Dell Pro Thunderbolt 5 Smart Dock

SD25TB5

User's Guide

Regulatory Model: K23A
Regulatory Type: K23A003
September 2025
Rev. A01

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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Introduction

The Dell Pro Thunderbolt 5 Smart Dock SD25TB5 is a device that connects all your electronic devices to your computer through a Thunderbolt 5 (USB Type-C) cable interface. Connecting your computer to the dock allows for 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 Thunderbolt 5 Smart Dock drivers before using the docking station. Older BIOS versions and drivers may cause your computer to not 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.

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Package contents

Your docking station ships with the components shown below:

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

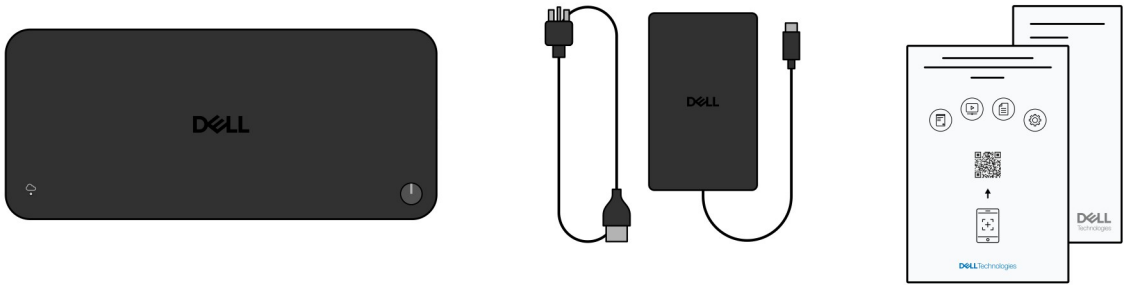


Figure 1. Contents of Dell Pro Thunderbolt 5 Smart dock SD25TB5 box

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

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Views of Dell Pro Thunderbolt 5 Smart Dock SD25TB5

Top

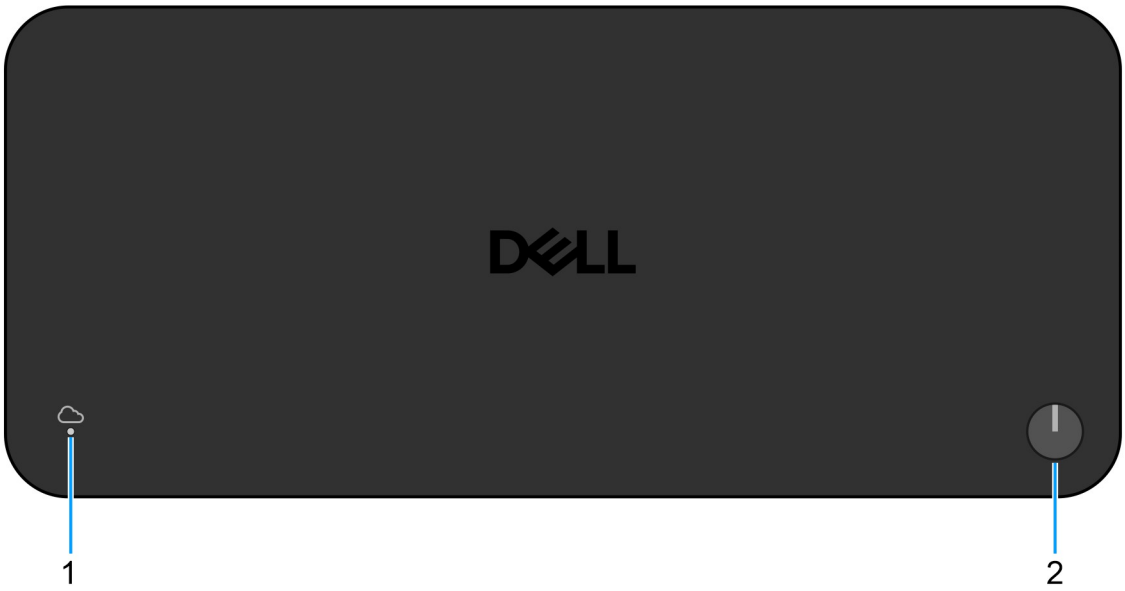


Figure 2. Top view

1. **Remote management LED**

   Provides the cloud connection status of the docking station.

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

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

   NOTE: When the Dell Pro Thunderbolt 5 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 of your computer. This allows you to use it to turn on, sleep, wake, or force shut down the computer.

Front

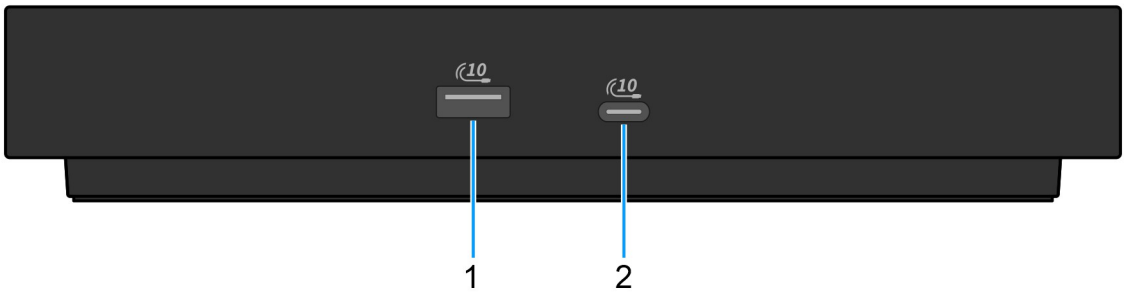


Figure 3. Front view

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

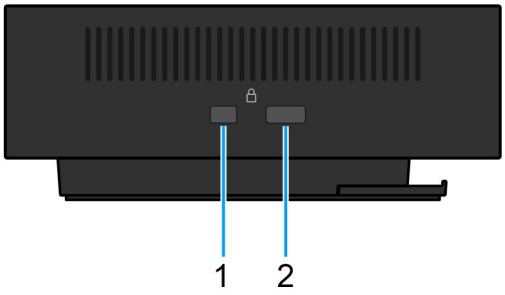


Figure 4. Right view

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

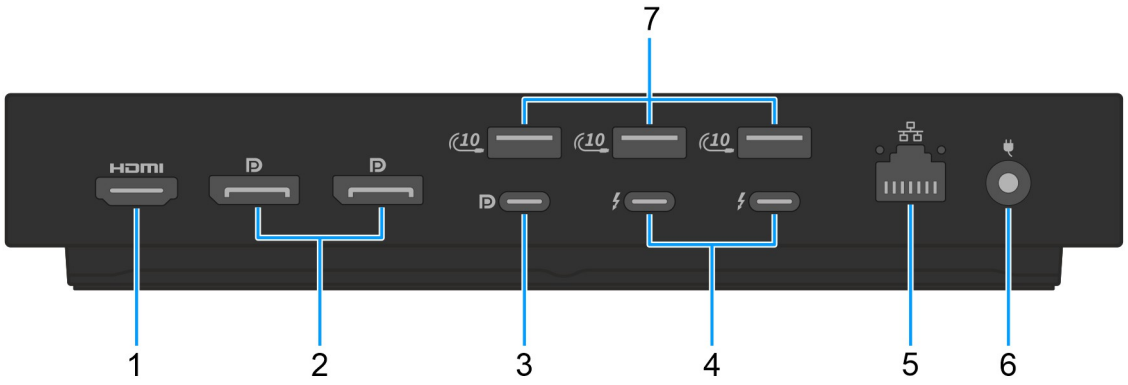


Figure 5. Back view

1. **HDMI 2.1 port**

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

2. **Two DisplayPort 2.1 ports**

   Connect an external display or a projector.

3. **USB 3.2 Gen 2 (10 Gbps) Type-C port with DisplayPort 2.1 (Multi-Function Display Port or MFDP)**

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

4. **Two Thunderbolt 5 ports**

   Supports USB4 2.0, DisplayPort 2.1, Thunderbolt 5 and also enables you to connect to an external display.

   Provides data transfer rates of up to 80 Gbps for USB4 2.0 and Thunderbolt 5.

5. **RJ45 ethernet port, 2.5 GbE**

   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.

7. **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.

Bottom



Figure 6. Bottom view

1. **Service Tag label**

   The Service Tag is a unique alphanumeric identifier that enables Dell service technicians to identify the hardware components in your docking station and access warranty information.

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Hardware requirements

Before you start using the docking station, ensure that your computer has a Thunderbolt port (recommended) over USB Type-C or a USB Type-C with DisplayPort Alt Mode that is compatible with the docking station.

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Important Information

Updating drivers on your computer

Before using the docking station, it is recommended that you update the following drivers on your computer:

- System BIOS
- Graphics driver
- Thunderbolt driver and Thunderbolt firmware
- Ethernet driver

CAUTION: Older BIOS versions and drivers may cause your computer to not 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.

For Dell computers, go to the Dell Support Site and enter your Service Tag or Express Service Code to find the 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 manufacturer's support page and search for the latest drivers.

