Dell Pro 14 Plus Portable Monitor P1425

User's Guide

D&LL Technologies

Notes, cautions, and warnings

(i) **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

Safety instructions

Use the following safety guidelines to protect your monitor from potential damage and to ensure your personal safety. Unless otherwise noted, each procedure included in this document assumes that you have read the safety information that shipped with your monitor.

ⓘ **NOTE:** Before using the monitor, read the safety information that is shipped with your monitor and printed on the product. Keep the documentation at a secure location for future reference.

⚠ **WARNING: Use of controls, adjustments or procedures other than those specified in this documentation may result in exposure to shock, electrical hazards and/or mechanical hazards.**

△ **CAUTION: The possible long-term effect of listening to audio at high volume through the headphones (on supported monitors) may cause damage to your hearing ability.**

- Place the monitor on a solid surface and handle it carefully. The screen is fragile and can be damaged if dropped or hit with a sharp object.
- Ensure that your monitor is electrically rated to operate with the AC power available in your location.
- Keep the monitor in room temperature. Excessive cold or hot conditions can have an adverse effect on the liquid crystal of the display.
- Connect the power cable from the monitor to a wall outlet that is near and accessible. See Connecting your monitor.
- Do not place and use the monitor on a wet surface or near water.
- Do not subject the monitor to severe vibration or high impact conditions. For example, do not place the monitor inside a car trunk.
- Unplug the monitor when it is going to be left unused for an extended period.
- To avoid electric shock, do not attempt to remove any cover or touch the inside of the monitor.
- Read these instructions carefully. Keep this document for future reference. Follow all warnings and instructions marked on product.
- Certain monitors can be wall mounted using the VESA mount that is sold separately. Ensure to use the correct VESA specifications as mentioned in the wall mounting section of the User's Guide.

For information on safety instructions, see the *Safety, Environmental and Regulatory Information (SERI)* document that is shipped with your monitor.
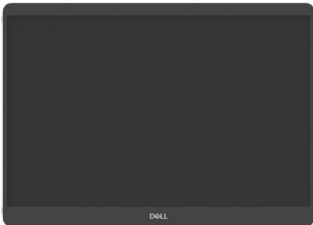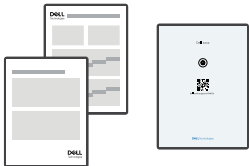
About your monitor

Package contents

The following table provides the list of components that are shipped with your monitor. If any component is missing, contact Dell. For more information, see Contacting Dell.

ⓘ **NOTE:** Some items may be optional and may not ship with your monitor. Some features may not be available in certain countries.

Table 1.   Monitor components and descriptions.

Component image	Component description
	Display
	USB Type-C cable (C to C, 1.0 m)
	Sleeve
	• Safety, Environmental, and Regulatory Information • QR Card

Product features

The Dell **P1425** monitor has an active matrix, Thin-Film Transistor (TFT), Liquid Crystal Display (LCD), anti-static, and LED backlight. The monitor features include:

- 355.7 mm (14.0 in.) diagonal viewable area display (measured diagonally), 1920 x 1200 resolution, with full-screen support for lower resolutions.
- Viewing angles of 178 degrees in horizontal and vertical directions.
- Contrast ratio (1500:1).
- Digital connectivity with USB Type-C.
- Dual USB Type-C port supports DP Alternate Mode, power pass-through of up to 65 W.
- Tilt adjustment capability.
- Auto rotation display.
- Plug and play capable if supported by your computer.
- On-Screen Display (OSD) adjustments for easy setup and screen optimization.
- ≤0.3 W in Standby Mode.
- EPEAT registered where applicable. EPEAT registration varies by country. See https://www.epeat.net for registration status by country.
- RoHS-compliant.
- BFR/PVC free monitor (excluding external cables).
- Arsenic-free glass and Mercury-free for the panel only.
- Energy Star® Certified.
- Compatible with Dell Display and Peripheral Manager.
- This monitor uses a low blue light panel. When the monitor is reset to factory settings or default setting, it is in compliance with TÜV Rheinland's hardware low blue light certification.*

    *This monitor is in compliance with TÜV Rheinland hardware low blue light certification under Category 3.

    Blue light ratio:

    The ratio of light in the range from 415nm-455nm compared to 400nm-500nm shall be less than 50%.

Table 2. Blue light ratio.

Category	Blue light ratio
1	≤ 20%
2	20% < R ≤ 35%
3	35% < R ≤ 50%

- Decreases the level of hazard blue light emitted from the screen to make viewing more comfortable for your eyes without distortion of color accuracy.
- The monitor adopts Flicker-Free technology, which clears the eye visible flicker, brings comfort viewing experience and preventing users suffer from eye strain and fatigue.

⚠ **WARNING: The possible long-term effects of blue light emission from the monitor may cause damage to the eyes, which includes but is not limited to eye fatigue and digital eye strain.**

Operating system compatibility

- Windows 10/Windows 11 and later*
- macOS 12* and macOS 13*

*The operating system compatibility on Dell and Alienware branded monitors may vary based on factors such as:

- Specific release date(s) when operating system versions, patches, or updates are available.
- Specific release date(s) when Dell and Alienware branded monitor firmware, software application, or driver updates are available on the Dell support website.

