




XPS 15 9560 Video Stutters While Browsing the Internet

This article offers a solution to the stuttering video issue affecting the XPS 15 (9560)

If you have been experiencing video stuttering while browsing the internet on the XPS 15 9560 please Follow these steps to corect most stuttering video issues:

1. Disable Chrome Browser Hardware Accleration:
 1. Open Google Chrome.
 2. Click Customize and Control Google Chrome > Settings.
 3. Click on "Show advanced settings" and scroll to the "System" section.
 4. Uncheck "Use hardware acceleration when available" and restart Google Chrome.
 2. Change power plan to High Performance.
 3. Update the [Intel 630 driver](https://downloadcenter.intel.com/download/26563/Graphics-Intel-Graphics-Driver-for-Windows-15-45-product=96551) (<https://downloadcenter.intel.com/download/26563/Graphics-Intel-Graphics-Driver-for-Windows-15-45-product=96551>)  from Intel:
 1. Download the driver and save it to your Desktop.
 2. Open up Device Manager and double click Display adapters.
 3. Click on the Driver tab.
 4. Select Update Driver.
 5. Browse to the Desktop, select the Intel driver and follow the installation instructions.
 4. Once these changes are made, reboot the system and the video stuttering should no longer occur.
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