Proper handling of the cables

To ensure optimal performance and extend the lifespan of your cables, follow these best practices:

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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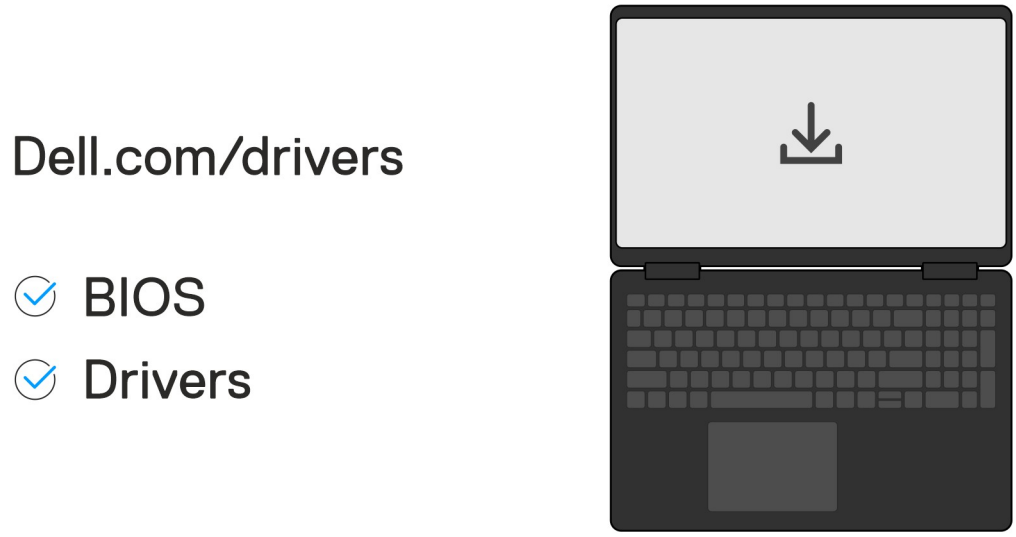
Setting up your docking station

Steps

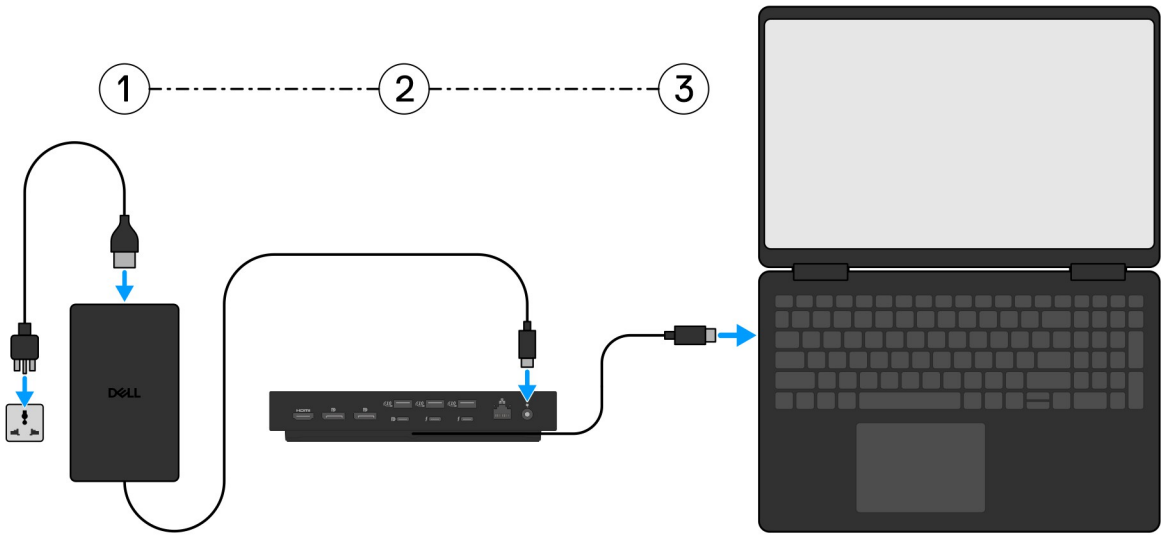
1. Update your computer's BIOS, graphics, thunderbolt, and network drivers from Drivers at Dell Support Site.

   NOTE: Thunderbolt driver updates are only for computers that are natively configured with Thunderbolt hardware and are not applicable to computers without Thunderbolt.

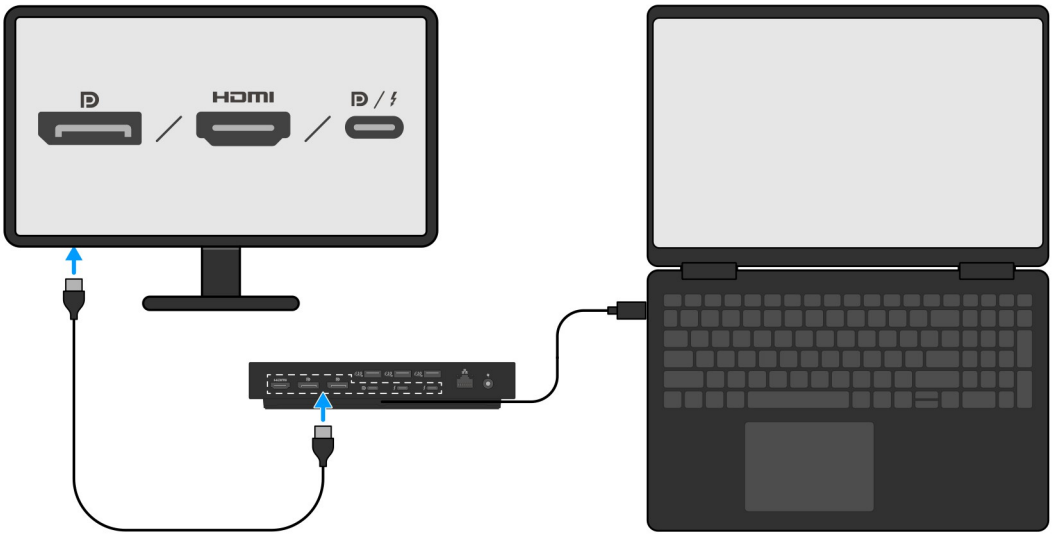
   CAUTION: Ensure that your computer is connected to a power source while installing the BIOS and drivers.

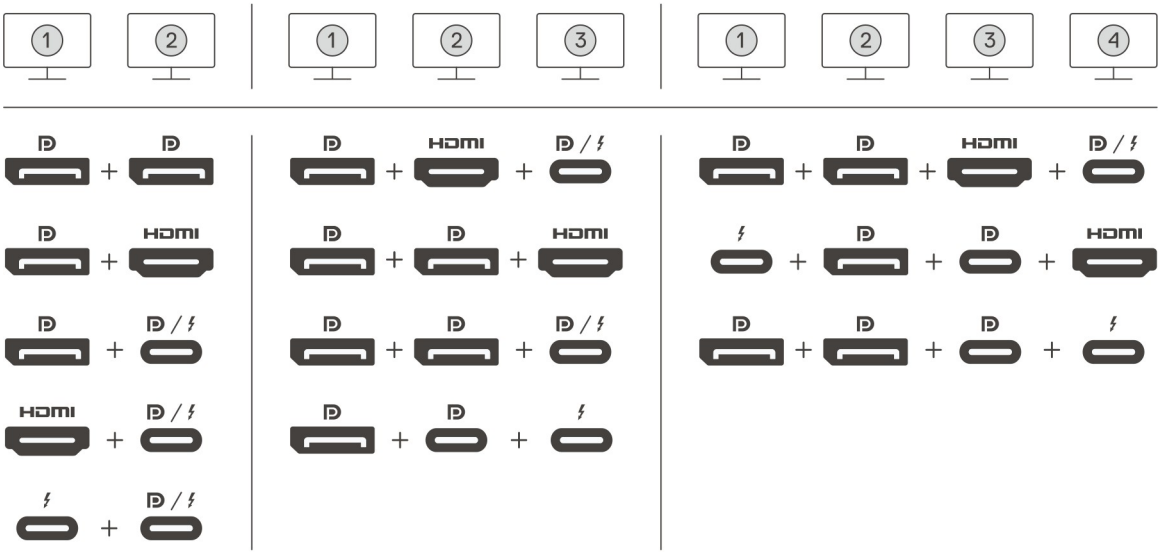


2. To turn on the docking station:
   a. Connect the power adapter cord to a power outlet and the AC adapter.
   b. Connect the AC adapter to the 7.4 mm DC-in power-adapter connector on the docking station.



3. Connect the USB Type-C connector to the computer.
4. Connect multiple displays to the docking station, as needed.





The above table shows the different video port combinations available to connect multiple displays to the Dell Pro Thunderbolt 5 Smart dock SD25TB5. For more details on supported display resolutions, see Display Resolution.

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Setting up external monitors

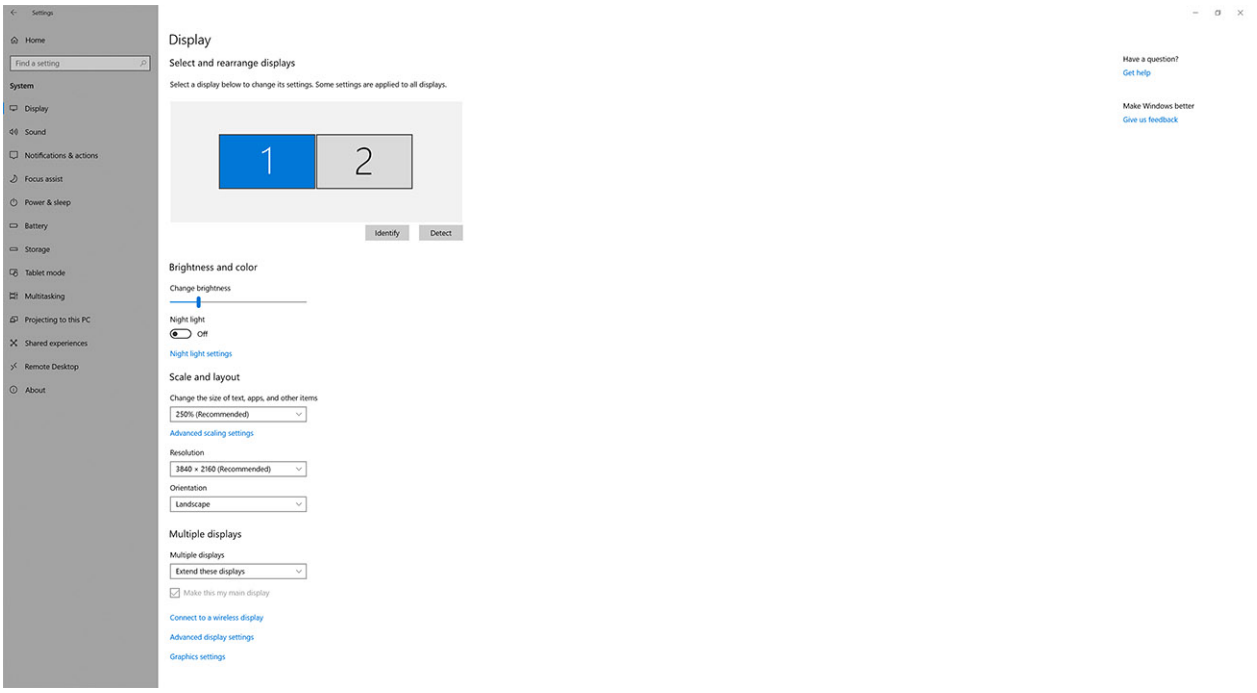
Configuring your monitors

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 **Multiple 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.

