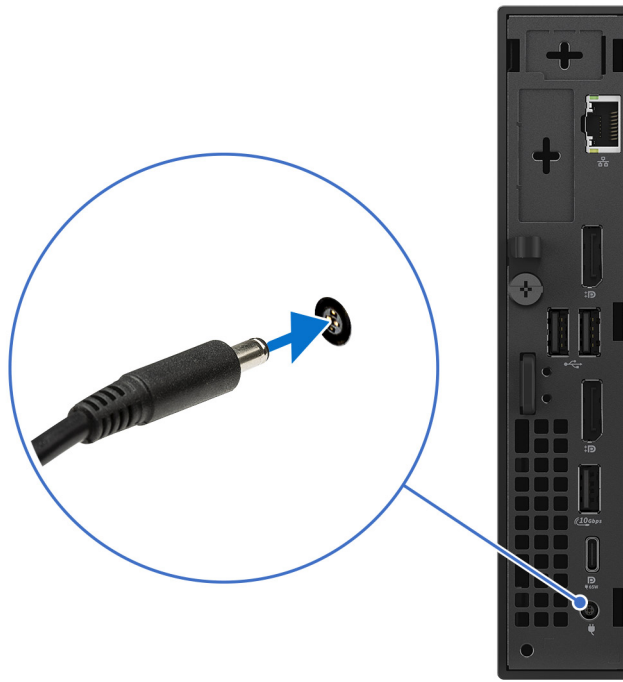


Figure 7. Connecting the power cable

5. Press the power button.



Figure 8. Pressing the power button

6. Finish the operating system setup.

For Windows:

Follow the on-screen instructions to complete the setup. When setting up, Dell Technologies 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.

7. Locate and use Dell apps from the Windows Start menu—Recommended.

Table 1. Locate Dell apps

Resources	Description
	Dell Product Registration Register your computer with Dell.

Table 1. Locate Dell apps (continued)

Resources	Description
	Dell Help & Support Access help and support for your computer.
	SupportAssist SupportAssist is a proactive and predictive technology that offers automated technical support for Dell computers. It proactively monitors both hardware and software, addressing performance issues, preventing security threats, and automating engagement with Dell Technical Support. For more information, see SupportAssist documentation at Dell Support Site.  NOTE: In SupportAssist, click the warranty expiry date to renew or upgrade your warranty.

Specifications of Dell Pro Micro Thin Client Q9M1260

Dimensions and weight

The following table lists the height, width, depth, and weight of your Dell Pro Micro Thin Client Q9M1260.

Table 2. Dimensions and weight

Description	Values
Height	182 mm (7.17 in.)
Width	36 mm (1.42 in.)
Depth	178 mm (7.01 in.)
Weight  NOTE: The weight of your computer depends on the configuration ordered and manufacturing variability.	- Minimum: 0.89 kg (1.96 lb) - Maximum: 1.10 kg (2.43 lb)

Processor

The following table lists the details of the processors that are supported on your Dell Pro Micro Thin Client Q9M1260.

Table 3. Processor

Description	Option one	Option two	Option three
Type	Intel Core 3 Processor N350	Intel Processor N250	Intel Processor N150
Wattage	7 W	6 W	6 W
Total cores	8	4	4
Total threads	8	4	4
Speed	Up to 3.9 GHz	Up to 3.8 GHz	Up to 3.6 GHz
Maximum turbo frequency	Up to 3.9 GHz	Up to 3.8 GHz	Up to 3.6 GHz
Cache	6 MB	6 MB	6 MB
Integrated graphics	Intel Graphics	Intel Graphics	Intel Graphics

Chipset

The following table lists the details of the chipset that is supported by your Dell Pro Micro Thin Client Q9M1260.

Table 4. Chipset

Description	Values
Chipset	Intel Processor N150

Table 4. Chipset (continued)

Description	Values
	- Intel Processor N250 - Intel Core 3 Processor N350
Processor	Intel
DRAM bus width	64-bit
Flash EPROM	32 MB + 16 MB
PCIe bus	Gen 3

Operating system

Your Dell Pro Micro Thin Client Q9M1260 supports the following operating systems:

- Windows 11 IoT Enterprise LTSC 2024
- Dell ThinOS 10.x
- No Operating System (BIOS only)

Memory

The following table lists the memory specifications that are supported by your Dell Pro Micro Thin Client Q9M1260.