Identifying parts and controls

Front and back view
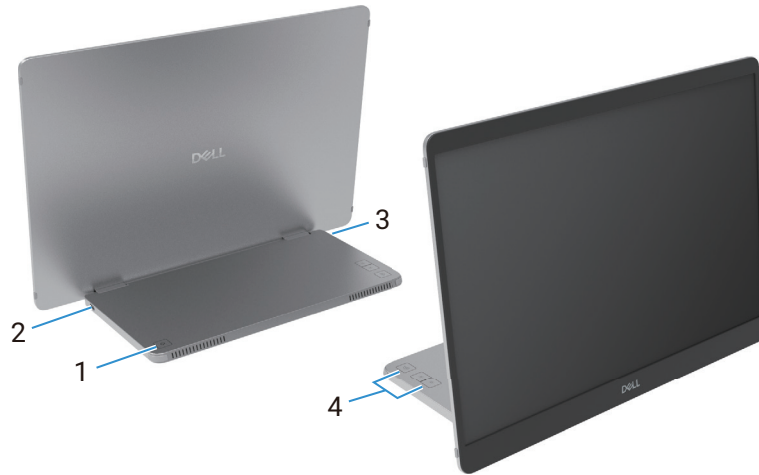
Figure 1.   Front and back view of the monitor

Table 3.   Components and descriptions.

Label	Description	Use
1	Power On/Off button (with LED indicator)	To turn the monitor On or Off. Solid white light indicates the monitor is turned on and functioning normally. Blinking white light indicates the monitor is in Standby Mode.
2	USB Type-C (support Alt mode DP 1.2 and PD function)	Connect to your computer/mobile phone using the USB Type-C cable (C to C).
3		ⓘ **NOTE:** USB data not supported.
4	Function buttons	To access the OSD menu and change the settings if required. For more information, see OSD controls.

Back view and label information

Figure 2. **Back view of the monitor**

Table 4. Components and descriptions.

Label	Description	Use
1	Barcode, serial number, service tag, and regulatory information	Refer to this label if you need to contact Dell for technical support. List of regulatory approvals.
2	VESA screw cover	Installing the VESA plate requires removing the VESA screw cover.

Monitor specifications

Table 5. Monitor specifications.

Description	Value
Screen type	Active matrix-TFT LCD
Panel technology	In-Plane Switching (IPS) Technology
Aspect ratio	16:10
Viewable image dimensions	
Diagonal	355.7 mm (14.0 in.)
Active area	
Horizontal	301.59 mm (11.87 in.)
Vertical	188.50 mm (7.42 in.)
Area	56849.19 mm^2 (88.12 in.^{2})
Pixel pitch	
Horizontal	0.15708 mm
Vertical	0.15708 mm
Pixel per inch (PPI)	162
Viewing angle	
Horizontal	178° (typical)
Vertical	178° (typical)
Brightness	400 cd/m² (typical)
Contrast ratio	1500 : 1 (typical)
Faceplate coating	Anti-glare with hard-coating 3H
Backlight	LED Edgelight System
Response time (Gray to Gray)	7 milliseconds (typical)
Color depth	16.7 million colors
Color gamut	sRGB 100% (CIE 1931) (typical)
Dell display and peripheral manager compatibility	Yes
Connectivity	2 x USB Type-C (Alt Mode DP1.2, HBR, HDCP 1.4, power pass-through of up to 65 W)
Bezel width (edge of the monitor to active area)	13.6 mm (Top) 5.95 mm (Left/Right) 21.44 mm (Bottom)
Tilt angle	10° to 90°
Portrait angle	16.5°

Dell Display and Peripheral Manager (DDPM) for Windows

DDPM is a software application that helps you set up and configure the Dell monitors and peripherals. Some of its features include:

1. Adjusting the monitor On-Screen Display (OSD) settings such as brightness, contrast, and resolution without needing to use the joystick on the monitor.

2. Arrange multiple applications on your screen by placing them into a template of your choice using **Easy Arrange**.

3. Assign applications or files to the partitions of **Easy Arrange**, save the layout as a profile, and restore the profile automatically with **Easy Arrange Memory** when needed.

4. Connect the Dell Monitor to multiple input sources and manage these video inputs using the **Input Source** feature.

5. Customize each application with its own distinct color mode using the **Color Preset** feature.

6. Replicate software application settings from one monitor to another identical monitor using the **Import/Export** application settings feature.

7. Receive notifications and update the firmware and software.

ⓘ **NOTE:** Some features of the DDPM mentioned above are available only on select monitor models. For more information about DDPM, and the recommended computer configuration to install it, go to https://www.dell.com/support/ddpm.

Resolution specifications

Table 6. Resolution specifications.

Description	Value
Horizontal scan range	30 kHz to 118 kHz (automatic)
Vertical scan range	56 Hz to 60 Hz (automatic)
Maximum preset resolution	1920 x 1200 @ 60 Hz

Supported video modes

Table 7. Supported video modes.

Description	Value
Video display capabilities	480p at 60 Hz 576p at 50 Hz 720p at 50 Hz 720p at 60 Hz 1080p at 50 Hz 1080p at 60 Hz

Preset display modes

Table 8. Timing table.