Multiple display setup

The Dell Pro Thunderbolt 5 Smart Dock SD25TB5 supports multiple video output configurations with 2, 3 and 4 external displays.

NOTE: The SD25TB5 docking station supports non-Thunderbolt devices, but these devices cannot take advantage of Thunderbolt features. When connected to the two Thunderbolt ports at the back of the docking station, non-Thunderbolt devices operates at USB 3.0 speeds.

Dual-display setup

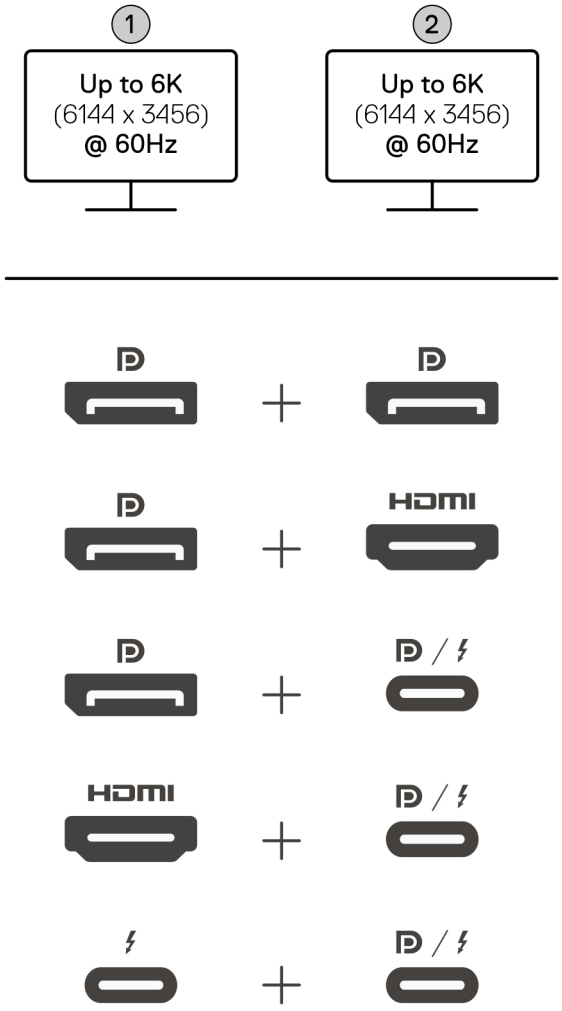


Figure 7. Dual-display setup

Table 1. Dual-display connection

Number of displays	Connector one	Connector two
Two (Up to 6K @ 60 Hz)	DisplayPort 2,1 port	DisplayPort 2.1 port
	DisplayPort 2.1 port	HDMI 2.1 port
	DisplayPort 2.1 port	MFDP Type-C port/Thunderbolt port
	HDMI 2.1 port	MFDP Type-C port/Thunderbolt port
	Thunderbolt port	MFDP Type-C port/Thunderbolt port

Triple-display setup

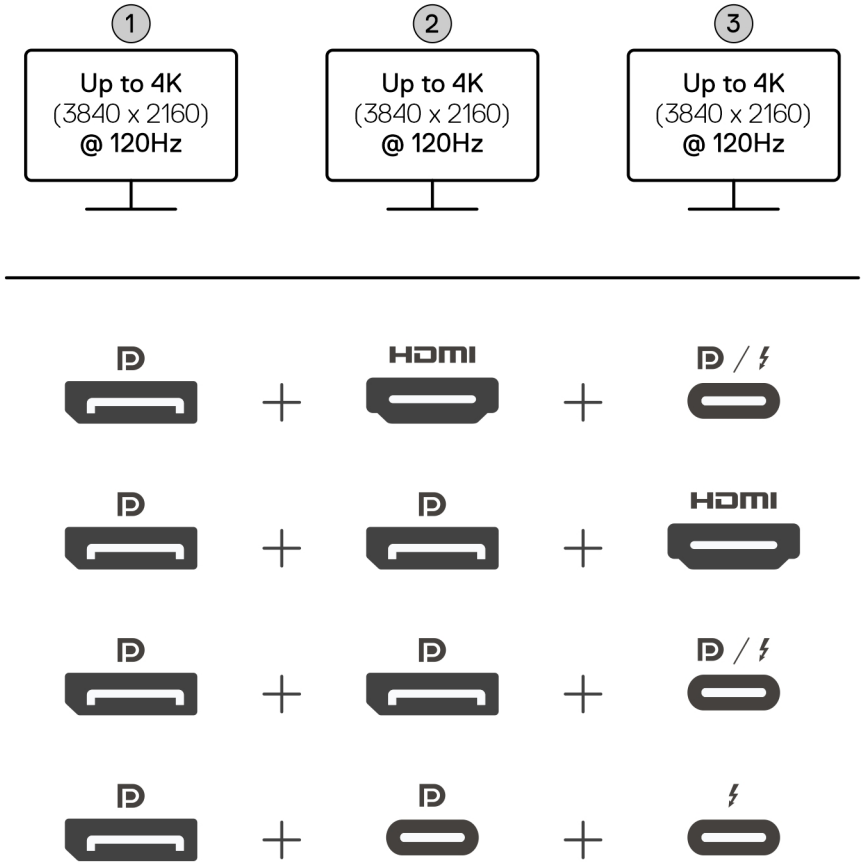


Figure 8. Triple-display setup

Table 2. Triple-display connection

Number of displays	Connector one	Connector two	Connector three
Three (Up to 4K @ 120 Hz)	DisplayPort 2.1 port	HDMI 2.1 port	MFDP Type-C port/Thunderbolt port
	DisplayPort 2.1 port	DisplayPort 2.1 port	HDMI 2.1 port
	DisplayPort 2.1 port	DisplayPort 2.1 port	MFDP Type-C port/Thunderbolt port
	DisplayPort 2.1 port	MFDP Type-C port	Thunderbolt port

Quad-display setup

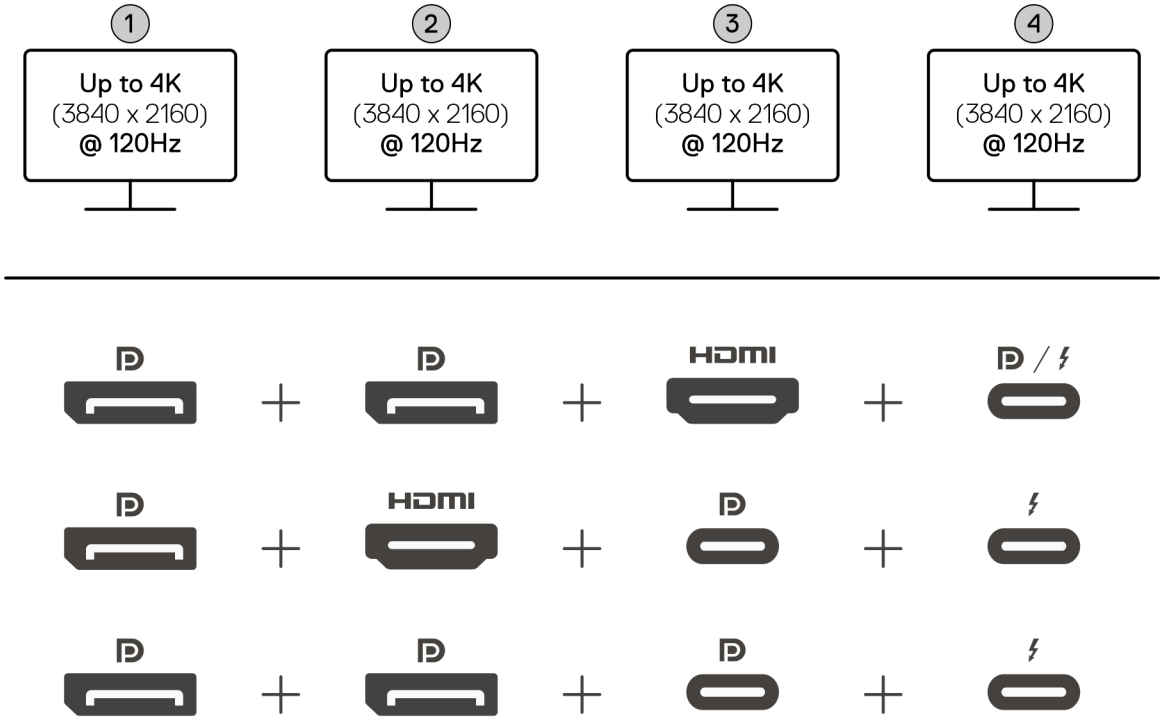


Figure 9. Quad-display setup

Table 3. Quad-display connection

Number of displays	Connector one	Connector two	Connector three	Connector four
Four (Up to 4K @ 120 Hz)	DisplayPort 2.1 port	DisplayPort 2.1 port	HDMI 2.1 port	MFDP Type-C port/ Thunderbolt port
	DisplayPort 2.1 port	HDMI 2.1 port	MFDP Type-C port	Thunderbolt port
	DisplayPort 2.1 port	DisplayPort 2.1 port	MFDP Type-C port	Thunderbolt 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 computers without Thunderbolt ports