Table 5. Memory specifications

Description	Values
Memory slots	One SoDIMM slot
Memory type	DDR5
Memory speed	4800 MT/s
Maximum memory configuration	16 GB
Minimum memory configuration	8 GB
Memory size per slot	8 GB or 16 GB
Memory configurations supported	8 GB: 1 x 8 GB, DDR5, 4800 MT/s, single-channel 16 GB: 1 x 16 GB, DDR5, 4800 MT/s, single-channel

Memory matrix

The following table lists the memory configurations supported on your Dell Pro Micro Thin Client Q9M1260.

Table 6. Memory matrix

Configuration	Slot
	SODIMM1
8 GB DDR5	8 GB
16 GB DDR5	16 GB

External ports and slots

The following table lists the external ports and slots on your Dell Pro Micro Thin Client Q9M1260.

Table 7. External ports and slots

Description	Values
Network port	1 RJ45 Ethernet port, 1GbE
USB ports	Front: - One USB 2.0 (480 Mbps) port, 2.50 W - One USB 3.2 Gen 2 (10 Gbps) Type-C port, 15 W Rear: - One USB 3.2 Gen 2 (10 Gbps) Type-C port with DisplayPort Alt Mode and Power Delivery (Power-In/Out), 15 W - One USB 3.2 Gen 2 (10 Gbps) port, 4.50 W - Two USB 2.0 (480 Mbps) ports with SmartPower On, 2.50 W
Audio port	One Global headset audio jack
Video port(s)	Supported using - Two DisplayPort 1.4a (HBR2) ports - USB 3.2 Gen 2 (10 Gbps) Type-C port with DisplayPort Alt Mode and Power Delivery (Power-In/Out) - Optional port: - USB 3.2 Gen 2 Type-C port with DisplayPort 1.4 (HBR3) Alt Mode NOTE: DisplayPort 1.4 (HBR3) supports a maximum resolution of 4096 x 2304 @ 60 Hz. - One HDMI 2.1 (TMDS) port NOTE: Supports a maximum resolution of 3840 x 2160 @ 60 Hz. - One DisplayPort 1.4 (HBR3) port NOTE: DisplayPort 1.4 (HBR3) supports a maximum resolution of 4096 x 2304 @ 60 Hz. - One VGA port - One video expansion module with 2x DisplayPort 1.4 (HBR2) ports using fan-out cable
Media-card reader slot	Not supported
Power-adaptor port	Supported using 65 W AC adapter, 4.5 mm barrel 65 W USB Type-C
Security-cable slot	- Kensington security-cable slot - One padlock ring
Optional port(s)	NOTE: The optional I/O module port can be configured with one of the following options: - One serial port - One serial/PS2 port with fan-out cable

Table 7. External ports and slots (continued)

Description	Values
	- Two USB 3.2 Gen 2 (10 Gbps) ports - One USB 3.2 Gen 2 (10 Gbps) Type-C port with DisplayPort Alt mode NOTE: DisplayPort 1.4 (HBR3) supports a maximum resolution of 4096 x 2304 @ 60 Hz. - One HDMI 2.1 (TMDS) port NOTE: Supports a maximum resolution of 3840 x 2160 @ 60 Hz. - One DisplayPort 1.4 (HBR3) port NOTE: DisplayPort 1.4 (HBR3) supports a maximum resolution of 4096 x 2304 @ 60 Hz. - One VGA port NOTE: Supports a maximum resolution of 1920 x 1200 @ 60 Hz. - One video expansion module with 2x DisplayPort 1.4 (HBR2) ports using fan-out cable NOTE: Dell Pro Micro Thin Client Q9M1260 supports up to five simultaneous displays. For more information, see Multiple display support matrix. NOTE: Always purchase Dell recommended fan-out cable. - One Optical Fiber Ready Small Form-factor Pluggable (SFP) network adapter, 1 GbE NOTE: Supports up to 1 Gbps connectivity. The actual speed over network depends on equipment compatibility, requiring both transceiver and switch at the same maximum speed. NOTE: The transceiver to support the fiber-optic network is sold separately. See Dell ThinOS Release Notes for the list of transceivers supported by each operating system. NOTE: These optional modules are unavailable when your computer is configured with Intel BE200 (Wi-Fi 7).

Internal slots

The following table lists the internal slots of your Dell Pro Micro Thin Client Q9M1260.

Table 8. Internal slots

Description	Values
M.2	- One M.2 2230 slot for Wi-Fi and Bluetooth card (Intel AX211 - Wi-Fi 6E, Bluetooth 5.3 wireless card) - One M.2 2230 slot for SSD/UFS - Optional slot - One M.2 2230 slot for Wi-Fi and Bluetooth card (BE200 - Wi-Fi 7, Bluetooth 5.4 wireless card)  NOTE: This M.2 slot is not available if the computer is configured with Intel AX211.  NOTE: To learn more about the features of different types of M.2 cards, search Dell Support Site.

