Dell Pro Smart Dock SD25

User's Guide

Regulatory Model: K23A
Regulatory Type: K23A001
April 2025
Rev. A00

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.

Contents

1

Introduction

The Dell Pro Smart Dock SD25 is a device that connects all your electronic devices to your computer through a USB Type-C cable interface. Connecting your computer to the dock allows for easy connection of multiple peripherals. These include a mouse, keyboard, stereo speakers, external hard drives, and high-resolution displays.

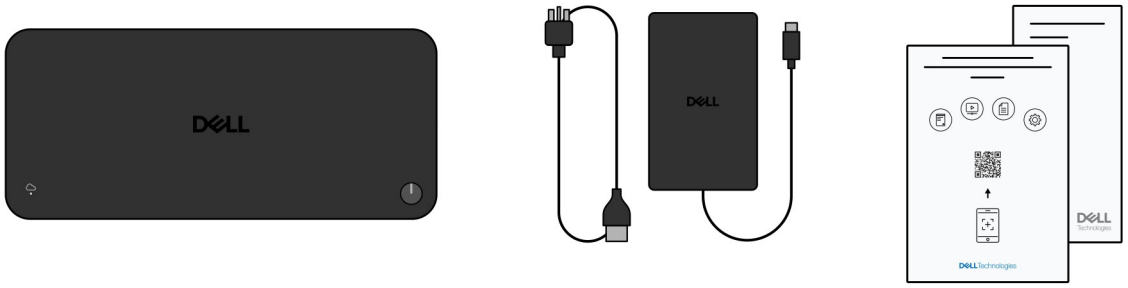
CAUTION: Update your computer's BIOS, graphic drivers, and Ethernet drivers to the latest versions at Dell Support Site. Also, update the Dell Pro Smart Dock drivers before using the docking station. Older BIOS versions and drivers may cause your computer not to recognize the docking station or to function sub-optimally. Always check if any recommended firmware is available for your docking station at Dell Support Site.

2

Package contents

Your docking station ships with the components shown below:

- Docking station
- Power adapter and power cable
- Documentation (Quick Start Guide; Safety, Environmental, and Regulatory Information)



NOTE: Contact Dell support if any of the listed items are missing from your box.

3

Views of Dell Pro Smart Dock SD25

Top

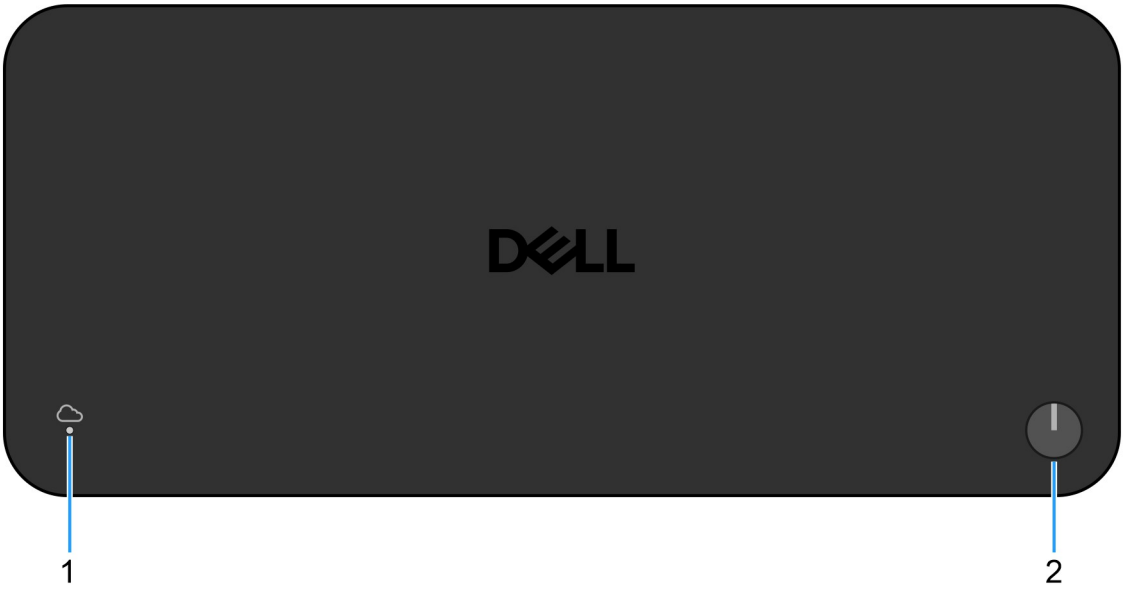


Figure 1. Dell Pro Smart dock SD25 top view

1. **Remote management LED**

   Provides the cloud connection status of the docking station.

2. **Sleep/Wake up/Power button**

   Press to turn on the docking station if it is turned off, in sleep state, or in the hibernate state.

   NOTE: When the Dell Pro Smart Dock is connected to supported Dell computers or non-Dell computers with Power Delivery 3.1 capability, the dock button functions like the power button your computer. This allows you to use it to power on, sleep, wake, or force shut down the computer.

Front

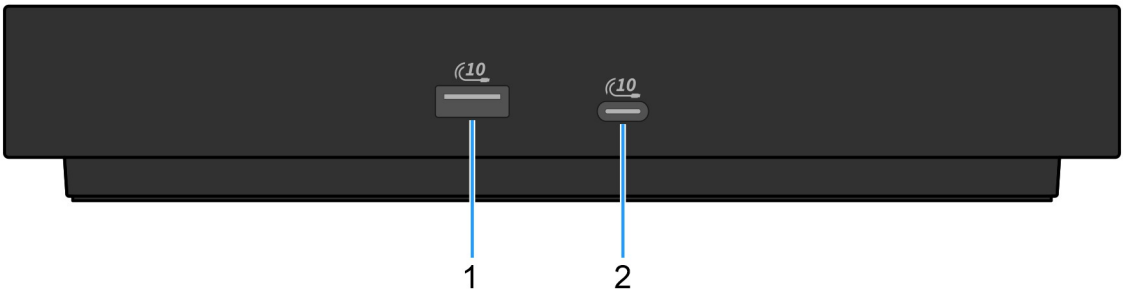


Figure 2. Front view

1. **USB 3.2 Gen 2 (10 Gbps) port**

   Connect devices such as external storage devices and printers. Provides a data transfer speed of up to 10 Gbps.

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

   Connect devices such as external storage devices and printers. Provides a data transfer speed of up to 10 Gbps.

Right

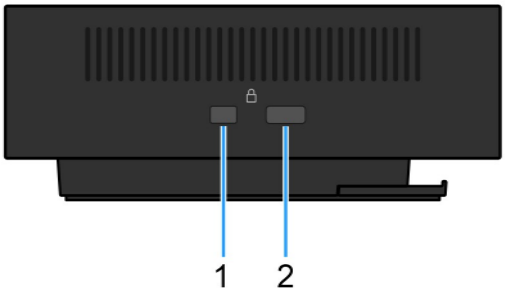


Figure 3. Right view

1. **Wedge-shaped lock slot**

   Connect a security cable to prevent unauthorized movement of your docking station.

2. **Kensington security-cable lock slot**

   Connect a security cable to prevent unauthorized movement of your docking station.

Back

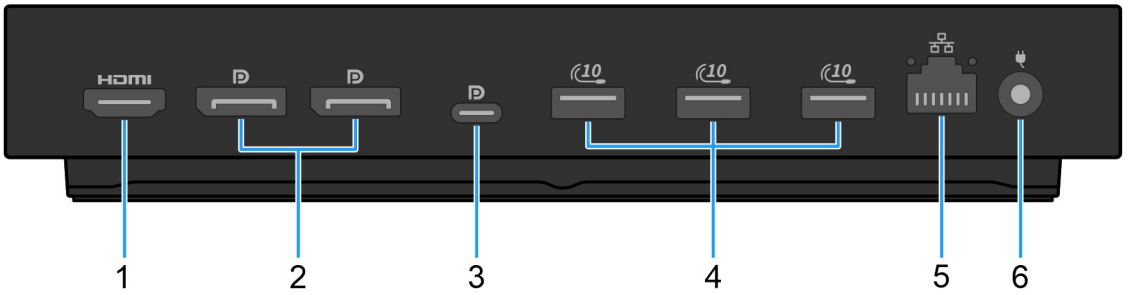


Figure 4. Back view

1. **HDMI 2.1 port**

   Connect to a TV, external display, or another HDMI-in enabled device to output both video and audio.

