

Dell P2425HE

Dell 24 USBC Hub Monitor P2425HE User Manual

Model: P2425HE

1. INTRODUCTION

This manual provides instructions for setting up, operating, and maintaining your Dell 24 USBC Hub Monitor P2425HE. Please read this manual thoroughly before using the monitor to ensure proper installation and functionality. Keep this manual for future reference.

The Dell P2425HE is a 23.8-inch Full HD (1920x1080) monitor featuring a USB-C hub for enhanced connectivity. It includes ComfortView Plus, anti-glare technology, and eye comfort features designed for extended use.

2. SAFETY INFORMATION

Observe the following safety precautions to prevent damage to the monitor and ensure personal safety:

- Do not place the monitor on an unstable cart, stand, or table.
- Do not block ventilation openings.
- Use only the power cord and adapter provided by Dell.
- Do not expose the monitor to rain or moisture.
- Disconnect the power plug from the wall outlet if the monitor is not to be used for an extended period.
- Refer all servicing to qualified service personnel.

3. PACKAGE CONTENTS

Verify that all components are present in the package:

- Dell 24 USBC Hub Monitor P2425HE
- Monitor Stand (Base and Riser)
- Power Cable
- USB-C 3.2 Cable
- DisplayPort Cable
- Quick Setup Guide (if applicable)

- Safety and Regulatory Information



Figure 3.1: Dell P2425HE Monitor Front View

4. SETUP

4.1 Assembling the Monitor Stand

1. Place the monitor base on a flat, stable surface.
2. Attach the stand riser to the base, ensuring it clicks into place securely.
3. Align the stand assembly with the VESA mounting holes on the back of the monitor panel. Gently push until it locks into place.



Figure 4.1: Rear view of the monitor with stand attached, showing port locations.

4.2 Connecting the Monitor

Before connecting, ensure the monitor and computer are powered off.

1. **Power Connection:** Connect the power cable to the monitor's power port and then to a wall outlet.
2. **Video Connection (Choose one):**
 - **USB-C:** Connect the USB-C cable from your computer to the USB-C upstream port on the monitor. This cable provides video, data, and power delivery.
 - **DisplayPort:** Connect the DisplayPort cable from your computer to the DisplayPort IN port on the monitor.
 - **HDMI:** Connect an HDMI cable from your computer to the HDMI IN port on the monitor.
3. **USB Upstream (for USB Hub functionality, if not using USB-C for video):** If using DisplayPort or HDMI for video, connect a USB-A to USB-B cable (not always included, may need to be purchased separately) from your computer to the monitor's USB upstream port to enable the monitor's USB hub. If using USB-C for video, this step is not needed as USB-C handles data.
4. **Peripheral Connections:** Connect USB devices (keyboard, mouse, external drives) to the USB downstream ports on the monitor.

5. **Network Connection:** If the monitor has an Ethernet port, connect an Ethernet cable from your router/modem to the monitor's Ethernet port. This allows your connected laptop (via USB-C) to access the network through the monitor.



Figure 4.2: Side view of the monitor, highlighting port access.

4.3 Adjusting the Monitor

The Dell P2425HE monitor offers various ergonomic adjustments:

- **Height Adjustment:** Gently push or pull the monitor panel up or down.
- **Tilt:** Tilt the monitor panel forward or backward to adjust the viewing angle.
- **Swivel:** Rotate the monitor panel left or right on its base.
- **Pivot:** Rotate the monitor panel 90 degrees clockwise or counter-clockwise for portrait or landscape orientation.



Figure 4.3: Monitor demonstrating pivot adjustment.

5. OPERATING THE MONITOR

5.1 Power On/Off

Press the power button located on the monitor to turn it on or off. The power LED indicates the monitor's status.

5.2 On-Screen Display (OSD) Menu

The OSD menu allows you to adjust various monitor settings. Use the control buttons (usually located on the back or bottom right of the monitor) to navigate the menu.

Common OSD Menu Options:

- **Brightness/Contrast:** Adjust the display's luminance.
- **Input Source:** Manually select the video input (USB-C, DisplayPort, HDMI).
- **Color Settings:** Adjust color temperature, gamma, and preset modes.
- **Display:** Adjust aspect ratio, sharpness, and response time.
- **Menu:** Adjust OSD language, transparency, and timeout.
- **Others:** Factory reset, DDC/CI, USB-C charging settings.

5.3 Dell Display Manager (DDM)

Dell Display Manager is a software application that allows you to manage your monitor settings directly from your computer. It offers features like Easy Arrange for window organization, Auto Mode for application-specific settings, and energy management.

Download DDM from the official Dell support website for your monitor model.

6. MAINTENANCE

6.1 Cleaning the Monitor

- Always unplug the monitor from the electrical outlet before cleaning.
- Use a soft, lint-free cloth lightly dampened with water or a non-abrasive screen cleaner.
- Do not use benzene, thinner, ammonia-based cleaners, or abrasive cleaners.
- Wipe the screen gently to avoid scratching.

6.2 Storage

If storing the monitor for an extended period, ensure it is powered off, disconnected, and stored in a cool, dry place, preferably in its original packaging to protect it from dust and physical damage.

7. TROUBLESHOOTING

This section provides solutions to common issues you might encounter with your monitor.

Problem	Possible Cause	Solution
No image on screen	Monitor not powered on. Video cable not connected. Incorrect input source selected.	Press the power button. Ensure video cable (USB-C, DP, HDMI) is securely connected. Use the OSD menu to select the correct input source.
Image is blurry or distorted	Incorrect resolution setting. Video cable issue.	Set the display resolution to 1920x1080. Check the video cable for damage or replace it.

Problem	Possible Cause	Solution
USB ports not working	USB upstream cable not connected. USB-C connection issue.	If not using USB-C for video, ensure the USB upstream cable is connected from the computer to the monitor. If using USB-C, ensure the cable is fully seated and supports data transfer. Try a different USB-C port on your computer if available.
Monitor randomly turns off	Power saving settings. Loose power cable.	Check power saving settings in the OSD menu and your computer's operating system. Ensure the power cable is securely connected to both the monitor and the wall outlet.

For more detailed troubleshooting, refer to the Dell support website or contact Dell technical support.

8. SPECIFICATIONS

Key technical specifications for the Dell 24 USBC Hub Monitor P2425HE:

Feature	Detail
Model Number	P2425HE
Screen Size	23.8 Inches
Resolution	1920 x 1080 (FHD 1080p)
Aspect Ratio	16:9
Screen Surface	Matte, Anti-glare
Connectivity	USB-C, DisplayPort, HDMI, USB 3.0 (3 ports)
Special Features	ComfortView Plus, Eye Comfort Technology, Security Lock
Dimensions (LxWxH)	2 x 21.2 x 12.4 inches (without stand)
Item Weight	15.4 pounds (with stand)
Voltage	230V



Figure 8.1: Monitor dimensions.

9. WARRANTY AND SUPPORT

9.1 Warranty Information

Your Dell P2425HE monitor is covered by a limited hardware warranty provided by Dell. The specific terms and duration of your warranty may vary based on your region and purchase agreement. Please refer to the warranty documentation included with your product or visit the official Dell website for detailed warranty information.

9.2 Technical Support

For technical assistance, product registration, or to download drivers and manuals, please visit the official Dell support website:

www.dell.com/support

When contacting support, please have your monitor's service tag or express service code ready. This information is typically found on a label on the back of the monitor.