Ethernet

The following table lists the wired Ethernet Local Area Network (LAN) specifications of your Dell Pro Micro Thin Client Q9M1260.

Table 9. Ethernet specifications

Description	Values
Model	Realtek RTL8111H
Transfer rate	10/100/1000 Mbps

Wireless module

The following table lists the Wireless Local Area Network (WLAN) modules that are supported on your Dell Pro Micro Thin Client Q9M1260.

Table 10. Wireless module specifications

Description	Option one	Option two
Model number	Intel AX211	Intel BE200
Transfer rate	Up to 2400 Mbps	Up to 5760 Mbps
Frequency bands supported	2.4 GHz/5 GHz/6 GHz	2.4 GHz/5 GHz/6 GHz
Wireless standards	- Wi-Fi 802.11a/b/g - Wi-Fi 4 (Wi-Fi 802.11n) - Wi-Fi 5 (Wi-Fi 802.11ac) - Wi-Fi 6E (Wi-Fi 802.11ax)	- Wi-Fi 802.11a/b/g - Wi-Fi 4 (Wi-Fi 802.11n) - Wi-Fi 5 (Wi-Fi 802.11ac) - Wi-Fi 6E (Wi-Fi 802.11ax) - Wi-Fi 7 (Wi-Fi 802.11be)
Encryption	64-bit/128-bit WEP - AES-CCMP - TKIP	64-bit/128-bit WEP - AES-CCMP - TKIP

Table 10. Wireless module specifications (continued)

Description	Option one	Option two
Bluetooth wireless card  NOTE: The functionality of the Bluetooth wireless card may vary based on the operating system.	Bluetooth 5.3 wireless card	Bluetooth 5.4 wireless card

Audio

The following table lists the audio specifications of your Dell Pro Micro Thin Client Q9M1260.

Table 11. Audio specifications

Description	Values
Audio type	High Definition Audio
Audio controller	Realtek Audio Controller, ALC3204-CG
Internal audio interface	High definition audio interface
External audio interface	Global headset audio jack
Stereo conversion	Supported
Speakers	One
Internal speaker amplifier	Codec built-in amp
External volume controls	No hardware volume buttons
Speaker output:	
Average (W)	2 W
Peak (W)	2.5 W
Subwoofer output	Not supported
Microphone	Not supported

Storage

This section lists the storage options on your Dell Pro Micro Thin Client Q9M1260.

Your Dell Pro Micro Thin Client Q9M1260 supports one of the following storage configurations:

- One M.2 2230 solid-state drive
- One M.2 UFS

Table 12. Storage matrix

Storage	M.2 2230 solid-state drive	UFS
M.2 2230 solid-state drive	Yes	Not supported
M.2 UFS	Not supported	Yes

Table 13. Storage specifications

Storage type	Interface type	Capacity
M.2 2230 solid-state drive	Gen3 PCIe NVMe x2	256 GB

Table 13. Storage specifications (continued)

Storage type	Interface type	Capacity
M.2 UFS	UFS 2.1 x2	128 GB

Power adapter

The following table lists the power adapter specifications of your Dell Pro Micro Thin Client Q9M1260.

Table 14. Power-adapter specifications

Description	Option one	Option two
Type	65 W AC adapter, 4.5 mm barrel	65 W USB Type-C
Connector dimensions:		
External diameter	4.50 mm (0.17 in.)	N/A
Internal diameter	2.90 mm (0.11 in.)	N/A
Power-adapter dimensions:		
Height	28 mm (1.10 in.)	28 mm (1.10 in.)
Width	47 mm (1.90 in.)	51 mm (2.01 in.)
Depth	108 mm (4.30 in.)	112 mm (4.40 in.)
Input voltage	100 VAC–240 VAC	100 VAC–240 VAC
Input frequency	50 Hz–60 Hz	50 Hz–60 Hz
Input current (maximum)	1.60 A/1.70 A	1.70 A
Output current (continuous)	3.34 A	20 V/3.25 A (continuous) 15 V/3 A (continuous) 9 V/3 A (continuous) 5 V/3 A (continuous)
Rated output voltage	19.50	20 VDC 15 VDC 9 VDC 5 VDC
Temperature range:		
Operating	0°C to 40°C (32°F to 104°F)	0°C to 40°C (32°F to 104°F)
Storage	-40°C to 70°C (-40°F to 158°F)	-40°C to 70°C (-40°F to 158°F)
 CAUTION: Operating and storage temperature ranges may differ among components, so operating or storing the device outside these ranges may impact the performance of specific components.		