Display mode	Horizontal frequency (kHz)	Vertical frequency (Hz)	Pixel clock (MHz)	Sync polarity (Horizontal/Vertical)
VESA, 640 x 480	31.5	60.0	25.2	-/-
VESA, 800 x 600	37.9	60.3	40.0	+/+
VESA, 1024 x 768	48.4	60.0	65.0	-/-
VESA, 1280 x 768	47.8	59.9	79.5	-/+
VESA, 1280 x 800	49.7	59.8	83.5	-/+
VESA, 1280 x 1024	64.0	60.0	108.0	+/+
VESA, 1366 x 768	47.7	59.8	85.5	+/+
VESA, 1440 x 900	55.9	59.9	106.5	-/+
VESA, 1600 x 1200	75.0	60.0	162.0	+/+
VESA, 1680 x 1050	65.29	59.954	146.25	-/+
VESA, 1920 x1080	67.5	60.0	148.5	+/-
VESA, 1920 x1200	74.04	60.0	154.0	+/-
VESA, 1200 x1920	118.38	59.9	161.0	+/-

Electrical specifications

Table 9. Electrical specifications.

Description	Value
Video input signals	USB Type-C/DisplayPort, 600 mV for each differential line, 100 Ω input impedance per differential pair
Power Consumption	0.3 W (Off mode)[1] 0.3 W (Standby mode)[1] 5.4 W (On mode)[1] 7.0 W (Max)[2] 5.24 W (P_{on})[3] 17.77 kWh (TEC)[3]

[1] As defined in EU 2019/2021 and EU 2019/2013.

[2] Max brightness and contrast setting.

[3] P_{on} : Power consumption of On Mode as defined in Energy Star 8.0 version.

TEC: Total energy consumption in kWh as defined in Energy Star 8.0 version.

This document is informational only and reflects laboratory performance. Your product may perform differently, depending on the software, components, and peripherals you ordered, and shall have no obligation to update such information.

Accordingly, the customer should not rely upon this information in making decisions about electrical tolerances or otherwise. No warranty as to accuracy or completeness is expressed or implied.

ⓘ **NOTE:** This monitor is ENERGY STAR certified. This product qualifies for ENERGY STAR in the factory default settings which can be restored by **Factory Reset** function in the OSD menu. Changing the factory default settings or enabling other features may increase power consumption that could exceed the ENERGY STAR specified limit.

Physical characteristics

Table 10. Physical characteristics.

Description	Value
Signal cable type:	USB Type-C (C to C) 1.0 m cable
ⓘ **NOTE:** Dell monitors are designed to work optimally with the video cables that are shipped with your monitor. As Dell does not have control over the different cable suppliers in the market, the type of material, connector and process used to manufacture these cables, Dell does not guarantee video performance on cables that are not shipped with your Dell monitor.	
Dimensions (with stand):	
Height	223.54 mm (8.80 in.)
Width	315.15 mm (12.41 in.)
Depth	14.65 mm (0.58 in.)
Dimensions (without stand):	
Height	223.54 mm (8.80 in.)
Width	315.15 mm (12.41 in.)
Depth	4.60 mm (0.18 in.)
Stand dimensions:	
Height	137.85 mm (5.43 in.)
Width	237.00 mm (9.33 in.)
Depth	9.25 mm (0.36 in.)
Weight:	
Weight with packaging	1.24 kg (2.73 lb.)
Weight with cables	0.62 kg (1.36 lb.)
Weight without cables	0.57 kg (1.25 lb.)

Environmental characteristics

Table 11. Environmental characteristics.

Description	Value
Temperature: Operating	0°C to 40°C (32°F to 104°F)
Non-operating: Storage/Shipping	-20°C to 60°C (-4°F to 140°F)
Humidity: Operating	10% to 80% (non-condensing)
Non-operating: Storage/Shipping	5% to 90% (non-condensing)
Altitude:	
Operating (maximum)	5,000 m (16,404 ft)
Non-operating (maximum)	12,192 m (40,000 ft)
Thermal dissipation	23.88 BTU/hour (maximum) 18.42 BTU/hour (on mode)
Compliant standards	• ENERGY STAR certified monitor. • EPEAT registered where applicable. EPEAT registration varies by Country. See https://www.epeat.net for registration status by country. • RoHS-compliant. • BFR/PVC free monitor (excluding external cables). • Arsenic-free glass and Mercury-free for the panel only.

Pin assignments

USB Type-C port
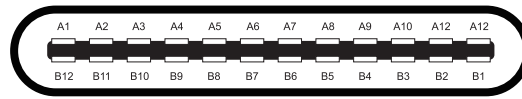
Figure 3. **USB Type-C connector**

Table 12. Pin assignments (USB Type-C).

Pin number	Signal assignment	Pin number	Signal assignment
A1	GND	B1	GND
A2	TX1+	B2	TX2+
A3	TX1-	B3	TX2-
A4	VBUS	B4	VBUS
A5	CC1	B5	CC2
A6	D+	B6	D+
A7	D-	B7	D-
A8	SBU1	B8	SBU2
A9	VBUS	B9	VBUS
A10	RX2-	B10	RX1-
A11	RX2+	B11	RX1+
A12	GND	B12	GND

Plug and play capability

You can install the monitor in any Plug and Play-compatible system. The monitor automatically provides the computer with its Extended Display Identification Data (EDID) using Display Data Channel (DDC) protocols so the computer can configure itself and optimize the monitor settings. Most monitor installations are automatic, you can select different settings as required. For more information about changing the monitor settings, see Operating your monitor.

LCD monitor quality and pixel policy

During the LCD Monitor manufacturing process, it is normal for one or more pixels to become fixed in an unchanging state, which are hard to see and do not affect the display quality or usability. For more information about Dell Monitor Quality and Pixel Policy, see www.dell.com/pixelguidelines.