Table 5. Display resolution table for HBR3 computers without Thunderbolt ports

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/TBT Type-C: • 4K (3840 x 2160) @ 60 Hz **NOTE:** Disable the MST function on the monitor, if available. • 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 + MFPD Type-C: FHD (1920 x 1080) @ 60 Hz • DP 1.4 + HDMI 2.1 + MFPD Type-C: FHD (1920 x 1080) @ 60 Hz	DP 1.4 + DP 1.4 + HDMI 2.1 + MFDP Type-C: SXGA (1280 x 1024) @ 60 Hz
HBR3 with Display Stream Compression (DSC)	DP 1.4/HDMI 2.1/ MFDP Type-C/TBT Type-C: • 6K (6144 x 3456) @ 60 Hz • 5K WUHD (5120 x 2160) @ 120 Hz	• DP 1.4 + DP 1.4: ○ 5K WUHD (5120 x 2160) @ 60 Hz ○ WQHD (3440 x 1440) @ 120 Hz • DP 1.4 + HDMI 2.1: ○ 5K WUHD (5120 x 2160) @ 60 Hz ○ WQHD (3440 x 1440) @ 120 Hz • DP 1.4 + MFDP Type-C: ○ 5K WUHD (5120 x 2160) @ 60 Hz ○ WQHD (3440 x 1440) @ 120 Hz • HDMI 2.1 + MFDP Type-C: ○ 5K WUHD (5120 x 2160) @ 60 Hz ○ 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 + 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
HBR3 with Display Stream Compression (DSC)	DP 1.4/HDMI 2.1/ MFDP Type-C/TBT Type-C:	• DP 1.4 + DP 1.4: WQHD (3440 x 1440) @ 120 Hz	• DP 1.4 + DP 1.4 + HDMI 2.1: WQHD (3440 x 1440) @ 60 Hz	Not supported

Table 5. Display resolution table for HBR3 computers without Thunderbolt ports (continued)

Display Port Available Bandwidth	Single Display (maximum resolution)	Dual Display (maximum resolution)	Triple Display (maximum resolution)	Quad Display (maximum resolution)
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 • Intel Core Ultra 9 288V • Intel Core Ultra 7 164U • Intel Core Ultra 5 134U	• 6K (6144 x 3456) @ 60 Hz • 5K WUHD (5120 x 2160) @ 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 + MFPD Type-C: WQHD (3440 x 1440) @ 60 Hz • DP 1.4 + HDMI 2.1 + MFPD Type-C: WQHD (3440 x 1440) @ 60 Hz	

Display resolution table for computers with Thunderbolt ports

Table 6. Display resolution table for computers with Thunderbolt 5 ports

Display Port Available Bandwidth	Single Display (maximum resolution)	Dual Display (maximum resolution)	Triple Display (maximum resolution)	Quad Display (maximum resolution)

TBT5 with DSC	DP 2.1/HDMI 2.1/ MFDP Type-C/TBT Type-C: UHD (3840 x 2160) @ 240 Hz	• DP 2.1 + DP 2.1:
		  ○ 6K (6144 x 3456) @ 60 Hz
		  ○ 5K WUHD (5120 x 2160) @ 120 Hz
		• DP 2.1 + HDMI 2.1:
		  ○ 6K (6144 x 3456) @ 60 Hz
		  ○ 5K WUHD (5120 x 2160) @ 120 Hz
			• DP 2.1 + DP 2.1 + HDMI 2.1: UHD (3840 x 2160) @ 120 Hz
			• DP 2.1 + DP 2.1 + MFDP Type-C: UHD (3840 x 2160) @ 120 Hz
			• DP 2.1 + HDMI 2.1 + MFDP Type-C: UHD (3840 x 2160) @ 120 Hz
			• DP 2.1 + DP 2.1 + TBT Type-C: UHD (3840 x 2160) @ 120 Hz
				• DP 2.1 + DP 2.1 + HDMI 2.1 + MFDP Type-C: UHD (3840 x 2160) @ 120 Hz
				• DP 2.1 + DP 2.1 + HDMI 2.1 + TBT Type-C: UHD (3840 x 2160) @ 120 Hz
				• DP 2.1 + DP 2.1 + MFDP Type-C + TBT Type-C: UHD (3840 x 2160) @ 120 Hz

Table 6. Display resolution table for computers with Thunderbolt 5 ports

Display Port Available Bandwidth	Single Display (maximum resolution)	Dual Display (maximum resolution)	Triple Display (maximum resolution)	Quad Display (maximum resolution)

		• DP 2.1 + MFDP Type-C:
		  ○ 6K (6144 x 3456) @ 60 Hz
		  ○ 5K WUHD (5120 x 2160) @ 120 Hz
		• HDMI 2.1 + MFDP Type-C:
		  ○ 6K (6144 x 3456) @ 60 Hz
		  ○ 5K WUHD (5120 x 2160) @ 120 Hz
		• DP 2.1 + TBT Type-C:
		  ○ 6K (6144 x 3456) @ 60 Hz
		  ○ 5K WUHD (5120 x 2160) @ 120 Hz
		• HDMI 2.1 + TBT Type-C:
		  ○ 6K (6144 x 3456) @ 60 Hz
		  ○ 5K WUHD (5120 x 2160) @ 120 Hz
		• MFDP Type-C + TBT Type-C:
		  ○ 6K (6144 x 3456) @ 60 Hz
		  ○ 5K WUHD (5120 x 2160) @ 120 Hz
		• TBT Type-C + TBT Type-C:
		  ○ 6K (6144 x 3456) @ 60 Hz
		  ○ 5K WUHD (5120 x 2160) @ 120 Hz
			• DP 2.1 + MFDP Type-C + TBT Type-C: UHD (3840 x 2160) @ 120 Hz
			• DP 2.1 + HDMI 2.1 + TBT Type-C: UHD (3840 x 2160) @ 120 Hz
			• HDMI 2.1 + MFDP Type-C + TBT Type-C: UHD (3840 x 2160) @ 120 Hz	

Table 7. Display resolution table for computers with Thunderbolt 4 ports

Display Port Available Bandwidth	Single Display (maximum resolution)	Dual Display (maximum resolution)	Triple Display (maximum resolution)	Quad Display (maximum resolution)
HBR3 (HBR3 x 4 lanes + HBR3 x 1 lane - 32.4 Gbps)	DP 1.4/HDMI 2.1/ MFDP Type-C/TBT Type-C: • 5K WUHD (5120 x 2160) @ 60 Hz • WQHD (3440 x 1440) @ 120 Hz	• DP 1.4 + DP 1.4: 4K (3840 x 2160) @ 60 Hz • DP 1.4 + HDMI 2.1: 4K (3840 x 2160) @ 60 Hz • DP 1.4 + MFDP Type-C: 4K (3840 x 2160) @ 60 Hz • HDMI 2.1 + MFDP Type-C: 4K (3840 x 2160) @ 60 Hz • DP 1.4 + TBT Type-C: 1. One 5K WUHD (5120 x 2160) @ 60 Hz 2. One QHD (2560 x 1440) @ 60 Hz • HDMI 2.1 + TBT Type-C: 1. One 5K WUHD (5120 x 2160) @ 60 Hz 2. One QHD (2560 x 1440) @ 60 Hz • MFDP Type-C + TBT Type-C: 1. One 5K WUHD (5120 x 2160) @ 60 Hz 2. One QHD (2560 x 1440) @ 60 Hz	• DP 1.4 + DP 1.4 + HDMI 2.1: WQHD (3440 x 1440) @ 60 Hz • DP 1.4 + DP 1.4 + MFDP Type-C: WQHD (3440 x 1440) @ 60 Hz • DP 1.4 + HDMI 2.1 + MFDP Type-C: WQHD (3440 x 1440) @ 60 Hz • DP 1.4 + DP 1.4 + TBT Type-C: 1. Two 4K (3840 x 2160) @ 60 Hz 2. One QHD (2560 x 1440) @ 60 Hz • DP 1.4 + MFDP Type-C + TBT Type-C: 1. Two 4K (3840 x 2160) @ 60 Hz 2. One QHD (2560 x 1440) @ 60 Hz • DP 1.4 + HDMI 2.1 + TBT Type-C: 1. Two 4K (3840 x 2160) @ 60 Hz 2. One QHD (2560 x 1440) @ 60 Hz • HDMI 2.1 + MFDP Type-C + TBT Type-C: 1. Two 4K (3840 x 2160) @ 60 Hz 2. One QHD (2560 x 1440) @ 60 Hz	• DP 1.4 + DP 1.4 + HDMI 2.1 + TBT Type-C: QHD (2560 x 1440) @ 60 Hz • DP 1.4 + DP 1.4 + HDMI 2.1 + TBT Type-C: 1. Three WQHD (3440 x 1440) @ 60 Hz 2. One QHD (2560 x 1440) @ 60 Hz • DP 1.4 + DP 1.4 + MFDP Type-C + TBT Type-C: 1. Three WQHD (3440 x 1440) @ 60 Hz 2. One QHD (2560 x 1440) @ 60 Hz • DP 1.4 + HDMI 2.1+ MFDP Type-C + TBT Type-C: 1. Three WQHD (3440 x 1440) @ 60 Hz 2. One QHD (2560 x 1440) @ 60 Hz
HBR3 with DSC (Display Stream Compression)	• DP 1.4/HDMI 2.1/MFDP Type-C/TBT Type-C: ○ 6K (6144 x 3456) @ 60 Hz ○ 5K WUHD (5120 x 2160) @ 120 Hz • DisplayPort 2.1: 8K (7680 x 4320) @ 60 Hz **NOTE:** To achieve this resolution, connect the	• DP 1.4 + DP 1.4: ○ 6K (6144 x 3456) @ 60 Hz ○ 5K WUHD (5120 x 2160) @ 120 Hz • DP 1.4 + HDMI 2.1: ○ 6K (6144 x 3456) @ 60 Hz ○ 5K WUHD (5120 x 2160) @ 120 Hz	• DP 1.4 + DP 1.4 + HDMI 2.1: ○ 4K (3840 x 2160) @ 60 Hz ○ WQHD (3440 x 1440) @ 120 Hz • DP 1.4 + DP 1.4 + MFDP Type-C: ○ 4K (3840 x 2160) @ 60 Hz ○ WQHD (3440 x 1440) @ 120 Hz • DP 1.4 + HDMI 2.1 + MFDP Type-C: ○ 4K (3840 x 2160) @ 60 Hz	• DP 1.4 + DP 1.4 + HDMI 2.1 + MFDP Type-C: ○ 4K (3840 x 2160) @ 60 Hz ○ WQHD (3440 x 1440) @ 120 Hz • DP 1.4 + DP 1.4 + HDMI 2.1 + TBT Type-C: ○ 4K (3840 x 2160) @ 60 Hz ○ WQHD (3440 x 1440) @ 120 Hz • DP 1.4 + DP 1.4 + MFDP Type-C + TBT Type-C:

Table 7. Display resolution table for computers with Thunderbolt 4 ports (continued)

Display Port Available Bandwidth	Single Display (maximum resolution)	Dual Display (maximum resolution)	Triple Display (maximum resolution)	Quad Display (maximum resolution)
	extended display to the dock using two DisplayPort cables.	• DP 1.4 + MFDP Type-C: ○ 6K (6144 x 3456) @ 60 Hz ○ 5K WUHD (5120 x 2160) @ 120 Hz • HDMI 2.1 + MFDP Type-C: ○ 6K (6144 x 3456) @ 60 Hz ○ 5K WUHD (5120 x 2160) @ 120 Hz • DP 1.4 + TBT Type-C: ○ 6K (6144 x 3456) @ 60 Hz ○ 5K WUHD (5120 x 2160) @ 120 Hz • HDMI 2.1 + TBT Type-C: ○ 6K (6144 x 3456) @ 60 Hz ○ 5K WUHD (5120 x 2160) @ 120 Hz • MFDP Type-C + TBT Type-C: ○ 6K (6144 x 3456) @ 60 Hz ○ 5K WUHD (5120 x 2160) @ 120 Hz • TBT Type-C + TBT Type-C: ○ 6K (6144 x 3456) @ 60 Hz ○ 5K WUHD (5120 x 2160) @ 120 Hz	○ WQHD (3440 x 1440) @ 120 Hz • DP 1.4 + DP 1.4 + TBT Type-C: ○ 4K (3840 x 2160) @ 60 Hz ○ WQHD (3440 x 1440) @ 120 Hz • DP 1.4 + MFDP Type-C + TBT Type-C: ○ 4K (3840 x 2160) @ 60 Hz ○ WQHD (3440 x 1440) @ 120 Hz • DP 1.4 + HDMI 2.1 + TBT Type-C: ○ 4K (3840 x 2160) @ 60 Hz ○ WQHD (3440 x 1440) @ 120 Hz • HDMI 2.1 + MFDP Type-C + TBT Type-C: ○ 4K (3840 x 2160) @ 60 Hz ○ WQHD (3440 x 1440) @ 120 Hz	○ 4K (3840 x 2160) @ 60 Hz ○ WQHD (3440 x 1440) @ 120 Hz
HBR3 with Display Stream Compression (DSC) **NOTE:** Only applicable for computers shipped with	DP 1.4/HDMI 2.1/ MFDP Type-C/TBT Type-C: • 6K (6144 x 3456) @ 60 Hz • 5K WUHD (5120 x 2160) @ 120 Hz	• DP 1.4 + DP 1.4: 1. One 5K WUHD (5120 x 2160) @ 120 Hz	• DP 1.4 + DP 1.4 + HDMI 2.1: ○ 4K (3840 x 2160) @ 60 Hz ○ WQHD (3440 x 1440) @ 120 Hz	Not supported

Table 7. Display resolution table for computers with Thunderbolt 4 ports (continued)

Display Port Available Bandwidth	Single Display (maximum resolution)	Dual Display (maximum resolution)	Triple Display (maximum resolution)	Quad Display (maximum resolution)
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 • Intel Core Ultra 9 288V • Intel Core Ultra 7 164U • Intel Core Ultra 5 134U		2. One 4K (3840 x 2160) @ 120 Hz • DP 1.4 + HDMI 2.1: 1. One 5K WUHD (5120 x 2160) @ 120 Hz 2. One 4K (3840 x 2160) @ 120 Hz • DP 1.4 + MFDP Type-C: 1. One 5K WUHD (5120 x 2160) @ 120 Hz 2. One 4K (3840 x 2160) @ 120 Hz • HDMI 2.1 + MFDP Type-C: 1. One 5K WUHD (5120 x 2160) @ 120 Hz 2. One 4K (3840 x 2160) @ 120 Hz • DP 1.4 + TBT Type-C: 1. One 5K WUHD (5120 x 2160) @ 120 Hz 2. One 4K (3840 x 2160) @ 120 Hz • HDMI 2.1 + TBT Type-C: 1. One 5K WUHD (5120 x 2160) @ 120 Hz 2. One 4K (3840 x 2160) @ 120 Hz • MFDP Type-C + TBT Type-C: 1. One 5K WUHD (5120 x 2160) @ 120 Hz	• DP 1.4 + DP 1.4 + MFDP Type-C: ○ 4K (3840 x 2160) @ 60 Hz ○ WQHD (3440 x 1440) @ 120 Hz • DP 1.4 + HDMI 2.1 + MFDP Type-C: ○ 4K (3840 x 2160) @ 60 Hz ○ WQHD (3440 x 1440) @ 120 Hz • DP 1.4 + DP 1.4 + TBT Type-C: ○ 4K (3840 x 2160) @ 60 Hz ○ WQHD (3440 x 1440) @ 120 Hz • DP 1.4 + MFDP Type-C + TBT Type-C: ○ 4K (3840 x 2160) @ 60 Hz ○ WQHD (3440 x 1440) @ 120 Hz • DP 1.4 + HDMI 2.1 + TBT Type-C: ○ 4K (3840 x 2160) @ 60 Hz ○ WQHD (3440 x 1440) @ 120 Hz • HDMI 2.1 + MFDP Type-C + TBT Type-C: ○ 4K (3840 x 2160) @ 60 Hz ○ WQHD (3440 x 1440) @ 120 Hz	

Table 7. Display resolution table for computers with Thunderbolt 4 ports (continued)

Display Port Available Bandwidth	Single Display (maximum resolution)	Dual Display (maximum resolution)	Triple Display (maximum resolution)	Quad Display (maximum resolution)
		2. One 4K (3840 x 2160) @ 120 Hz • TBT Type-C + TBT Type-C: 1. One 5K WUHD (5120 x 2160) @ 120 Hz 2. One 4K (3840 x 2160) @ 120 Hz		

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

NOTE: If higher resolution monitors are used, the graphics driver makes a judgment based on monitor specifications and display configurations. Some resolutions may not be supported and thus get removed from the Windows Display Control Panel.

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

NOTE: Computers with Intel Core Ultra 200V series processors support a maximum of 3 simultaneous displays when connected to the dock, provided the computer screen is turned off.

NOTE: Computers with 12th Gen Intel Core processors running Windows 11 version 21H2 (SV1) or earlier may experience a resolution drop on DP/MFDP/HDMI displays when both the Thunderbolt (TBT) and DP/MFDP/HDMI ports are connected at the same time. This issue can occur after reconnecting the cable, restarting the computer, or resuming from Hibernate mode.

NOTE: The Thunderbolt port must be connected to a DSC-capable monitor. If not, the resolution may be downgraded.

8

Technical specifications

Product specifications

Table 8. Product specifications

Feature	Specifications
Model number	SD25TB5
Video ports	• One USB 3.2 Gen 2 (10 Gbps) Type-C port with DisplayPort 2.1 (Multi-Function Display Port or MFDP) • Two DisplayPort 2.1 ports • One HDMI 2.1 port • Two Thunderbolt 5 ports
External displays supported	Maximum - 4 **NOTE:** Computers with Intel Core Ultra 200V series processors support a maximum of 3 simultaneous displays when connected to the dock, provided the computer screen is turned off.
USB Type-A ports	Four USB 3.2 Gen 2 (10 Gbps) ports
USB Type-C ports	• One USB 3.2 Gen2 (10 Gbps) Type-C port • One USB 3.2 Gen2 (10 Gbps) Type-C port with DisplayPort 2.1 Alt Mode • Two Thunderbolt 5 ports
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 - S5 only applicable for non-Thunderbolt computers) remotely. For Dell computers. see the platform documentation on Dell Support Site to check compatibility. For computers with Thunderbolt ports and vPro support, Wake-on-LAN from S5 is not supported. Check your Device Manager if the dock is using Intel(R) Ethernet Controller I226-LMvP. **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	330 W AC adapter

Table 8. Product specifications (continued)

Feature	Specifications
Power adapter connector dimension	7.4 mm
Docking cable length	0.83 m (32.68 in.)
Power delivery	• 300 W to Dell computers • Up to 240 W to non-Dell computers
Power button function	Sleep/Wakeup/Power button **NOTE:** On compatible Dell computers, the power button mimics the host power button behavior.
Operating systems	• Windows 10 • Windows 11 • Ubuntu 24.04 • Red Hat Enterprise Linux 9.7+ • ChromeOS 141 • macOS **NOTE:** These docks are Thunderbolt certified for macOS devices, but users may experience some limitations with macOS.
Systems management	• PXE Boot • Kernel Direct Memory Access (DMA) protection • Intel AMT over Thunderbolt port interface with select Intel vPro computers