2. **Two DisplayPort 1.4 ports**

   Connect an external display or a projector.

3. **USB 3.2 Gen 2 (10 Gbps) Type-C port with DisplayPort Alt Mode (MFDP or Multi-Function Display Port)**

   Connect devices such as external storage devices, printers, and external displays. The dock provides a data transfer speed of up to 10 Gbps.

4. **USB 3.2 Gen 2 (10 Gbps) port**

   Connect devices such as external storage devices and printers. Provides a data transfer speed of up to 10 Gbps.

5. **RJ45 (10/100/1000/2500 Mbps) ethernet port**

   Connect an ethernet (RJ45) cable from a router or a broadband modem for network or Internet access, with a transfer rate of 10/100/1000/2500 Mbps.

6. **Power-adapter port**

   Connect a power adapter to provide power to your docking station.

Bottom

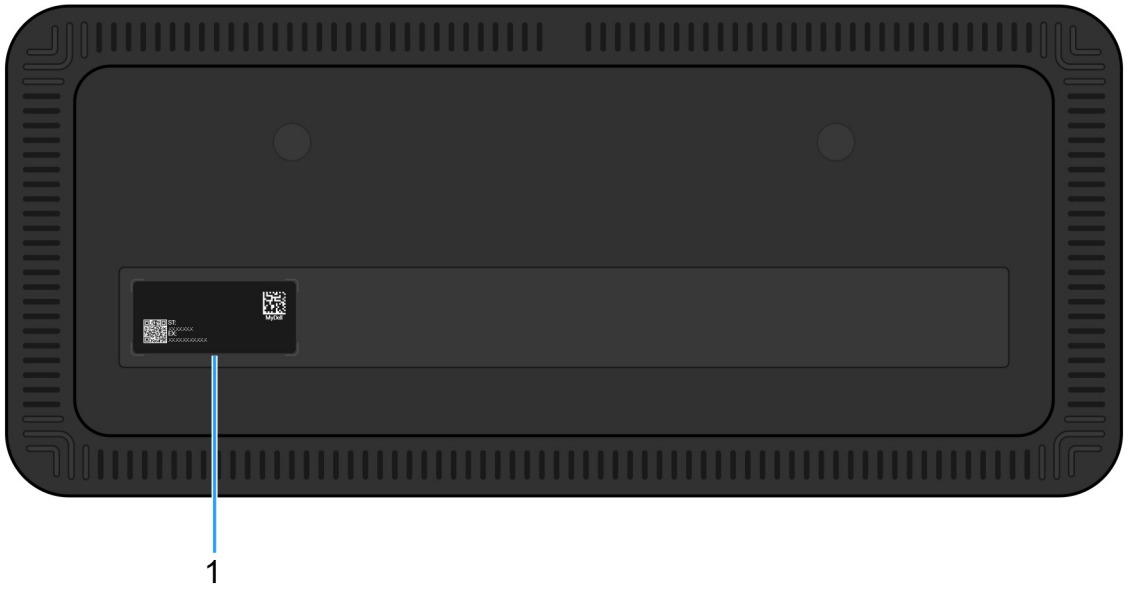


Figure 5. Bottom view

1. **Service Tag label**

   The Service Tag is a unique alphanumeric identifier that enables Dell service technicians to identify the specific device, its configuration, and warranty details. This also enables easy access to drivers, manuals, and troubleshooting info specific to the device.

4

Hardware requirements

Before using the docking station, ensure that your computer has a USB Type-C with DisplayPort Alt Mode compatible with the docking station. Alt Mode on USB-C repurposes high-speed data pins to enable alternative video data protocols. To use this feature, the host computer must support Alt Mode via the USB-C port and controller. If both the host computer and device support Alt Mode, the USB-C ports automatically switch from the default data protocol to the required Alt Mode protocol for video.

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Important Information

Updating drivers on your computer

It is recommended to update the following drivers on your computer before using the docking station:

- System BIOS
- Graphics driver
- Ethernet driver

CAUTION: Older BIOS versions and drivers may prevent your computer from recognizing the docking station. They may also cause the docking station to function sub-optimally.

For Dell computers, you can go to Dell Support Site and enter the Service Tag or Express Service Code to find all relevant drivers. For more information about how to find the Service Tag for your computer, see Locate the Service Tag on your computer.

For non-Dell computers, go to the respective manufacturers support page to find the latest drivers.

Updating the Dell Pro Smart Dock SD25 driver set

To ensure that the Dock functions correctly, it is recommended to install the latest firmware available for the SD25.

All available drivers can be found on Dell Support Site.

Proper handling of the cables

To maintain the optimal performance and enhance the longevity of the cables, manage them carefully by following these guidelines:

1. Avoid sharp bends
   - Ensure that the cable is not bent at sharp angles, particularly near the connectors. Maintain a gentle curve to prevent undue strain on the internal wires.
2. Implement proper cable management
   - When organizing or storing the cable, avoid wrapping it too tightly. Instead, loosely coil the cable in wide loops to preserve its integrity.
3. Refrain from tugging or twisting
   - Avoid holding the cable while disconnecting it from any connector or while carrying the dock from one place to another. This practice prevents potential damage to the cable and connectors.
4. Store safely when not in use
   - When the docking station is not in use, store the dock and its cables in a manner that prevents compression and other forms of damage.

Drivers and Downloads FAQ

When troubleshooting, downloading, or installing drivers, it is recommended that you read the Dell Knowledge Base article, Drivers and Downloads FAQ 000123347.

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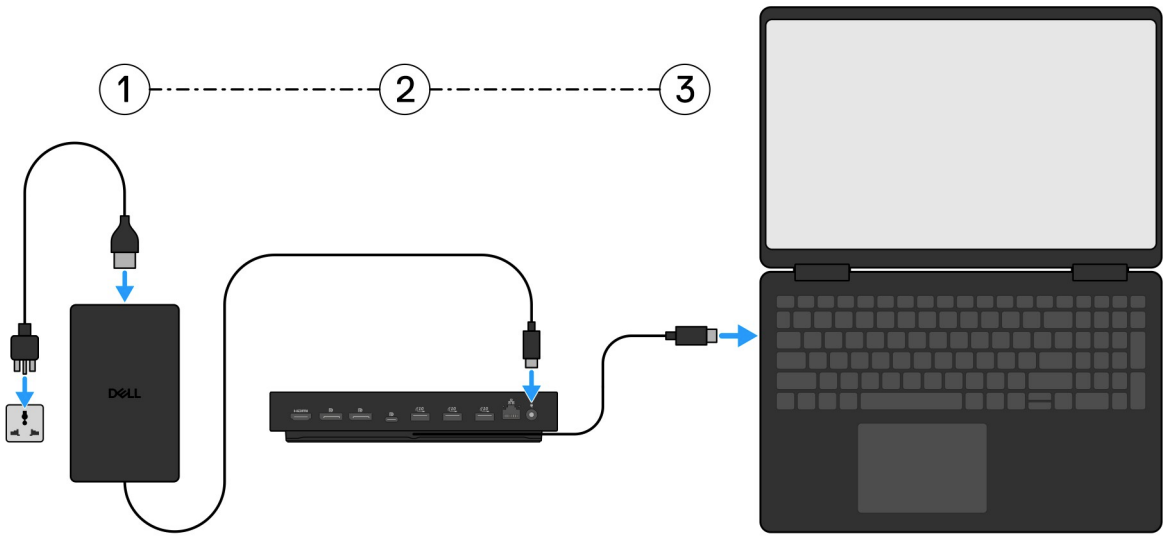
Setting up your docking station