Maintenance guidelines

Cleaning your monitor

⚠ **CAUTION: Read and follow the Safety instructions before cleaning the monitor.**

⚠ **WARNING: Before cleaning the monitor, unplug the monitor power cable from the electrical outlet.**

For best practices, follow the instructions in the list below when unpacking, cleaning, or handling your monitor:

- Use a clean cloth that is slightly dampened with water to clean the stand assembly, the screen, and the chassis of your Dell monitor. If available, use a screen-cleaning tissue or solution suitable for cleaning Dell monitors.
- After cleaning the surface of the table, ensure that it is thoroughly dry and free from any moisture or cleaning agent before placing your Dell monitor on it.

    ⚠ **CAUTION: Do not use detergents or other chemicals such as benzene, thinner, ammonia, abrasive cleaners, alcohol, or compressed air.**

    ⚠ **CAUTION: Using chemicals for cleaning may cause changes in the appearance of the monitor, such as color fading, milky film on the monitor, deformation, uneven dark shade, and peeling of screen area.**

    ⚠ **WARNING: Do not spray the cleaning solution or even water directly on the surface of the monitor. Doing so will allow liquids to accumulate at the bottom of the display panel and corrode the electronics resulting in permanent damage. Instead, apply the cleaning solution or water to a soft cloth and then clean the monitor.**

    ⓘ **NOTE:** Monitor damage due to improper cleaning methods and the use of benzene, thinner, ammonia, abrasive cleaners, alcohol, compressed air, detergent of any kind will lead to a Customer Induced Damage (CID). CID is not covered under the standard Dell warranty.

- If you notice white residual powder when you unpack your monitor, wipe it off with a cloth.
- Handle your monitor with care as a darker-colored monitor may get scratched and show white scuff marks more than a lighter-colored monitor.
- To help maintain the best image quality on your monitor, use a dynamically changing screen saver and turn off your monitor when not in use.

Setting up the monitor

Sleeve

The protective sleeve shipped with the monitor can protect your monitor from damage when shipping or storage.

The following illustrations show how to use the protective sleeve.

Figure 4.   **Protective sleeve**

Tilt adjustment
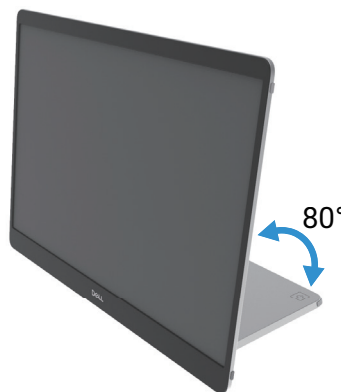
Please see the illustration below for an example of the tilt range.

Figure 5.   **Tilt adjustment**

Portrait adjustment

When using portrait mode, please adjust the device to its fully extended angle.

Figure 6.   **Portrait adjustment**

VESA mount set up (optional)

ⓘ **NOTE:** Use M4 x 8 mm screws to connect the monitor to the mounting kit.

Refer to the instructions that come with the VESA-compatible mounting kit.

1. Place the monitor on a soft cloth or cushion on a stable flat table.

2. Remove the top and bottom covers by hand or with a tool to expose the VESA mounting holes. Grooves along the footpad facilitate the peel off of the covers.

ⓘ **NOTE:** The top and bottom covers cannot be reattached once removed. They are designed for one-time use only.
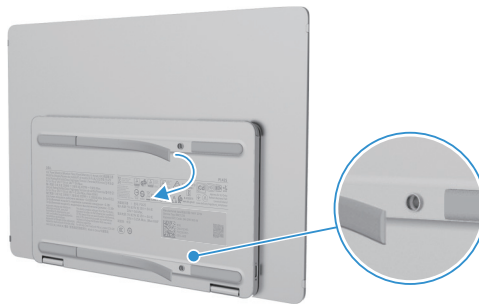
Figure 7. **Remove the top and bottom covers**

3. Attach the mounting bracket to the monitor.

Figure 8. **Attach the mounting bracket**

4. For more information, see the documentation that shipped with the mounting kit.

ⓘ **NOTE:** For use only with UL or CSA or GS-listed mount bracket.

Connecting your monitor

⚠ **WARNING: Before you begin any of the procedures in this section, follow the Safety instructions.**

ⓘ **NOTE:** Dell monitors are designed to work optimally with the Dell supplied cable inside the box. Dell does not guarantee the video quality and performance if non-Dell cables are used.

ⓘ **NOTE:** Do not connect all cables to the computer at the same time.

ⓘ **NOTE:** The images are for the purpose of illustration only. The appearance of the computer may vary.

To connect your monitor to the computer:

1. Turn off your computer and disconnect the power cable.
2. There are 2 kinds of usage for the P1425: Normal usage and charging usage.

Normal usage

There are 2 kinds of normal usage for P1425: computer and mobile phone.