Power delivery

The USB and Thunderbolt 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 9. Power delivery through each type of port

Type of port	Power delivery
Front	
USB 3.2 Gen 2 (10 Gbps) port	4.5 W
USB 3.2 Gen2 (10 Gbps) Type-C port	15 W
Rear	
USB 3.2 Gen 2 (10 Gbps) port	4.5 W
USB 3.2 Gen2 (10 Gbps) Type-C port with DisplayPort 2.1	7.5 W
Thunderbolt 5 port	15 W

Power adapter specifications

Table 10. Power adapter specifications

Description	Values
Type	330 W AC adapter
Input voltage	100 VAC – 240 VAC

Table 10. Power adapter specifications (continued)

Description	Values
Input current (maximum)	2.34 A
Input frequency	50 Hz – 60 Hz
Output current (continuous)	• 6.78 A / 48.70 V • 6.44 A / 36.50 V • 7.80 A / 28.50 V • 9.30 A / 20.30 V • 9.50 A / 19.50 V
Rated output voltage	19.5 VDC
Weight	1200 g (2.65 lbs)
Power adapter dimensions:	
Height	34.00 mm (1.34 in.)
Width	205.00 mm (8.07 in.)
Depth	90.00 mm (3.54 in.)
Temperature range:	
Operating	0°C to 40°C (32°F to 104°F)
Storage	-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.	

Port disablement

The Port Disablement feature allows you to selectively disable USB ports (over USB Type-A) and USB and/or Thunderbolt protocols (over USB Type-C)

- 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) Systems

A new generation of computers with MFDP Type-C ports offers the following configuration options in the 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 is imported by the dock).

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

Table 11. New Gen MFDP Systems

	BIOS setup options	Docked system configuration	Dell Dock					
Case	**External USB**	**System Dock port power delivery modes**	**Type-C Thunderbolt port**	**LAN**	**Video ports**	**Type-C MFDP port**	**Type-C USB port**	**Type-A USB port**
1	On	DP/USB	USB 2.0	By system setup	Enabled	DP/USB	USB	Enabled

Table 11. New Gen MFDP Systems (continued)

	BIOS setup options	Docked system configuration	Dell Dock					
2	Off	DP	None	Disabled	Enabled	DP	None	Disabled

New Gen Thunderbolt (TBT) Systems

A new generation of computers with Thunderbolt ports offers the following configuration options in the BIOS:

1. Enable/Disable Thunderbolt to activate Thunderbolt Controller and enable Thunderbolt protocol over USB Type-C port.
2. Enable/Disable External USB Port to enable USB protocol over USB Type-A and Type-C ports.
3. Enable/Disable Integrated NIC (this setting is imported by the dock).

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

Table 12. New Gen Systems

	BIOS setup options		Docked system configuration	Dell Dock					
Case	**External USB**	**Thunderbolt**	**System Dock port power delivery modes**	**Type-C Thunderbolt port**	**LAN**	**Video ports**	**Type-C MFDP port**	**Type-C USB port**	**Type-A USB port**
1	On	On	TBT/DP/USB	TBT/DP/USB	By system setup	Enabled	DP/USB	USB	Enabled
2	On	Off	DP/USB	USB 2.0	By system setup	Enabled	DP/USB	USB	Enabled
3	**Off**	**On**	**TBT/DP**	**TBT/DP**	**By system setup**	**Enabled**	**DP**	**None**	**Disabled**
4	Off	Off	DP	None	Disabled	Enabled	DP	None	Disabled

NOTE: Configuration 3 must not be used as it does not provide any value with modern computers offering Native Thunderbolt Enumeration.

Legacy Thunderbolt computers

Legacy computerrs offer one extra option that was rarely used but made configuration complex:

1. Enable/Disable Thunderbolt to activate Thunderbolt Controller and enable Thunderbolt protocol over USB Type-C port.
2. Enable/Disable External USB Port to enable USB protocol over USB Type-A and Type-C ports.
3. Enable Dell Docks - dynamic override to extend system settings to the boundary of the dock (dock port that is connected to Dell Dock was fully functional, and Dock took care about handling dock port disablement locally).
4. Enable/Disable Integrated NIC (this setting is imported by the dock).

The table below illustrates how those settings would affect the functionality of your docking station (for reference only, consult Dell Customer service for more details):

Table 13. Legacy Thunderbolt computers

	BIOS setup options			Docked system configuration	Dell Dock						
Case	**External USB**	**Thunderbolt**	**Override to allow Dell dock**	**System Dock port power delivery modes**	**Type-C Thunderbolt port**	**DP**	**USB**	**LAN**	**Video ports**	**Type-C MFDP port**	**Type A and Type-C USB ports**
1	On	On	N/A	TBT/ DP/ USB	Working	Working	Working	By system setup	Enabled	DP/ USB	Enabled
2	On	Off	On	TBT/ DP/ USB	No function	Working	Working	By system setup	Enabled	DP/ USB	Enabled
3	**Off**	**On**	**On**	**TBT/ DP/ USB**	**Working**	**Working**	**No function**	**By system setup**	**Enabled**	**DP mode**	**Disabled**
4	Off	Off	On	TBT/ DP/ USB	No function	Working	No function	By system setup	Enabled	DP mode	Disabled
5	On	Off	Off	TBT/ DP/ USB	No function	Working	Working	By system setup	Enabled	DP/ USB	Enabled
6	**Off**	**On**	**Off**	**TBT/ DP/ USB**	**Working**	**Working**	**No function**	**By system setup**	**Enabled**	**DP mode**	**Disabled**
7	Off	Off	Off	TBT/ DP/ USB	No function	Working	No function	Disabled	Enabled	DP mode	Disabled

LED Status Indicators

Power button LED

Table 14. 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 15. Link Speed Indicator

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

Table 16. Ethernet Activity Indicator

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

Remote Management LED Indicators

Table 17. 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 18. Operating and storage environment

Description	Operating	Storage	Shipping
Temperature range	0°C to 35°C (32°F to 95°F)	-20°C to 60°C (-4°F to 140°F)	-20°C to 60°C (-4°F to 140°F)
Relative humidity (maximum)	10% to 80% (non-condensing)	5% to 90% (non-condensing)	5% to 90% (non-condensing)
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.			

9

Dell docking station firmware update

Standalone Dock Firmware Update (DFU) utility

NOTE: The information in the section is intended only for Windows users running the executable tool. For other operating systems or further detailed instructions, see the SD25TB5 Administrator Guide available on Dell Support Site.

Download the Dell Pro Thunderbolt 5 Smart Dock SD25TB5 driver and firmware updates from Dell Support Site. Connect the dock to your computer and open the tool as administrator.

1. **Update** and **Exit** buttons are displayed in the bottom-right corner. Click the **Update** button to initiate the updates.