Steps

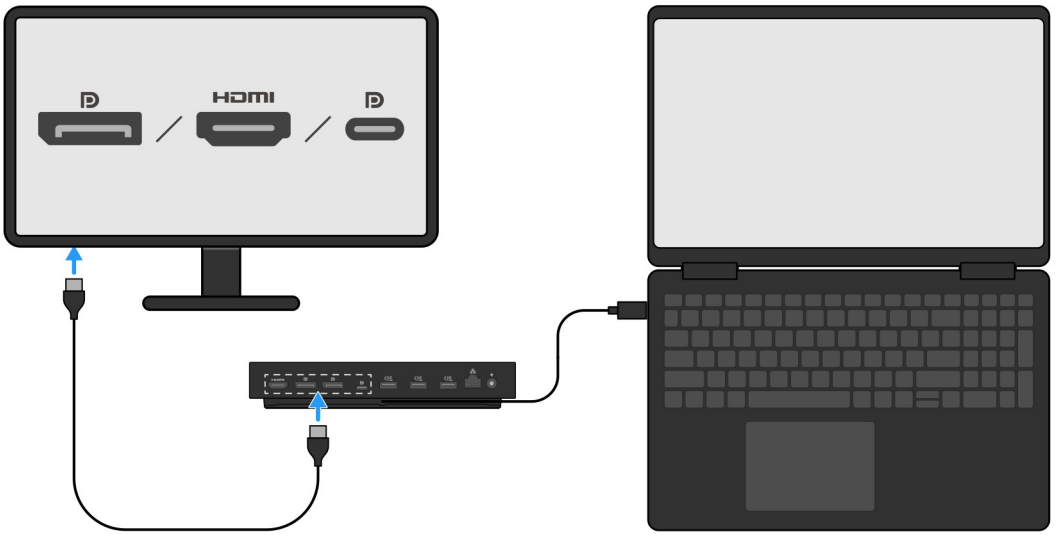
1. Update your computer's BIOS, graphics, and network drivers from Drivers at Dell Support Site.

   CAUTION: Ensure that the computer is connected to a power source while installing the BIOS and drivers.

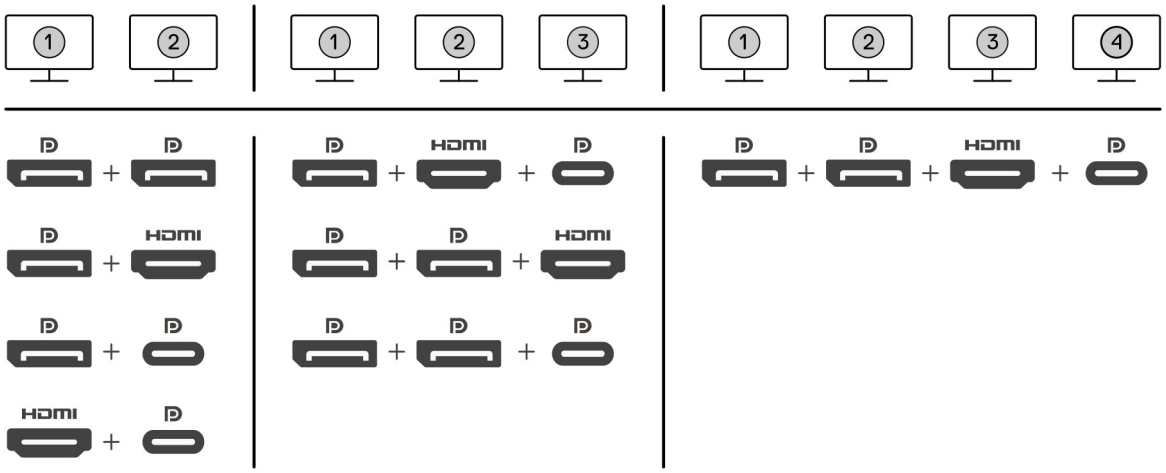
2. Connect the AC adapter to a power outlet. Then, connect the AC adapter to the 7.4 mm DC-in power input on the Dell Pro Smart Dock SD25.



3. Connect the USB Type-C connector to the computer.



4. Connect multiple displays to the docking station, as needed.



The above image shows the different video port combinations available to connect multiple displays to the Dell Pro Smart Dock. For more details, see Setting up External Monitors.

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Setting up external monitors

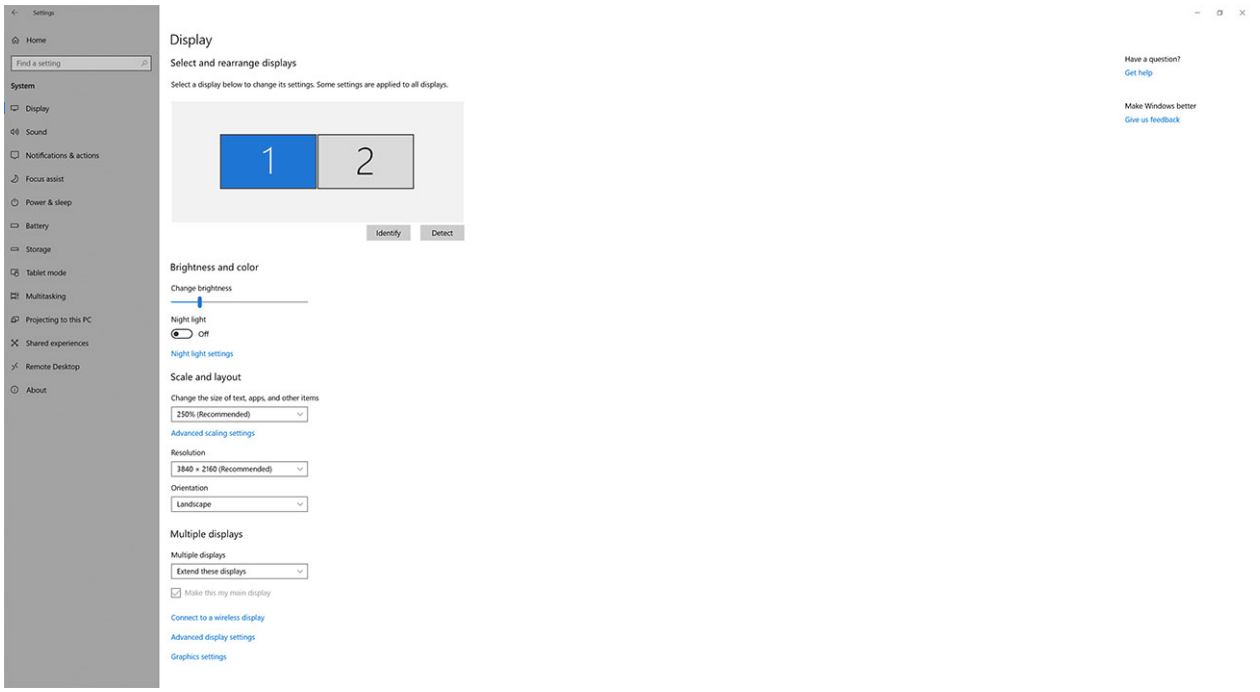
Configuring your monitors

To connect multiple displays, follow these steps:

Steps

1. Click the **Start** button, and then select **Settings**.
2. Click **System** and select **Display**.

3. Under the **Multiplay displays** section, modify the display configuration as needed.



NOTE: The display topology can be configured, by moving around the displays in the "**Select and rearrange displays**" section, to change where the operating system assumes these monitors are located.

Video connectors for multiple display setup

This topic provides details of the various video output configurations that are supported by your docking station.

Important information

The Dell SD25 dock supports multiple video output configurations with 2, 3 and 4 external displays.