1. Connect the USB Type-C port of the computer and P1425 with a USB Type-C cable.
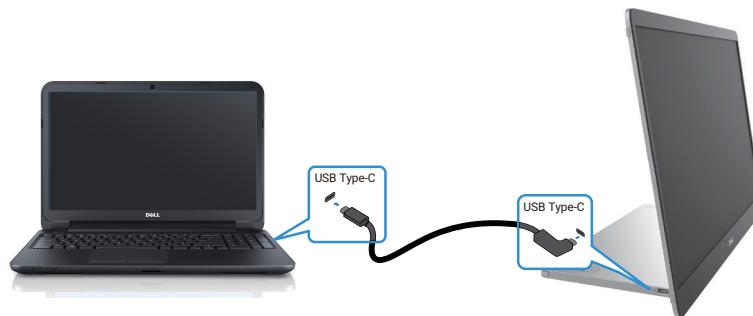
Figure 9.   Connect the USB Type-C port of computer

2. Connect the USB Type-C port of the mobile phone and P1425 with a USB Type-C cable.
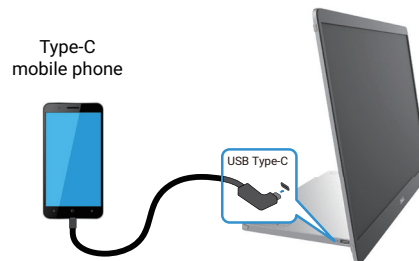
Figure 10.   Connect the USB Type-C port of mobile phone

ⓘ **NOTE:** For normal usage, devices of computer and mobile phone that connect to P1425 need to support video signal and power output of 7.0 W (5 V/1.4 A). When you encounter abnormal display condition, check your devices to see if they support USB Type-C Alt-mode DisplayPort 1.2 and PD 2.0 or above. After checking, re-connect and try again.

ⓘ **NOTE:** It is suggested to connect to power adapter when connecting to mobile phone.

ⓘ **NOTE:** It is recommended to connect the L-shape end of the USB Type-C cable to the P1425.

Plug-in usage

There are 2 kinds of plug-in usage for P1425: computer and mobile phone with power adapter.

1. Connect Type-C power adapter to P1425 and connect P1425 to the computer with a USB Type-C cable. (Electronically marked cable, current rating: 5 A)
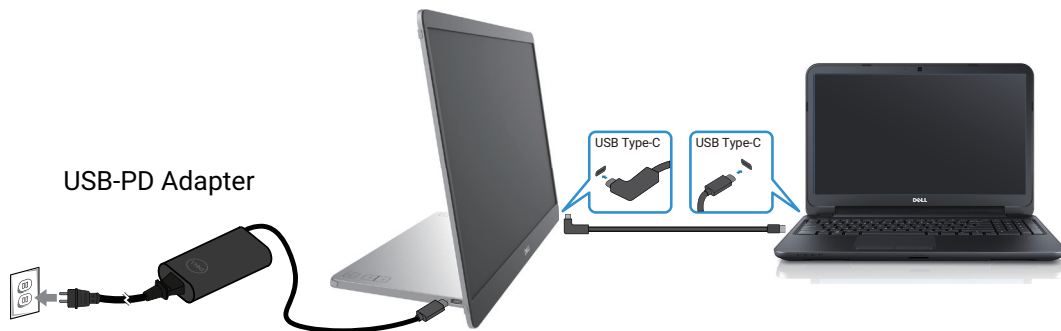

Figure 11.   Connect P1425 to the computer

2. Connect Type-C power adapter to P1425 and connect P1425 to the mobile phone with a USB Type-C cable.
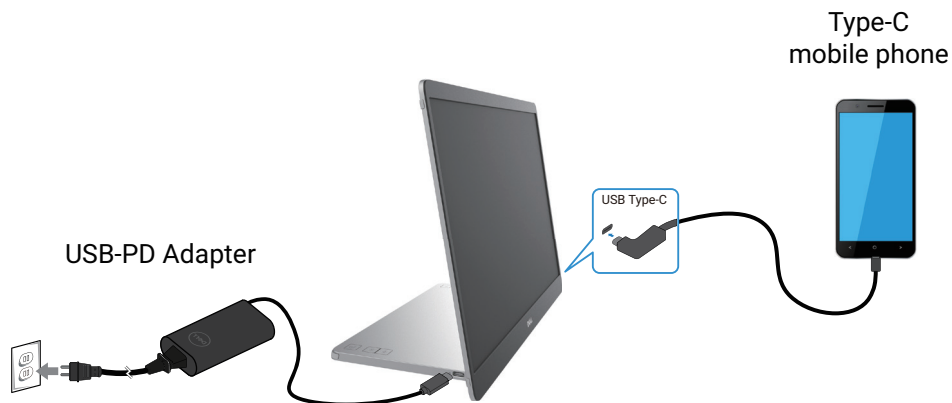

Figure 12.   Connect P1425 to the mobile phone

ⓘ **NOTE:** When you encounter an abnormal charging condition, check the power capacity of power adapter connected with P1425 and make sure it is enough for P1425 and other devices. In order to use the monitor smoothly, please refer to the Preset display modes and Electrical specifications.

ⓘ **NOTE:** While you disconnect the power adapter from P1425, a blank screen appears.

ⓘ **NOTE:** When connecting an adapter of 90 W or above, a maximum of up to 65 W is supported via power pass-through.
When connecting an adapter of 65 W, a maximum of up to 45 W is supported via power pass-through.
When connecting an adapter of 45 W, a maximum of up to 30 W is supported via power pass-through.
When connecting an adapter of <30 W, a maximum of up to 7.5 W is supported via power pass-through.

The Dell monitor P1425 can only output a maximum of 65 W to the computer. If the computer requires 90 W or above, it will need an adapter of 90 W or above connected to the computer or the battery will drain during usage.