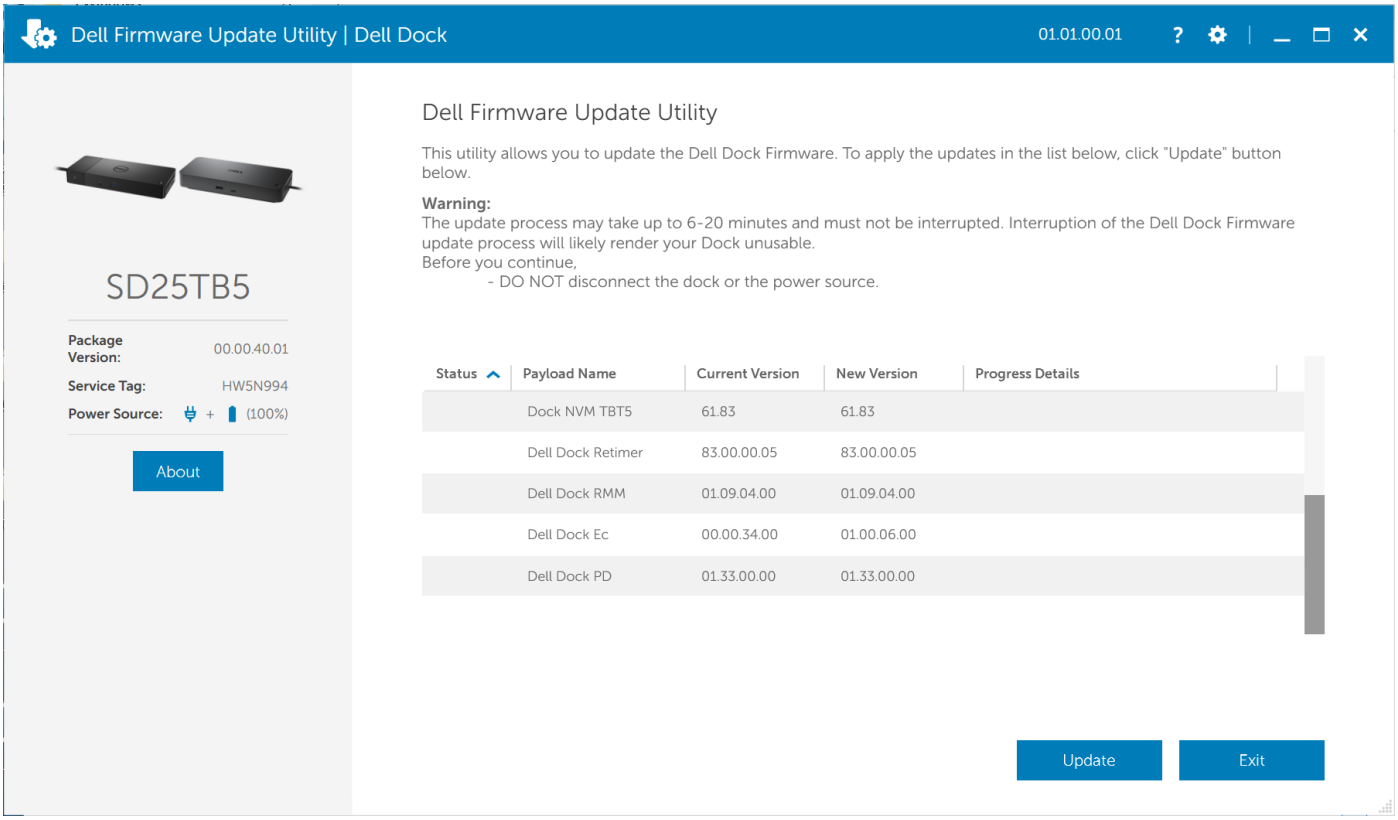


Figure 10. Initiate the update in the SD25TB5 DFU tool

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

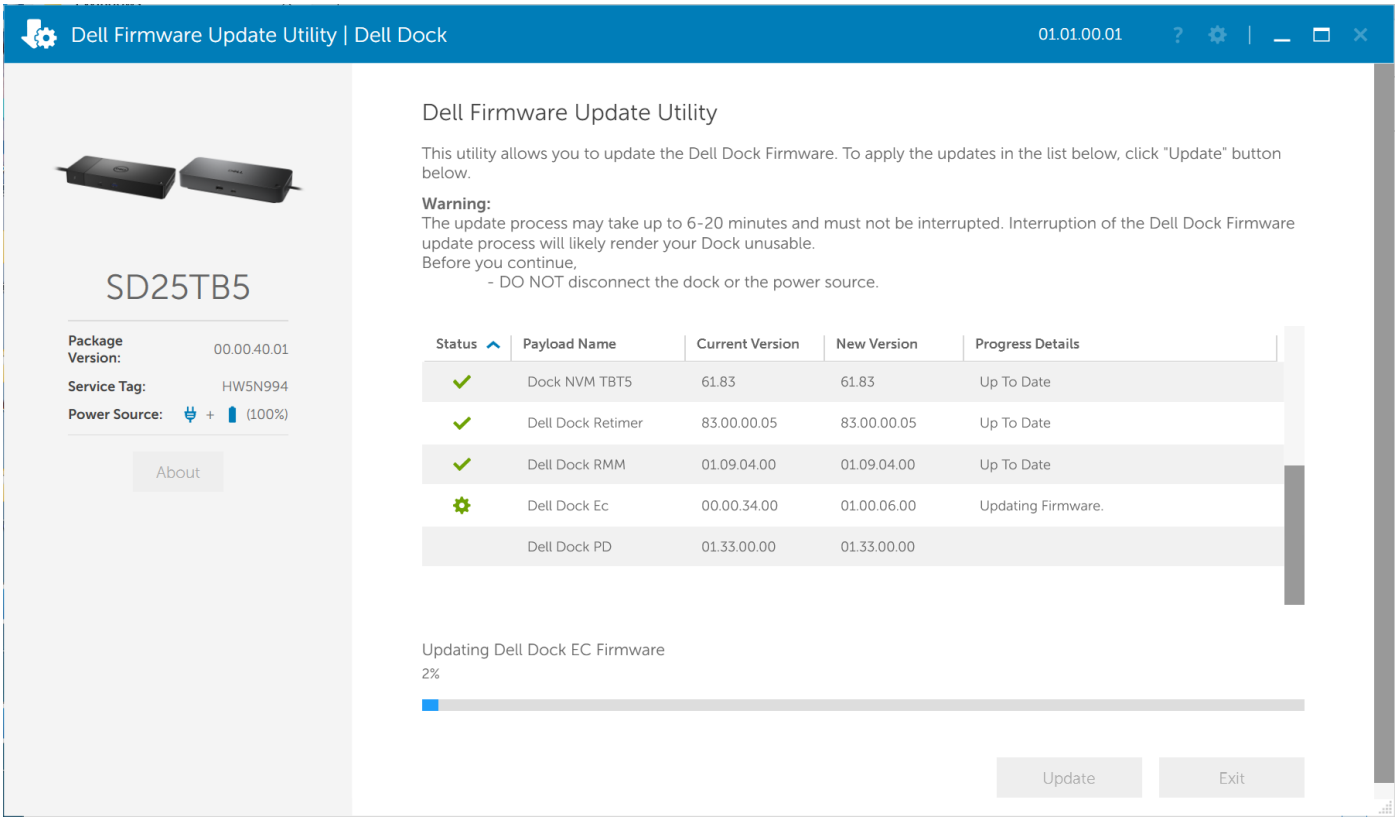


Figure 11. Wait for the update to complete in the SD25TB5 DFU tool

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

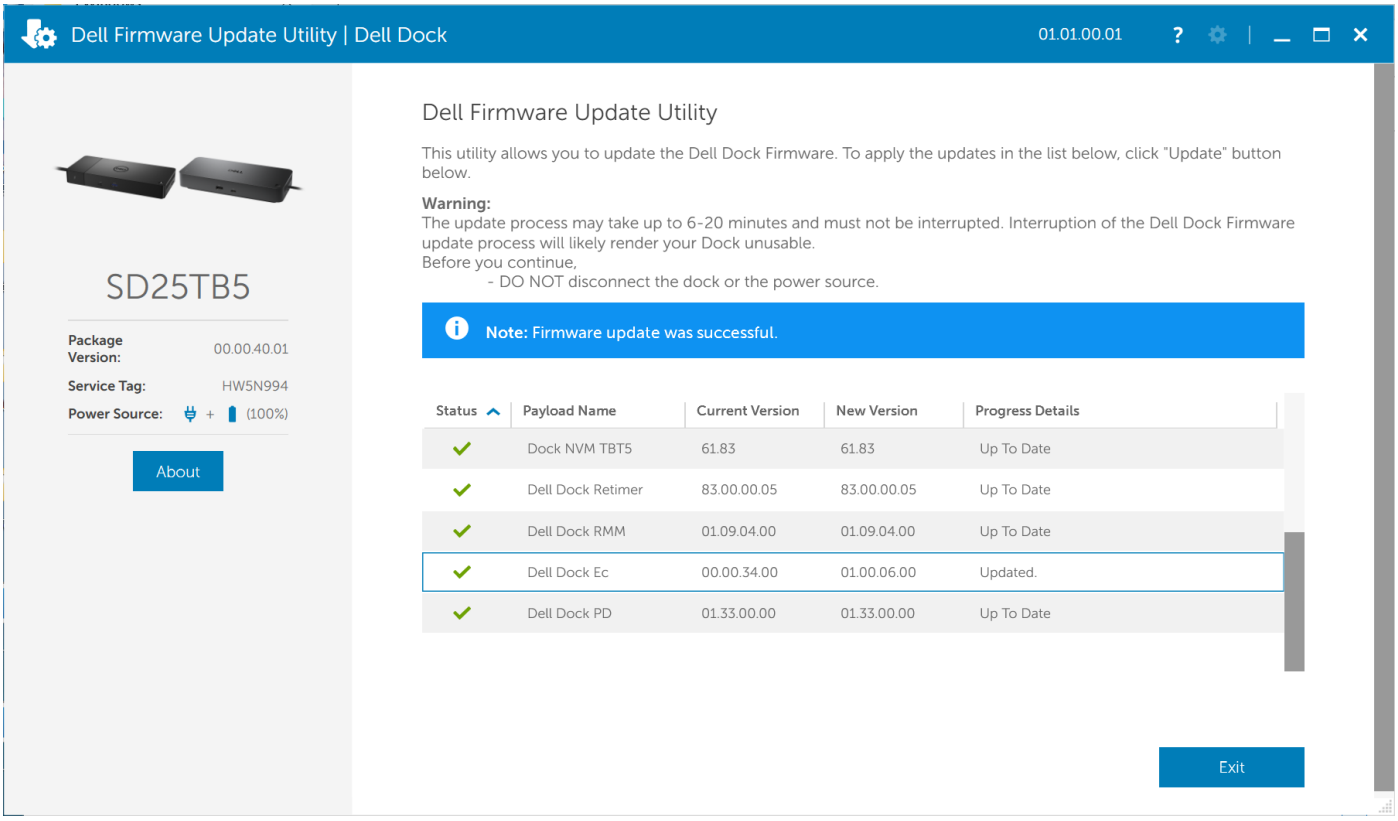


Figure 12. The update status is displayed in the SD25TB5 DFU tool

Table 19. 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

For IT professionals and engineers, to get more information about the following technical topics, see the Dell Docking Station Administrator Guide:

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

10

Remotely manage with Dell Device Management Console

Overview

The Dell Device Management Console is a comprehensive, cloud-based tool that is designed to remotely manage Dell Pro Smart docks without requiring a physical connection to a computer, thereby improving IT efficiency. Hosted on a secure cloud infrastructure, it allows IT administrators to monitor, configure, and manage various Dell docking stations and related peripherals with ease.

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

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

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

For tutorials and instructional videos of the Dell Device Management Console that is related to Dell Pro Thunderbolt 5 Smart dock SD25TB5, see Dell Pro Thunderbolt 5 Smart Dock SD25TB5 Videos.