Power adapter requirements

 **NOTE:** If you did not purchase the Dell-branded power adapter that is recommended for your computer, ensure that the power adapter you use meets the following requirements.

The following table lists the power adapter requirements for your Dell Pro Micro Thin Client Q9M1260.

Table 15. Power adapter requirements

Description	Value
Power that is required from a power adapter to achieve optimal performance.	65 W
Power that charges the computer at a slower speed. i NOTE: A warning message may appear informing you about the use of a lower-powered adapter and slower charging speed.	Less than 60 W
Minimum power that is required from a power adapter to operate the computer and charge the battery. i NOTE: A warning message appears informing you about the use of a lower-powered adapter and slower charging speed.	27 W
USB Power Delivery (PD) fast charging	Supported
ExpressCharge mode	Supported i NOTE: Ensure that the computer with a 45 Wh battery is connected to a 65 W power adapter for this feature to be supported.

GPU—Integrated

The following table lists the specifications of the integrated Graphics Processing Unit (GPU) supported by your Dell Pro Micro Thin Client Q9M1260.

Table 16. GPU—Integrated

Controller	Memory size	Processor
Intel Graphics	Shared system memory	- Intel Processor N150 - Intel Processor N250 - Intel Core 3 Processor N350

Video port resolution

The following table lists the video port resolution for your Dell Pro Micro Thin Client Q9M1260.

Table 17. Video port resolution

Graphics card	Video ports	Maximum supported resolution
Intel Graphics	Onboard with two standard DisplayPort 1.4a (HBR2)	3840 x 2160 @ 60 Hz
	Onboard with one USB 3.2 Gen 2 (10 Gbps) Type-C port with DisplayPort 1.4 (HBR3)	4096 x 2340 @ 60 Hz
	VGA option module	N/A
	DisplayPort 1.4 (HBR3) option module	4096 x 2340 @ 60 Hz
	HDMI 2.1 (TMDS) option module	3840 x 2160 @ 60 Hz

Table 17. Video port resolution (continued)

Graphics card	Video ports	Maximum supported resolution
	USB 3.2 Gen 2 Type-C port with DisplayPort 1.4 (HBR3) Alt Mode option module	4096 x 2340 @ 60 Hz
	Video expansion module with 2x DisplayPort 1.4 (HBR2) ports	3840 x 2160 @ 60 Hz

Multiple display support matrix

The following table lists the multiple display support matrix for your Dell Pro Micro Thin Client Q9M1260.

Table 18. Multiple display support matrix

Number of displays	Video ports	Maximum supported resolution
One	One DisplayPort	3840 x 2160 (4K) @ 60 Hz with 8 GB or 16 GB memory – Supports video playback on one display.
Two	Two DisplayPort	2 x DisplayPort: 3840 x 2160 (4K) @ 60 Hz with 8 GB or 16 GB memory – Supports video playback on one display. 2 x Daisy Chain: 2560 x 1440 (QHD) @ 60 Hz with 8 GB or 16 GB memory – Supports video playback on one display.
Three	Three DisplayPort	3 x DisplayPort: 1 x 3840 x 2160 (4K) @ 60 Hz + 2 x 1920 x 1080 (FHD) @ 60 Hz with 16 GB memory – Supports video playback on one display. 3 x DisplayPort: 1 x 3840 x 2160 (4K) @ 60 Hz + 2 x 1920 x 1080 (FHD) @ 60 Hz with 8 GB memory – No video playback at 4K; supports video playback on one display at 1920 x 1080 (FHD). 3 x DisplayPort: 2560 x 1440 (QHD) @ 60 Hz with 8 GB memory – Supports video playback on one display.
	Three Daisy Chain	3 x Daisy Chain: 2560 x 1440 (QHD) @ 60 Hz with 8 GB or 16 GB memory – Supports video playback on one display.
Four	Four DisplayPort	2 x DisplayPort + 2 x DisplayPort using video expansion optional module: 3840 x 2160 (4K) @ 60 Hz with 16 GB memory – No video playback at 4K; supports video playback on one display at 1920 x 1080 (FHD).
Five	Four DisplayPort + Rear USB Type-C with DisplayPort Alt Mode	2 x DisplayPort + 1 x Rear USB Type-C with DisplayPort Alt Mode + 2 x DisplayPort using Video Expansion optional module: 3 x 3840 x 2160 (4K) @ 60 Hz (2 of 4K displays using the Video Expansion module) + 2 x 1920 x 1080