Dual-display setup

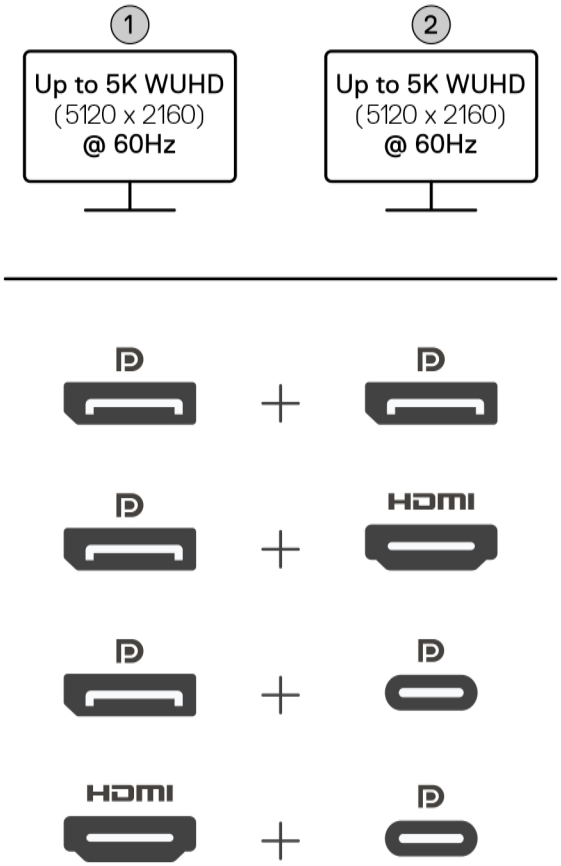


Table 1. Dual-display connection

Number of displays	Connector one	Connector two
Two (5K @ 60Hz)	DisplayPort 1.4	DisplayPort 1.4
	DisplayPort 1.4	HDMI 2.1 port
	DisplayPort 1.4	MFDP Type-C port
	HDMI 2.1 port	MFDP Type-C port

Triple-display setup

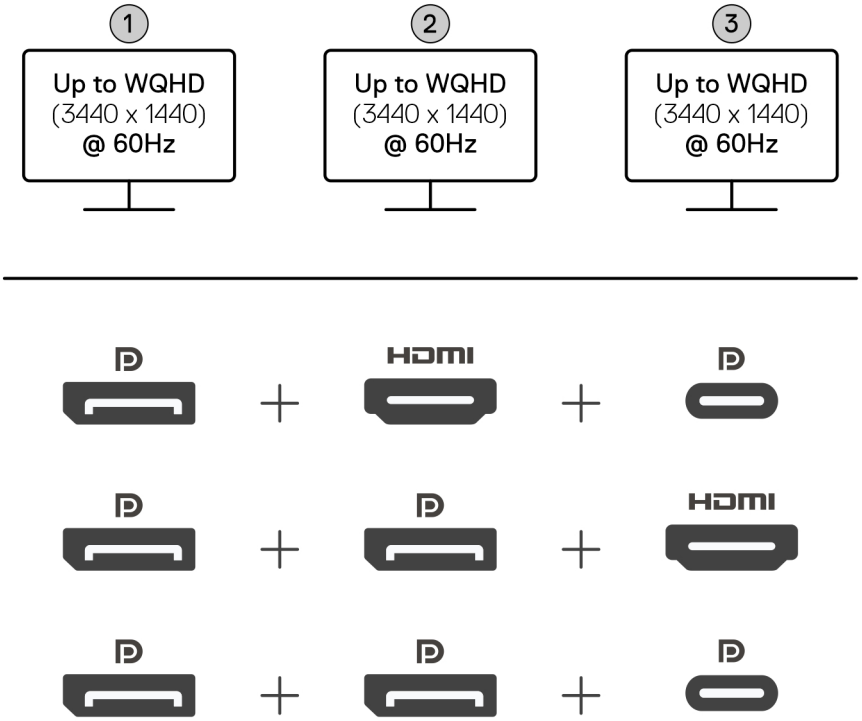


Table 2. Triple-display connection

Number of displays	Connector one	Connector two	Connector three
Three [WQHD(3440 x 1440)@60Hz]	DisplayPort 1.4	HDMI 2.1	MFDP Type-C port
	DisplayPort 1.4	DisplayPort 1.4	HDMI 2.1
	DisplayPort 1.4	DisplayPort 1.4	MFDP Type-C port

Quad-display setup

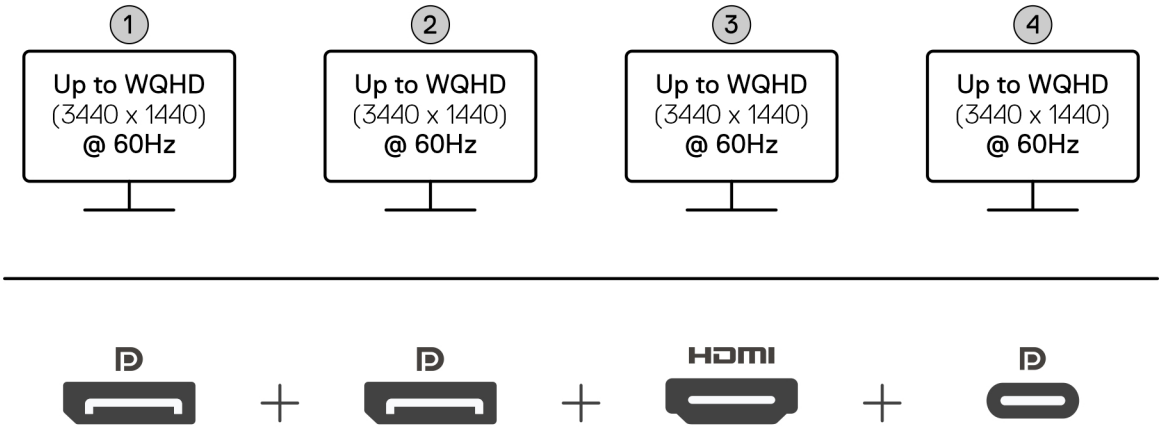


Table 3. Quad-display connection

Number of displays	Connector one	Connector two	Connector three	Connector four
Four [WQHD (3440 x 1440) @ 60Hz]	DisplayPort 1.4	DisplayPort 1.4	HDMI 2.1	MFDP Type-C port

Display bandwidth

External monitors require a certain amount of bandwidth to work properly. Monitors with higher resolution require more bandwidth.

- DisplayPort High Bit Rate 3 (HBR3) is 8.1 Gbps maximum link rate per lane. With DP overhead, the effective data rate is 6.4 Gbps per lane.

Table 4. Display bandwidth

Resolution	Minimum bandwidth required
1 x FHD (1920 x 1080) display @60 Hz	3.3 Gbps
1 x QHD (2560 x 1440) display @60 Hz	5.8 Gbps
1 x 4K (3840 x 2160) display @30 Hz	6.4 Gbps
1 x 4K (3840 x 2160) display @60 Hz	12.8 Gbps

Display Resolution Table

Display Resolution Table for SD25 Dock

Table 5. Display resolution table for SD25 dock

Display Port Available Bandwidth	Single Display (maximum resolution)	Dual Display (maximum resolution)	Triple Display (maximum resolution)	Quad Display (maximum resolution)
HBR3 (HBR3 x 2 lanes - 12.9 Gbps)	DP 1.4/HDMI 2.1/ MFDP Type-C: 4K (3840 x 2160) @60 Hz **NOTE:** If your monitor has MST function, disable it. **or** QHD (2560 x 1440) @120 Hz	• DP 1.4 + DP 1.4: QHD (2560 x 1440) @60 Hz • DP 1.4 + HDMI 2.1: QHD (2560 x 1440) @60 Hz • DP 1.4 + MFDP Type-C: QHD (2560 x 1440) @60 Hz • HDMI 2.1+ MFDP Type-C: QHD (2560 x 1440) @60 Hz	• DP 1.4 + DP 1.4 + HDMI 2.1: FHD (1920 x 1080) @60 Hz • DP 1.4 + DP 1.4 + MFDP Type-C: FHD (1920 x 1080) @60 Hz • DP 1.4 + HDMI 2.1+ MFDP Type-C: FHD (1920 x 1080) @60 Hz	DP 1.4 + DP 1.4 + HDMI 2.1+ MFDP Type-C: SXGA (1280x1024) @60 Hz
HBR3 with Display Stream Compression (DSC)	DP 1.4/HDMI 2.1/ MFDP Type-C: 6K (6144 x 3456) @60 Hz **or**	• DP 1.4 + DP 1.4: 5K WUHD (5120 x 2160) @60 Hz **or**	• DP 1.4 + DP 1.4 + HDMI 2.1: WQHD (3440 x 1440) @60 Hz • DP 1.4 + DP 1.4 + MFPD Type-C: WQHD (3440 x 1440) @60 Hz	DP 1.4 + DP 1.4 + HDMI 2.1+ MFDP Type-C: WQHD (3440 x 1440) @60 Hz