Connecting with Docking device
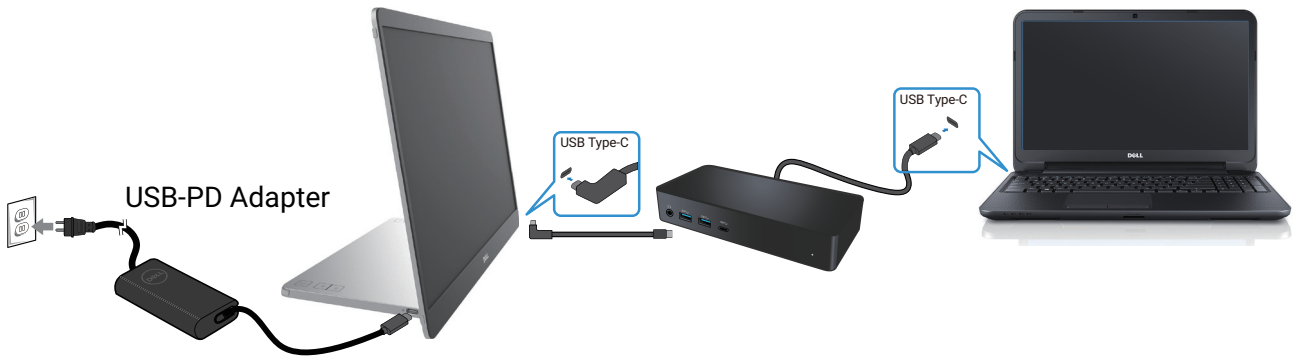
Not supported configuration

USB Type-C

USB Type-C

USB-PD Adapter

Figure 13.   Not supported configuration with docking device

Supported configuration

Normal usage

USB Type-C

USB Type-C   USB Type-C

Figure 14.   Normal usage with docking device

Plug-in usage

USB Type-C

USB Type-C   USB Type-C

USB-PD Adapter
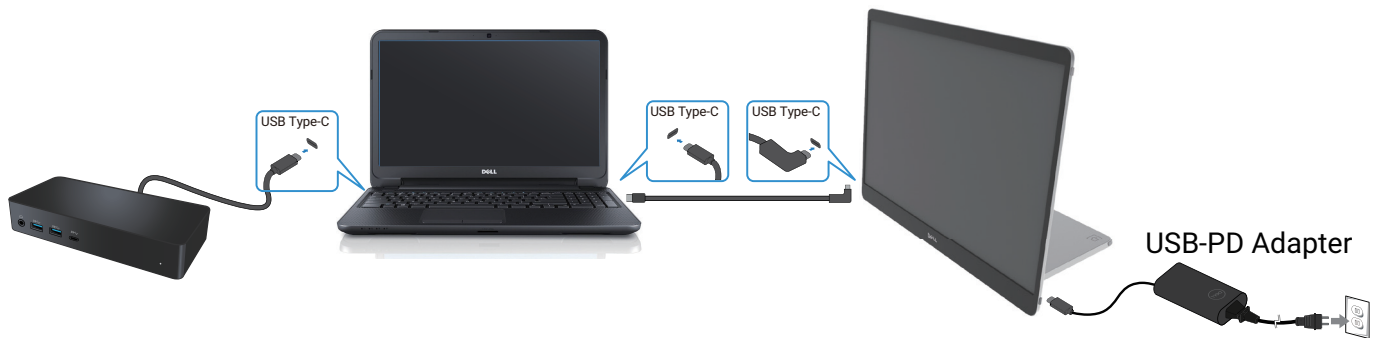
Figure 15.   Plug-in usage with docking device (Monitor connected to the adapter)

USB-PD Adapter

USB Type-C

USB Type-C   USB Type-C

Figure 16.   Plug-in usage with docking device

Operating your monitor

Power on the monitor

Press the ⏻ button to turn on the monitor.
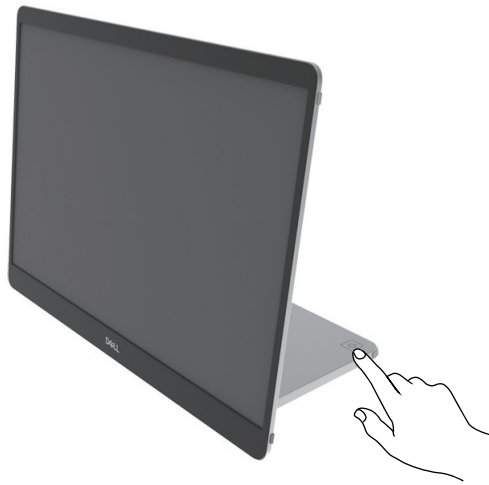
Figure 17.   **Power on the monitor**

Using the base stand control

Use the control button on the base stand to adjust the image being displayed.

Figure 18.   **Base stand controls**

The following table describes the control buttons:

Table 13.   Control buttons description.

	Control buttons	Description
1	⏻ Power button (with power-status light)	To turn the monitor On or Off. Solid white light indicates that the monitor is turned on and functioning normally. Blinking white light indicates that the monitor is in Standby Mode.

OSD controls

Use the buttons on the base stand of the monitor to adjust the image settings.

Figure 19. **OSD controls**

Table 14. OSD control buttons description.

	Control buttons	Description
1	Screen rotation	Press button to switch screen rotation Lock/Unlock.
2	Brightness +/Up	To increase values or move up in a menu. • Press button to call out Brightness OSD menu. • Press button to increase current value of bar.
3	Brightness −/Down	To decrease values or move down in a menu. • Press button to call out Brightness OSD menu. • Press button to decrease current value of bar.