Table 18. Multiple display support matrix (continued)

Number of displays	Video ports	Maximum supported resolution
		(FHD) @ 60 Hz with 16 GB memory – No video playback at 4K; supports video playback on one display at 1920 × 1080 (FHD)
NOTE: - The video playback scenario includes streaming sites (for example, YouTube), local media files, video calls, and screen sharing. - These scenarios are based on the condition that the video playback is limited to a single display. - The Video Expansion optional module requires 16 GB memory. - Daisy Chain or MST is supported on onboard DisplayPort and onboard USB Type-C (DisplayPort Alt Mode) only, not on the Video Expansion optional module. - Daisy Chain or MST shares a single channel bandwidth and the maximum output cannot exceed the bandwidth that is allowed by a single DisplayPort channel. For more information, see Dell Support Site.		

Hardware security

The following table lists the hardware security of your Dell Pro Micro Thin Client Q9M1260.

Table 19. Hardware security

Hardware security
One Kensington security-cable slot
One Padlock ring
Lockable port cover (optional)
Chassis intrusion switch
Post Quantum Cryptography (PQC)
Self-encrypting storage drives (Opal, FIPS)
Trusted Platform Module (TPM) 2.0

Environmental

The following table lists the environmental specifications of your Dell Pro Micro Thin Client Q9M1260.

Table 20. Environmental

Feature	Values
Recyclable packaging	Yes
BFR/PVC—free chassis	Yes
Vertical orientation packaging support	No
Multi-Pack packaging	Yes
Energy-Efficient Power Supply	Standard
ENV0424 compliant	Yes

NOTE: As per the anticipated required criteria for EPEAT 2018/2025, wood-based fiber packaging contains a minimum of 35% recycled content by total weight of wood-based fiber.

Regulatory compliance

The following table lists the regulatory compliance of your Dell Pro Micro Thin Client Q9M1260.

Table 21. Regulatory compliance

Regulatory compliance
Product Safety, EMC and Environmental Datasheets
Dell Regulatory Compliance Home Page
Responsible Business Alliance policy

Operating and storage environment

This table lists the operating and storage specifications of your Dell Pro Micro Thin Client Q9M1260.

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

Table 22. Computer environment

Description	Operating	Storage
Temperature range	10°C to 35°C (32°F to 95°F)	-40°C to 65°C (-40°F to 149°F)
Relative humidity (maximum)	20% to 80% (non-condensing)	5% to 95% (non-condensing)
Vibration (maximum)*	0.26 GRMS	1.37 GRMS
Shock (maximum)	40 G†	105 G†
Altitude range	-15.20 m to 3048 m (-49.87 ft to 10,000 ft)	-15.20 m to 10,668 m (-49.87 ft to 35,000 ft)
Airborne Contaminants	ISA-71 G1**: <300 A/month copper coupon corrosion, and <200 A/month of silver coupon corrosion.	
 CAUTION: Operating and storage temperature ranges may differ among components, so operating or storing the device outside these ranges may impact the performance of specific components.		

* Measured using a random vibration spectrum that simulates the user environment.

† Measured using a 2 ms half-sine pulse.

‡ Measured using a 2 ms half-sine pulse when the hard drive head is in parked position.

Dell support policy

For information about Dell support policy, search [Dell Support Site](#).

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	Dell Site
Contact Support	In Windows search, type <code>Contact Support</code> , and press Enter.
Online help for operating system	Windows Support Site Dell ThinOS Windows IoT Enterprise
Access top solutions, diagnostics, drivers and downloads, and learn more about your computer through videos, manuals, and documents.	Your Dell computer is uniquely identified using a Service Tag or Express Service Code. To view relevant support resources for your Dell computer, enter the Service Tag or Express Service Code at Dell Support Site. For more information about how to find the Service Tag for your computer, see Locate the Service Tag on your computer.
Dell knowledge base articles	1. Go to Dell Support Site. 2. On the menu bar at the top of the Support page, select Support > Support Library. 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.

Contacting Dell

To contact Dell 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 in your purchase invoice, packing slip, bill, or Dell product catalog.

Revision history

Tracks all updates that are made to the document. It typically includes the date of change, version number, and a brief description of the modification. This log helps maintain transparency, accountability, and a clear timeline of progress.

Table 24. Revision history

Revision	Date	Description
A02	July 2026	Updated content for compliance with accessibility guidelines.
A01	April 2026	Updated chipset - Flash EPROM value
A00	March 2026	Original publish date.