Table 5. Display resolution table for SD25 dock (continued)

Display Port Available Bandwidth	Single Display (maximum resolution)	Dual Display (maximum resolution)	Triple Display (maximum resolution)	Quad Display (maximum resolution)
	WUHD (5120 x 2160) @120 Hz	WQHD (3440 x 1440) @120 Hz • DP 1.4 + HDMI 2.1: 5K WUHD (5120 x 2160) @60 Hz **or** WQHD (3440 x 1440) @120 Hz • DP 1.4 + MFDP Type-C: 5K WUHD (5120 x 2160) @60 Hz **or** WQHD (3440 x 1440) @120 Hz • HDMI 2.1+ MFDP Type-C: 5K WUHD (5120 x 2160) @60 Hz **or** WQHD (3440 x 1440) @120 Hz	• DP 1.4 + HDMI 2.1+ MFDP Type-C: WQHD (3440 x 1440) @60 Hz	
HBR3 with Display Stream Compression (DSC) **NOTE:** Only applicable for computers shipped with the following processors: • Intel Core Ultra 5 238V • Intel Core™ Ultra 7 256V • Intel Core Ultra 5 228V • Intel Core Ultra 7 266V • Intel Core Ultra 7 258V • Intel Core Ultra 7 268V • Intel Core Ultra 5 236V • Intel Core Ultra 5 226V	DP 1.4/HDMI 2.1/ MFDP Type-C: 6K (6144 x 3456) @60 Hz **or** WUHD (5120 x 2160) @120 Hz	• DP 1.4 + DP 1.4: WQHD (3440 x 1440) @120 Hz • DP 1.4 + HDMI 2.1: WQHD (3440 x 1440) @120 Hz • DP 1.4 + MFDP Type-C: WQHD (3440 x 1440) @120 Hz • HDMI 2.1+ MFDP Type-C: WQHD (3440 x 1440) @120 Hz	• DP 1.4 + DP 1.4 + HDMI 2.1: WQHD (3440 x 1440) @60 Hz • DP 1.4 + DP 1.4 + MFPD Type-C: WQHD (3440 x 1440) @60 Hz • DP 1.4 + HDMI 2.1+ MFDP Type-C: WQHD (3440 x 1440) @60 Hz	N/A

Table 5. Display resolution table for SD25 dock (continued)

Display Port Available Bandwidth	Single Display (maximum resolution)	Dual Display (maximum resolution)	Triple Display (maximum resolution)	Quad Display (maximum resolution)
• Intel Core Ultra 9 288V • Intel Core Ultra 7 164U • Intel Core Ultra 5 134U				

Important

NOTE: When higher resolution monitors are used, the graphics driver evaluates the monitor specifications and display configurations. Some resolutions may not be supported and will be removed from the Windows Display Control Panel.

NOTE: The Linux operating system cannot physically turn off the built-in display. Therefore, the number of external displays will be one less than the numbers listed in the tables above.

NOTE: Resolution support also depends on the monitor's Extended Display Identification Data (EDID) resolution.

NOTE: Computers with Qualcomm processors support a maximum of 2 displays when connected with the dock. The maximum resolution is 4K (3840 x 2160) @60Hz for a dual display setup and WUHD (5120 x 2160) @60Hz for a single display setup.

8

Technical specifications

Product specifications

Table 6. Product specifications

Feature	Specifications
Model	SD25
Video ports	• One USB 3.2 Gen2 (10 Gbps) Type-C with DisplayPort 1.4 Alt Mode (MFDP or Multi-Function Display Port) • Two DisplayPort 1.4 ports • One HDMI 2.1 port
External displays supported	Up to four
USB Type-A ports	Four USB 3.2 Gen2 ports
USB Type-C ports	• One USB 3.2 Gen2 Type-C port • One USB 3.2 Gen2 Type-C with DisplayPort 1.4 Alt Mode port
Network	One RJ45 (10/100/1000/2500 Mbps) Ethernet port **NOTE:** Supports Wake-on-LAN feature on select Dell computers and non-Dell computers with Power Delivery 3.1 capability. This feature allows you to wake your computer from any sleep state (S0, S3, S4. or S5). **NOTE:** Supports MAC Address Pass-Through on select Dell and non-Dell computers, enabling seamless communication between connected devices and the network without additional configuration. To verify if this feature is supported on your computer, see the platform documentation of your device.
LED indicators	• Power button LED • Remote Management LED • RJ45 LEDs
Power adapter	180 W
Power adapter connector dimension	7.4 mm
Docking cable length	0.9 m
Power delivery	• 130 W to Dell computers with 180 W AC-adapter • 96 W to Non-Dell computers with 180 W AC-adapter
System requirements	Compatible with USB Type-C Thunderbolt computers and USB Type-C computers with DisplayPort Alt Mode
Power button function	Sleep/Wakeup/Power button **NOTE:** On compatible Dell computers, the power button mimics the host power button behavior.

Table 6. Product specifications (continued)

Feature	Specifications
Operating systems	• Windows 10 • Windows 11 • Ubuntu 24.04, 64-bit • Red Hat Enterprise Linux (RHEL) 9.6 + • ChromeOS 137
Systems management	• PXE Boot • Kernel Direct Memory Access (DMA) protection
MAC address	MAC address Pass-Through **NOTE:** On Dell computers, check the BIOS to confirm MAC address pass-through support.

Power delivery

The USB ports on your docking station can provide power to connected peripherals. This feature allows customers to charge their devices even when the docking station is not connected to a computer.

Table 7. Power delivery through each type of port

Type of port	Power delivery
Front	
USB 3.2 Gen 2 port	4.5 W
USB 3.2 Gen 2 Type-C port	15 W
Rear	
USB 3.2 Gen 2 ports	4.5 W
USB 3.2 Gen2 Type-C port with DisplayPort 1.4 Alt Mode	7.5 W

Power adapter specifications

Table 8. Power adapter specifications

Dell AC Adapter Specifications	180 W
Input voltage	100 to 240 VAC
Input current (max)	2.34 A
Input frequency	50 to 60 Hz
Output current	9.23 A (continuous)
Rated output voltage	19.5 VDC
Weight (lb)	1.32
Weight (kg)	0.60
Dimensions (in.)	1.18 x 3.0 x 6.1
Dimensions (mm)	30 x 76.2 x 155
Temperature range operating	0°C to 40°C 32°F to 104°F
Storage	-40°C to 70°C

Table 8. Power adapter specifications (continued)

Dell AC Adapter Specifications	180 W
	-40°F to 158°F

Port disablement

Port Disablement is a system feature that enables user to selectively disable USB (over USB Type-A ports) and USB protocols over USB Type-C ports.

- This feature is managed through the BIOS settings, requiring you to boot to the BIOS Setup Menu to enable or disable the feature.
- Port Disablement can also be handled by Dell Device Management Console.

New Gen Multi-Function Display Port (MFDP) Computers

New generation of computers with MFDP Type-C ports offers the following configuration options in BIOS:

1. Enable/Disable External USB Port to enable USB protocol over USB Type-A and Type-C ports.
2. Enable/Disable Integrated NIC (this setting will be imported by the Dock).