Using the On-Screen Display (OSD) menu

Screen Rotation

- When you rotate the Display to clockwise, the content on screen will automatically rotate anti-clockwise, and vice versa.
- You can press [🔒] button to switch screen rotation lock/unlock.
- Lock/Unlock icon will disappear within 3 seconds.
- The screen rotation duration takes about a few seconds, and the icon [◯] shows in the center of the screen.

Figure 20. **Screen Rotation**

Accessing the OSD menu

ⓘ **NOTE:** Any changes you make are automatically saved when you move to another menu, exit the OSD menu, or wait for the OSD menu to close automatically.

1. Press button to call out Screen rotation OSD menu.

   Press [🔒] key to switch Screen rotation Lock/Unlock.

   Screen rotation Lock

Figure 21. **Screen rotation Lock**

Screen rotation Unlock

Figure 22. **Screen rotation Unlock**

2. Press button to call out Brightness OSD menu.
   Press Brightness +/Up button to increase the brightness and press Brightness −/Down button to decrease the brightness (min. 0%; max. 100%).

ⓘ **NOTE:** No Contrast adjustment on OSD menu. Contrast adjustment is only supported through DDPM.

ⓘ **NOTE:** OSD menu supports English only.

OSD warning messages

When the monitor does not support a particular resolution mode, you will see the following message:
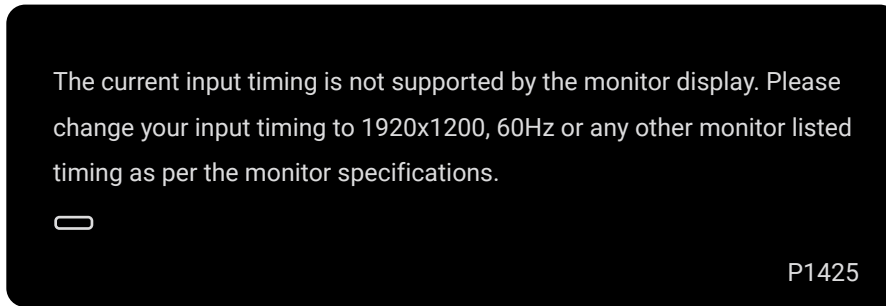
(i) **NOTE:** OSD menu supports English only.

The current input timing is not supported by the monitor display. Please change your input timing to 1920x1200, 60Hz or any other monitor listed timing as per the monitor specifications.

P1425

Figure 23.   Timing warning message

When the monitor enters Standby mode, the following message appears.

Scanning for signal...

P1425
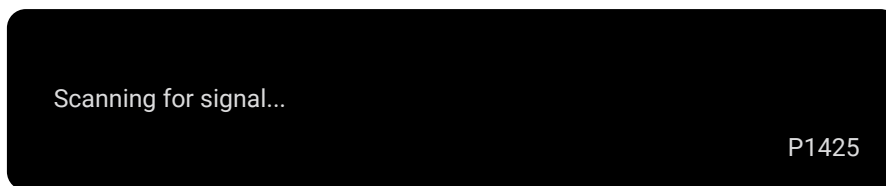
Figure 24.   Scanning for signal warning message

Going into Standby mode...

P1425
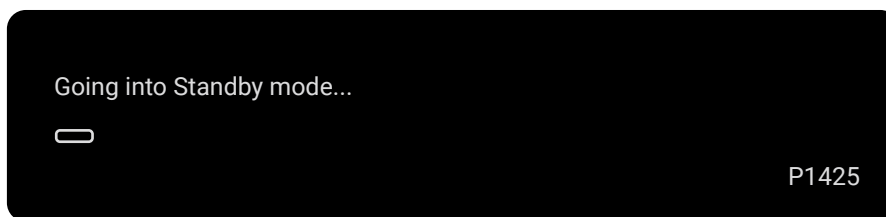
Figure 25.   Standby mode warning message

If USB Type-C cable provides power but no signal, the following message appears.

No USB Type-C 1 signal from your device.

P1425
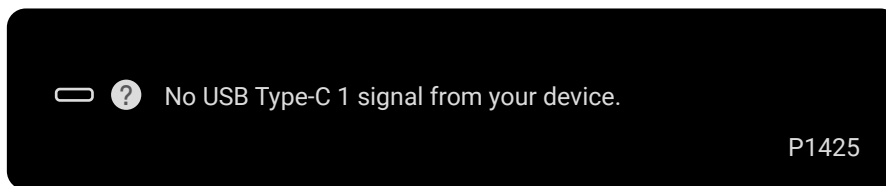
Figure 26.   No signal warning message

For more information, see Troubleshooting.

Rotation characteristics

You can switch four display orientations by physical rotation. When the first time connected to the computer, please optimize for full-screen on P1425. Your setting will be memorized by the operating system on your computer.