11

Frequently asked questions

1. **Why is my fan not working, making abnormal or loud noises, or causing my device to overheat?**

   Fans that continue to spin quickly and make abnormally loud noises might indicate a problem. Common causes of fan issues:

   - Obstructed fans or air vents
   - Dust accumulation on vents or fans
   - Insufficient ventilation
   - Physical damage
   - Outdated BIOS and device drivers

2. **Why do I hear fan noise when the AC adapter is plugged into the docking station?**
   - When you plug in the AC adapter and turn on the docking station, the fan may turn on for a short time and then turn off. This behavior is intentional and indicates that the docking station is functioning as designed.
3. **What is the charging station feature?**
   - The Dell Pro Thunderbolt 5 Smart Dock SD25TB5 can charge your phone or other USB-powered devices even when not connected to a computer. However, the AC adapter must be plugged into the docking stations for this feature to work.
4. **Why am I asked to approve Thunderbolt Devices after the Windows login and what should I do?**
   - If you are prompted to approve a Thunderbolt device after logging into Windows, it is because the Thunderbolt Security level on your computer is set to "User Authorization" or "Secure Connect" in the BIOS Setup. This is a security feature that requires user approval before connecting a Thunderbolt device to prevent unauthorized access.

     If you are asked to approve a Thunderbolt device, you have three options:

     a. "Always Connect": Allow the Thunderbolt device to connect to your computer every time without prompting for approval.
     b. "Connect Only Once": Allow the Thunderbolt device to connect to your computer only once, and then prompt for approval again in the future.
     c. "Do Not Connect": Refuse to connect the Thunderbolt device to your computer.

     NOTE: If you have checked "Enable Thunderbolt Boot Support" in the BIOS Setup and power on your computer with the SD25TB5 dock attached, you will not see this page because the Security level is overridden to "No Security" in this case."

5. **Why does the hardware installation window show up when I plug in a USB device to the docking stations ports?**
   - When a new USB device is plugged into the docking station's port, the USB hub driver sends a notification to the Plug and Play (PnP) manager. The PnP manager then queries the hub driver for the device's hardware IDs and informs the Windows operating system that a new device needs to be installed. This triggers the display of a hardware installation window, which prompts the user to confirm the installation of the device's drivers and complete the setup process.
6. **Why do the peripherals that are connected to the dock station become unresponsive after recovering from a power loss?**
   - The docking station is designed to operate solely on AC power and does not support a computer power source backup. In the event of a power loss, all devices that are connected to the dock will be disconnected.

     When the AC power is restored, the dock may not function properly due to the need to renegotiate a power contract with the computer's Type-C port and establish a computer EC-to-dock-EC connection.

     To resolve this issue, disconnect and reconnect the AC adapter from the back of the docking station. This allows the dock to reestablish the necessary connections and resume normal operation.

7. **Entering the BIOS setup using F2 or F12 does not work at POST from an external keyboard that is 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.

12

Troubleshooting

Table 20. Troubleshooting

Symptoms	Suggested solutions
No video display on monitors that are connected to the docking station's HDMI or DisplayPort ports.	1. Update your computer's BIOS and drivers, and the docking station's firmware, to the latest available versions. 2. Disconnect and reconnect the docking station from your computer to ensure a secure connection. 3. Disconnect both ends of the video cable and check for damaged/bent pins. Securely reconnect the cable to the monitor and docking station. 4. Verify that the HDMI or DisplayPort cable is correctly connected to both the monitor and the docking station. Also, ensure that the correct video source is selected on your monitor. For more information about changing the video source on your monitor, see your monitor's documentation. 5. Verify your computer's resolution settings. It is possible that your monitor can support higher resolutions than what the docking station can handle. For more information about the maximum resolution capacity, see the Display Resolution Table. 6. If your monitor is connected to the docking station, the video output on your computer may be disabled. Enable video output by using the Intel Graphics Control Panel. 7. If only one monitor is active while the others are not, open Windows Display Properties. Under the **Multiple Displays** section, select the appropriate output settings for the additional monitors to ensure that they are recognized and activated. 8. Test the issue with a different monitor and cable that you know is functioning properly, if possible.
The video on the connected monitor is distorted or flickering.	1. Reset the monitor to its factory default settings. For instructions on how to reset your monitor to its factory default settings, see User Guide of your monitor. 2. Verify that the HDMI or DisplayPort cable is correctly connected to both the monitor and the docking station. 3. Try disconnecting and reconnecting the monitor(s) from the docking station to reestablish the connection. 4. Try powering off the docking station by disconnecting the Type-C cable and removing the power adapter from the docking station, then power it back on by reconnecting the power adapter to the docking station before connecting the Type-C cable to your computer. 5. Undock the computer and restart it if the previous troubleshooting steps do not resolve the issue.
The video display on the connected monitor is not recognized as an extended monitor.	1. Verify that the appropriate graphics (Intel/NVIDIA/AMD) driver is installed in your computer. 2. If your computer has the Windows operating system, access the Windows Display Properties and navigate to the **Multiple Displays** control to set the display to extended mode.

Table 20. Troubleshooting (continued)

Symptoms	Suggested solutions
The USB ports on the docking station are not functioning.	1. Verify that your computer and docking station have the latest BIOS and drivers installed. Update them if necessary to ensure optimal functionality. 2. If your BIOS Setup has a USB Enabled/Disabled option, ensure that it is set to **Enabled**. 3. Check the Windows Device Manager to ensure that the device is detected and the correct drivers are installed. 4. Verify that the docking station is securely connected to the computer. If not, try disconnecting and reconnecting the docking station to ensure a stable connection. 5. Try using a different USB port to rule out any issues with the port itself. Plug the USB device into another port to see if it functions properly. 6. Try powering off the docking station by disconnecting the Type-C cable and removing the power adapter from the docking station, then power it back on by reconnecting the power adapter to the docking station before connecting the Type-C cable to your computer.
The High-Bandwidth Digital Content Protection (HDCP) content is not displayed on the connected monitor.	• Your dock supports HDCP up to HDCP 2.2. **NOTE:** The connected monitor(s) must support HDCP 2.2.
The LAN port on the docking station is not functioning.	1. Verify that your computer and docking station have the latest BIOS and drivers installed. Update them if necessary to ensure optimal functionality. 2. Verify that the RealTek Gigabit Ethernet Controller is installed in the Windows Device Manager. 3. If your BIOS Setup has a LAN/GBE Enabled/Disabled option, ensure that it is set to **Enabled**. 4. Check the Windows Device Manager to ensure that the RealTek Gigabit Ethernet Controller is installed and enabled. 5. Verify the status LED on the Ethernet port to confirm connectivity. If the LED is not lit, try reconnecting both ends of the cable to ensure a secure connection. 6. Try powering off the docking station by disconnecting the Type-C cable and removing the power adapter from the docking station, then power it back on by reconnecting the power adapter to the docking station before connecting the Type-C cable to your computer.
USB ports are not functional in pre-operating system (pre-OS) environments.	Verify that the following options are enabled in the BIOS: • Enable USB Boot Support • Enable External USB Port • Enable Thunderbolt Boot Support
PXE boot functionality is not available on the dock.	1. Verify that the integrated network interface controller (NIC) is enabled with PXE boot support in the BIOS. 2. Verify that the following options are enabled in the BIOS Setup's USB/Thunderbolt Configuration page: • Enable USB Boot Support • Enable Thunderbolt Boot Support
USB boot functionality is not working.	• Verify that the following options are enabled in the BIOS Setup's USB/Thunderbolt Configuration page: ○ Enable USB Boot Support ○ Enable External USB Port ○ Enable Thunderbolt Boot Support

Table 20. Troubleshooting (continued)

Symptoms	Suggested solutions
When the Type-C/Thunderbolt 5 Type-C cable is connected, the AC Adapter is displayed as 'Not Installed' in the Battery Information page of the BIOS Setup.	1. Verify that the docking station is correctly connected to its own power adapter. 2. Check that the power-button LED on the docking station is illuminated. 3. Try disconnecting and then reconnecting the Type-C/ Thunderbolt 5 (Type-C) cable to your computer to ensure a secure connection.
Peripherals connected to the docking station do not function when the computer boots in a pre-operating system (pre-OS) environment.	If your computer's BIOS Setup has a USB/Thunderbolt Configuration page, ensure that the following options are enabled to allow docking station functionality in a pre-operating system (pre-OS) environment: ● Enable External USB Port ● Enable Thunderbolt Boot Support **NOTE:** By default, Thunderbolt Boot Support is disabled in the BIOS Setup on Dell computers. As a result, peripherals that are connected to the docking station may not function in a pre-operating system (pre-OS) environment.
When connecting the docking station to your computer, an alert message is displayed indicating that an undersized power adapter is attached to the computer.	● Verify that the docking station is securely connected to its own power adapter. If your computer requires more than 130 W of power input, ensure that it is also connected to its own power adapter to ensure proper charging and optimal performance.
No external display is detected, and the USB or data cable LED is not illuminated.	1. If the docking connector has become disconnected from the computer's USB/Thunderbolt ports, try reconnecting the docking connector to re-establish the connection. 2. If the above steps do not resolve the issue, try undocking the computer and restarting it to see if that resolves the problem.
When the docking station is connected to the computer running Ubuntu 18.04 LTS, the Wi-Fi is disabled. However, it will be re-enabled after restarting the computer.	1. Try disabling the **Control WLAN radio** option in the BIOS settings. 2. Alternatively, you can also disable this option in the Ubuntu settings: a. Go to Settings. b. Click Power Management. c. Look for the Wireless Radio Control option. d. Uncheck the box next to it.
The docking station is not receiving power.	1. Disconnect the USB Type-C cable from the computer and the docking station power adapter. 2. Replug the docking station's AC adapter. 3. The docking station's power button LED should blink 3 times, indicating that the docking station is powering on.
The docking station is not functioning properly, even after verifying that the BIOS, firmware, and drivers are up to date.	● Restart the dock ● If the issue persists: 1. Replug the docking AC adapter. 2. Restart the dock. ● If the issue still persists: 1. Replug the docking AC adapter. 2. If the dock still does not respond, restart the dock. 3. Enable SD25TB5 display support matrix. 4. 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 21. 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.

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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 22. Revision history

Revision	Date	Description
A00	07-17-2025	Original publish date
A01	04-09-2025	Updated the Dell Device Management Console (DDMC) chapter to clarify that a physical connection to the computer is not required for dock connection and management.