The table below illustrates how those settings will affect the functionality of the Dock:

Table 9. New Gen Multi-Function Display Port (MFDP) Systems

	MFDP system	Docked system configuration	Dell Pro Smart Dock SD25				
	BIOS setup options		Base				
Case	External USB	System Dock port power delivery modes	LAN	Video ports	Type-C MFDP port	Type-C USB port	Type-A USB port
1	On	DP/USB	By system setup	Enabled	DP/USB	USB	Enabled
2	Off	DP	Disabled	Enabled	DP	None	Disabled

LED Status Indicators

Power button LED

Table 10. Power button LED indicator

Behavior	LED State
Dock power adapter is connected to wall socket	Three white blinks
Connected to a computer	White

RJ45 LED Indicators

Table 11. Link Speed Indicator

Connection Speed	LED Status
10 Mbps	OFF

Table 11. Link Speed Indicator (continued)

Connection Speed	LED Status
100 Mbps	Green
1 Gbps	Amber
2.5 Gbps	

Table 12. Ethernet Activity Indicator

Description	LED Status
Not connected	OFF
Connected	Amber (Solid)
Activity On	Amber (Blinking)

Remote Management LED Indicators

Table 13. Remote Management LED Indicator

Description	LED Status
Awaiting Wi-Fi provisioning	OFF
Attempting Wi-Fi connection	White (Fast blinking) • 1 second ON, 1 second OFF • Two blinks • Repeat cycle - 5 minutes
Establishing cloud access	White (Slow blinking) • 3 seconds ON, 1 second OFF • Continuous blinking
Connected to the cloud	White (Solid)
Received a message through cloud	White (Single blink)

Operating and storage environment

Table 14. The following table lists the operating and storage environment conditions of the docking station.

Description	Operating	Storage
Temperature range	0°C–35°C (32°F–95°F)	• Storage: -20°C to 60°C (-4°F to 140°F) • Shipping: -20°C to 60°C (-4°F to 140°F)
Relative humidity (maximum)	10% to 80% (non-condensing)	• Storage: 5% to 90% (non-condensing) • Shipping: 5% to 90% (non-condensing)
CAUTION: Operating and storage temperature ranges may vary between components. Therefore, operating or storing the device outside these specified ranges may affect the performance of certain components.		

9

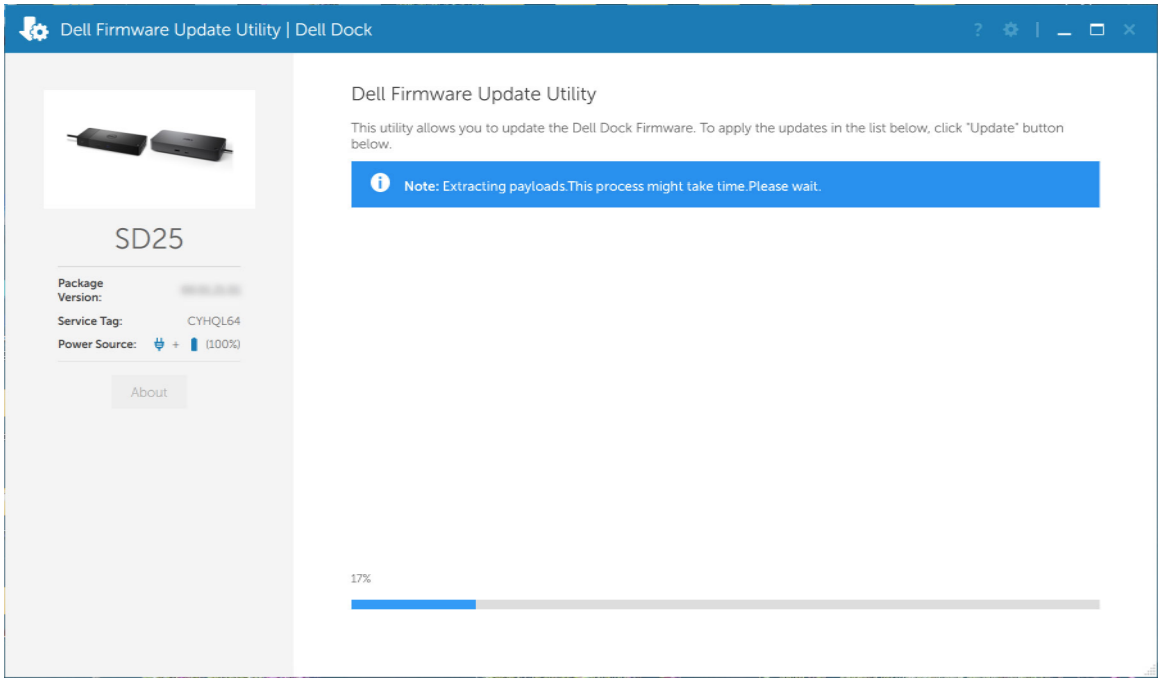
Dell docking station firmware update

Standalone Dock Firmware Update utility

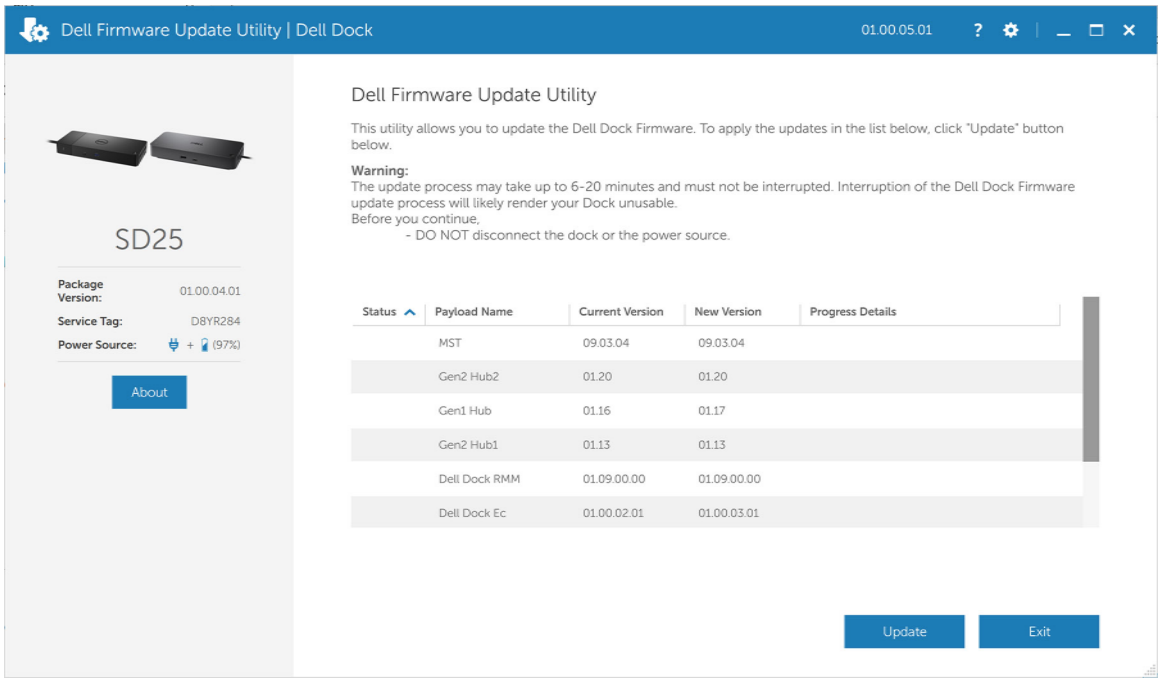
NOTE: The information provided is intended for Windows users running the executable tool. For other operating systems or more detailed instructions, see the SD25 Administrator Guide available on Dell Support Site.

Download the SD25 dock driver and firmware update from Dell Support Site. Connect the dock to the system and start the tool in administrative mode.

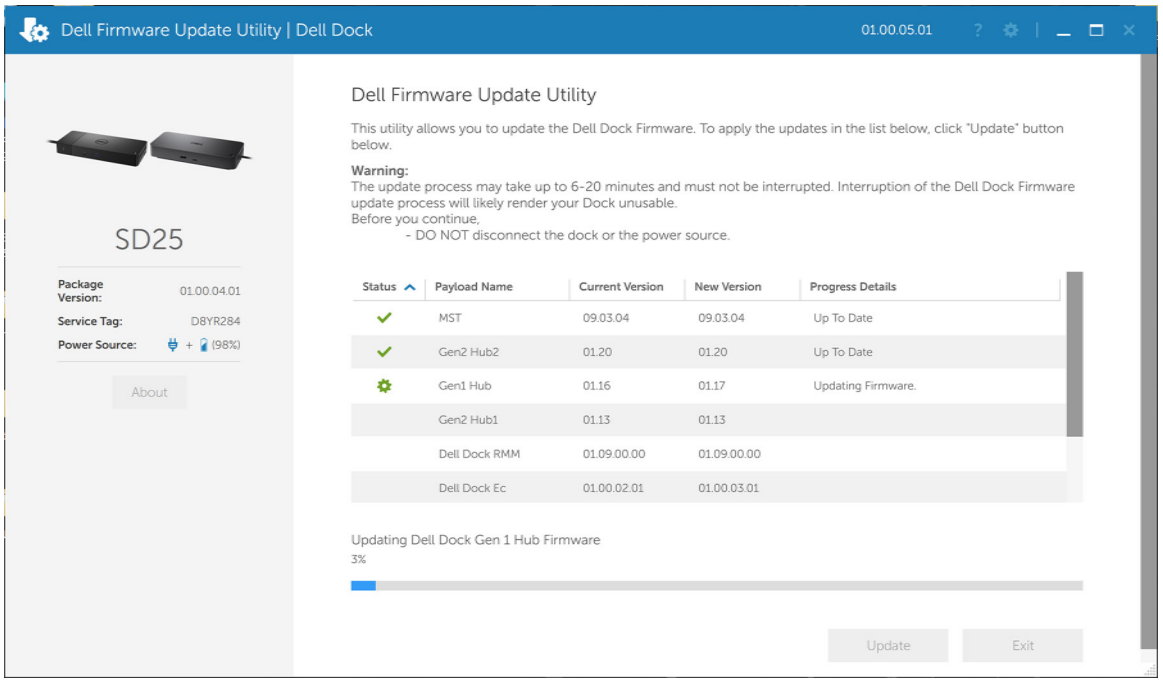
1. Wait for all the information to populate in the various Graphical User Interface (GUI) panes.



2. **Update** and **Exit** buttons are displayed in the bottom-right corner. Click the **Update** button.



3. Wait for all the component firmware update to complete. A progress bar is displayed in the bottom.



4. The update status is displayed above the payload information.

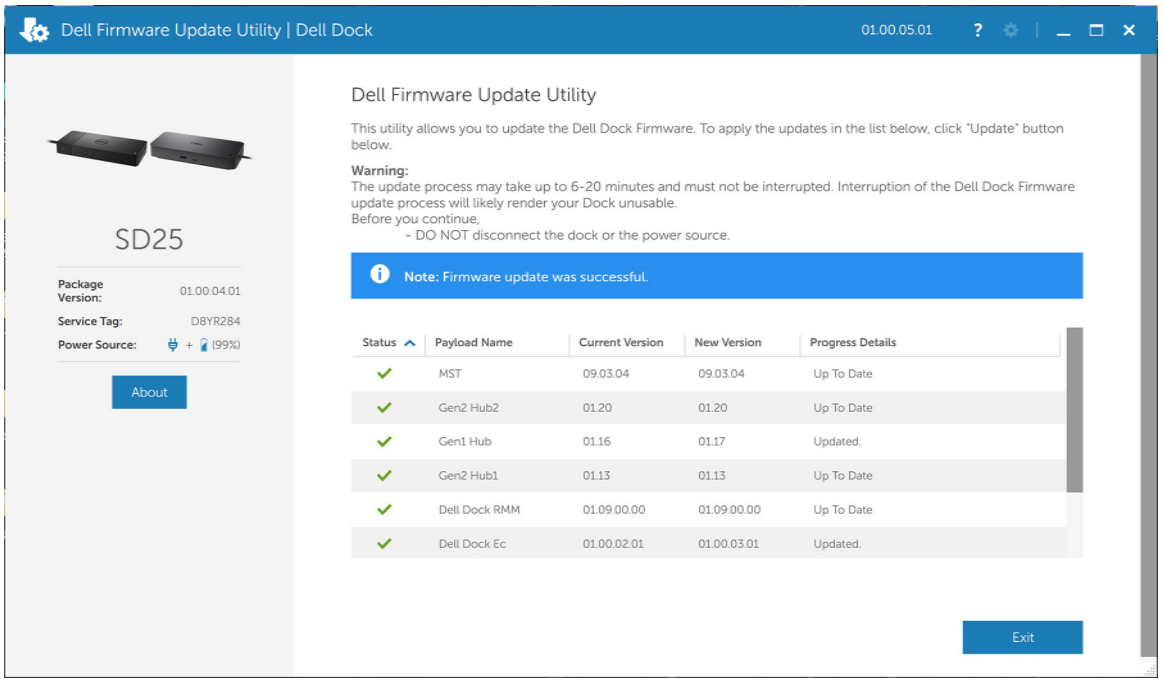


Table 15. Command-Line Options

Command lines	Function
/? or /h	Usage.
/s	Silent.
/l=<filename>	Log file.
/uod	Initiate Update on Disconnect
/verflashexe	Display utility version.
/componentsvers	Display current version of all dock firmware components.

IT professionals and engineers can find more information about the following technical topics in the Docking Station Administrator Guide:

- Step-by-step standalone Dock Firmware Update (DFU) and driver update utilities.
- Using Dell Command | Update (DCU) for driver download.
- Managing dock assets locally and remotely through Dell Command | Monitor (DCM) and System Center Configuration Manager (SCCM).

10

Dell Device Management Console

Overview

The Dell Device Management Console is a comprehensive, cloud-based tool that is designed to remotely manage Dell Pro docks, enhancing IT efficiency. It is hosted on a secure cloud infrastructure and provides IT administrators the ability to oversee and configure various Dell docking stations and related peripherals.

To use the Dell Device Management Console, users must enable the management of Dell docking stations through offer entitlement.

Features

Key features of the Dell Device Management Console include centralized management of Dell Pro docks and other peripherals. Users can benefit from functionalities such as:

- **Fleet summary**

  Get an overview of all connected devices.

- **Peripheral inventory**

  Track all peripherals that are connected to the docking stations.

- **Firmware updates**

  Update the firmware of connected devices.

- **Setting configurations**

  Configure settings for docking stations and peripherals.

Resources

See the following links for tutorials and instructional videos of Dell Device Management Console that is related to your Dell Pro Smart dock:

- Dell Pro Thunderbolt 4 Smart Dock SD25TB4 Videos
- Dell Pro Smart Dock SD25 Videos

For detailed information about the Dell Device Management Console, see the DDMC Administrator Guide on Dell Support Site.

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Frequently asked questions

1. **Fans not working, abnormal, or loud fan noise, overheating:**

   Fans that continue to spin quickly and make abnormally loud noises might indicate a problem. Common causes for fans not working, abnormal, or loud fan noise, overheating:

   - Fans or air vents that are obstructed
   - Dust accumulation on vents or fans
   - Not enough ventilation
   - Physical damage
   - Out-of-date BIOS and device drivers
2. **Fan noise heard when the AC adapter is plugged into the dock:**
   - When plugging in the AC adapter and turning on the docking station, the fan turns on for sometime and later turns off. This is by design and the docking stations is working as expected.
3. **What is the charging station feature?**
   - The Dell Pro Smart Dock SD25 can charge your phone or other USB powered devices even without being connected to the computer. However, the AC adapter must be connected to the docking stations for this to work.
4. **Why does the hardware installation window show up when I plug in a USB device to the docking stations ports?**
   - When a new device is plugged in, the USB hub driver notifies the Plug and Play (PnP) manager that a new device was detected. The PnP manager queries the hub driver for all the device's hardware IDs and then notifies the Windows operating system that a new device must be installed. In this scenario, the user sees a hardware installation window.
5. **Why do the peripheral devices that are connected to the dock station become unresponsive after recovering from a power loss?**
   - The docking station is designed to operate on AC power only and it does not support system power source back (powered by system Type-C port). A power loss event will disconnect all devices connected to the dock . Even when you restore the AC power, the dock may still not function properly because the dock still needs to negotiate proper power contract with the computer's Type-C port and establish a system EC-to-dock-EC connection.
   - Disconnect and reconnect the AC adapter from the back of the docking station to fix this issue.
6. **Entering the BIOS setup using F2 or F12 does not work at POST from an external keyboard attached to the dock. It boots to the operating system and the keyboard and mouse only work after the operating system boots.**
   - To enable pre-boot setup options using F2 and F12 from the dock, you must enable boot support for thunderbolt devices and must set fast boot to **Enabled** or **Auto Enabled** in the BIOS.

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Troubleshooting the Dell Pro Smart Dock SD25

Table 16. Symptoms and solutions

Symptoms	Suggested solutions
No video on the monitors attached to the High Definition Multimedia Interface (HDMI), or DisplayPort (DP) port on the docking station.	• Ensure that the latest BIOS and drivers for your computer and the docking station are installed on your computer. • Ensure that your computer is connected to the docking station securely. Try to disconnect and reconnect the docking station to the computer. • Disconnect both ends of the video cable and check for damaged/bent pins. Securely re-connect the cable to the monitor and docking station. • Ensure that the video cable (HDMI, or DisplayPort) is connected properly to the monitor and the docking station. Ensure to select the correct video source on your monitor (see your monitor's documentation for more information about changing the video source). • Check the resolution settings on your computer. Your monitor may support higher resolutions than what the docking station can support. See the Display Resolution Table for more information about maximum resolution capacity. • If your monitor is connected to the docking station, the video output on your computer may be disabled. You can enable the video output using the Intel Graphics Control Panel or see the User Guide of your computer. • If only one monitor is shown, while the other is not, go to Windows Display Properties, and under **Multiple Displays**, select the output for the second monitor. • Using Intel graphics and using the system LCD, only two displays can be supported. • For NVIDIA or AMD discrete graphics, the dock supports three external displays plus the system LCD. • Try with a different monitor and cable that is known to be good, if possible.
The video on the attached monitor is distorted or flickering.	• Reset the monitor to Factory Defaults. See the User Guide of your monitor for more information about how to reset the monitor to factory defaults. • Ensure that the video cable (HDMI, or DisplayPort) is connected securely to the monitor and the docking station. • Disconnect and reconnect the monitor/s from the docking station. • First turn off the docking station by disconnecting the Type-C cable and then removing the power adapter from the dock. Then, turn on the docking station by connecting power adapter to the dock before connecting the Type-C cable to your computer. • Undock and reboot the computer if, the above steps do not work.

Table 16. Symptoms and solutions (continued)

Symptoms	Suggested solutions
The video on the attached monitor is not displaying as an Extended Monitor.	• Ensure that the Intel HD Graphics driver is installed in the Windows Device Manager. • Ensure that the nVidia or AMD Graphics driver is installed in the Windows Device Manager. • Open the Windows Display Properties and go to **Multiple Displays** control to set the display to the extended mode.
The USB ports are not functioning on the docking station.	• Ensure that the latest BIOS and drivers for your computer and the docking station are installed on your computer. • If your BIOS Setup has a USB Enabled/Disabled option, ensure that it is set to **Enabled**. • Verify if the device is detected in Windows Device Manager and that the correct device drivers are installed. • Ensure that the docking station is connected securely to the computer. Try to disconnect and reconnect the docking station to the computer. • Check the USB ports. Try plugging the USB device into another port. • First turn off the docking station by disconnecting the Type-C cable and then removing the power adapter from the dock. Then, turn on the docking station by connecting the power adapter to the dock before connecting the Type-C cable to your computer.
The High-Bandwidth Digital Content Protection (HDCP) content is not displayed on the attached monitor.	• Dell Dock supports HDCP up to HDCP 2.2. **NOTE:** Monitor/display must support HDCP 2.2
The LAN port is not functioning.	• Ensure that the latest BIOS and drivers for your computer and the docking station are installed on your computer. • Ensure that the RealTek Gigabit Ethernet Controller is installed in the Windows Device Manager. • If your BIOS Setup has a LAN/GBE Enabled/Disabled option, ensure that it is set to **Enabled** • Ensure that the Ethernet cable is connected securely on the docking station and the hub/router/firewall. • Check the status LED of the Ethernet cable to confirm connectivity. Re-connect both ends of the Ethernet cable if the LED is not lit. • First turn off the docking station by disconnecting the Type-C cable and then removing the power adapter from the dock. Then, turn on the docking station by connecting the power adapter to the dock before connecting the Type-C cable to your computer.
USB port has no function in a pre-OS environment.	• Check the **BIOS** > **Integrated Devices** for USB Configuration options, and ensure that the following options are checked: • 1. Enable USB Boot Support • 2. Enable External USB Port
PXE boot on dock does not function.	• Check the **BIOS** > **System Management** for integrated NIC options, and select **Enabled w/PXE**. • If your BIOS Setup on your computer has an USB Configuration page, ensure that the following options are checked: • 1. Enable USB Boot Support
USB Boot does not function.	• If your BIOS has an USB Configuration page, ensure that the following options are checked:

Table 16. Symptoms and solutions (continued)

Symptoms	Suggested solutions
	• 1. Enable USB Boot Support • 2. Enable External USB Port
AC Adapter is displayed as “Not Installed” in the Battery Information page of the Dell BIOS Setup when the Type-C cable is connected.	• 1. Ensure that the SD25 is connected properly to its own adapter (180 W). • 2. Disconnect and then re-connect the Type-C cable to your computer.
Peripherals connected to the docking station do not work in a pre-OS environment.	• If the BIOS Setup on your computer has a USB Configuration page, check the following options to enable docking station function in a pre-OS environment: • Enable External USB Port
Alert message “You have attached an undersized power adapter to your computer or Undersized adapter” is displayed when the docking station is connected to your computer.	• Ensure that the docking station is connected properly to its own power adapter. Computers that require more than 130 W power input must also be connected to their own power adapter for charging and optimal performance.
Undersized power adapter warning message displayed.	• The docking connector has disconnected from the computer's USB ports. Reconnect the docking cable from the computer, wait for 15 seconds or more, and then dock again.
No external display is detected, and the USB or data cable LED is not illuminated.	• The docking connector has disconnected from the computer's USB ports. Reconnect the docking connector. • Undock and reboot the computer if the above steps do not work.
With Ubuntu, WIFI will be turned off when the docking station is connected to the computer and the WIFI turns On again after rebooting the computer.	• Please uncheck the option **Control WLAN radio** in BIOS. • Option is available in - Settings -> Power Management -> Wireless Radio Control
When SD25 dock has no power.	• Disconnect USB Type-C from the computer and the SD25 power adapter. • Re-plug the SD25 AC adapter. • SD25 dock LED blinks 3 times.
When SD25 dock is not working even when BIOS, firmware and drivers are up to date.	Check BIOS/Firmware/Driver is updated. If Yes: • Restart the dock. If Yes: • Re-plug the docking AC adapter. • Restart the dock. If Yes: • Re-plug the docking AC adapter. • If the dock does not respond, restart the dock. • Enable SD25 display support matrix. • Restart the dock.

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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 17. Self-help resources

Self-help resources	Resource location
Information about Dell products and services	Dell Site
Contact Support	In Windows search, type `Contact Support`, and press Enter.
Online help for operating system	Windows Support Site Linux Support Site
Access top solutions, diagnostics, drivers and downloads, and learn more about your computer through videos, manuals, and documents.	Your Dell docking station is uniquely identified using a Service Tag or Express Service Code. To view relevant support resources for your Dell docking station, enter the Service Tag or Express Service Code at Dell Support Site. For more information about how to find the Service Tag for your Dell device, see Locate the Service Tag.
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 about your purchase invoice, packing slip, bill, or Dell product catalog.