(i) **NOTE:** The default screen rotation is set to **Unlock**.
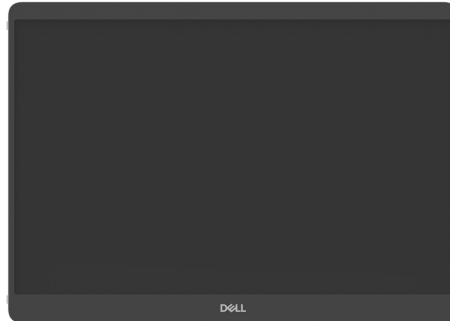
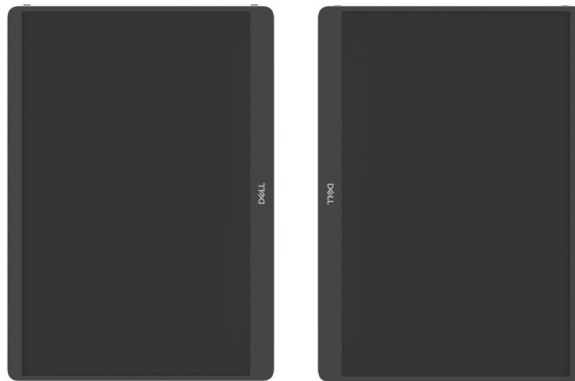**Landscape mode**

Figure 27.   Landscape mode

Portrait mode

Figure 28.   Portrait mode
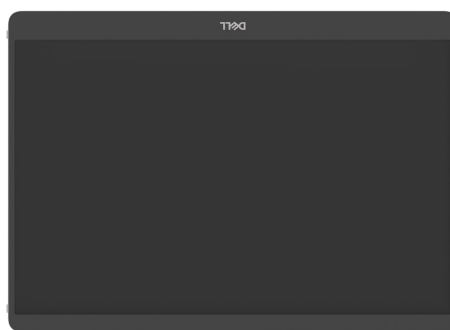
Inverted mode

Figure 29.   Inverted mode

When connected to the computer, P1425 can display full-screen in Extend mode based on operating system display settings, with the resolution of 1200x1920 (Portrait) / 1920x1200 (Landscape).
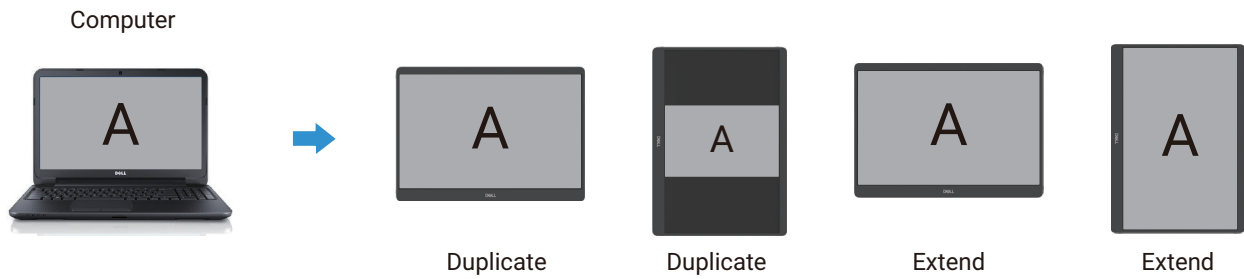

Figure 30.   Computer connected to P1425

1. If the P1425 in Duplicate mode with computer, it can only display full-screen at 16:10 resolutions.
2. If the P1425 in Duplicate mode with computer, it cannot display full-screen in physical portrait orientation.
3. If the content on P1425 is not full-screen, please set the resolution to 1920x1200 and ensure the orientation setting is "landscape" in operating system display settings.
4. If the content on P1425 is not full-screen, please set the resolution to 1200x1920 and ensure the orientation setting is "portrait" in operating system display settings.

ⓘ **NOTE:** When you switch the P1425 to Portrait/Landscape in Extend mode, the application on P1425's screen may get switched over to another screen. This behavior is controlled by the operating system on computer.

When connected with mobile phone, recommend to align the physical orientation of the P1425 with the physical orientation of your mobile phone.
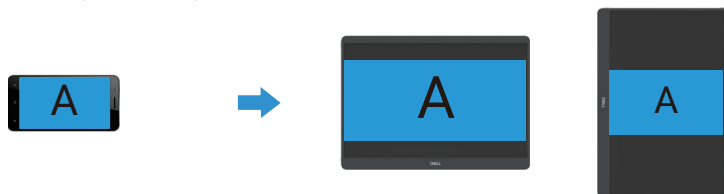

Figure 31.   Mobile phone connected to P1425

Setting the maximum resolution

ⓘ **NOTE:** The steps may vary slightly depending on the version of Windows you have.

To set the maximum resolution for the monitor:

In Windows 10 and Windows 11:

1. Right-click on the desktop and click **Display settings**.
2. If you have more than one monitor connected, ensure that you select **P1425**.
3. Click the **Display settings** drop-down list and select **1920 x 1200**.
4. Click **Keep changes**.

If you do not see 1920 x 1200 as an option, you must update your graphics driver to the latest version. Depending on your computer, complete one of the following procedures:

If you have a Dell desktop or laptop:

- Go to www.dell.com/support, enter your service tag, and download the latest driver for your graphics card.

If you are using a non-Dell computer (laptop or desktop):

- Go to the support site for your non-Dell computer and download the latest graphic card drivers.
- Go to the graphics card's website and download the latest graphic card drivers.

Troubleshooting

⚠ **WARNING: Before you begin any of the procedures in this section, follow the Safety instructions.**

Self-test

Your monitor provides a self-test feature that allows you to check if your monitor is functioning properly. If your monitor and computer are properly connected but the monitor screen remains dark, run the monitor self-test by performing the following steps:

1. Turn off your computer.
2. Disconnect USB Type-C power adapter cable and computer USB Type-C cable from the monitor.
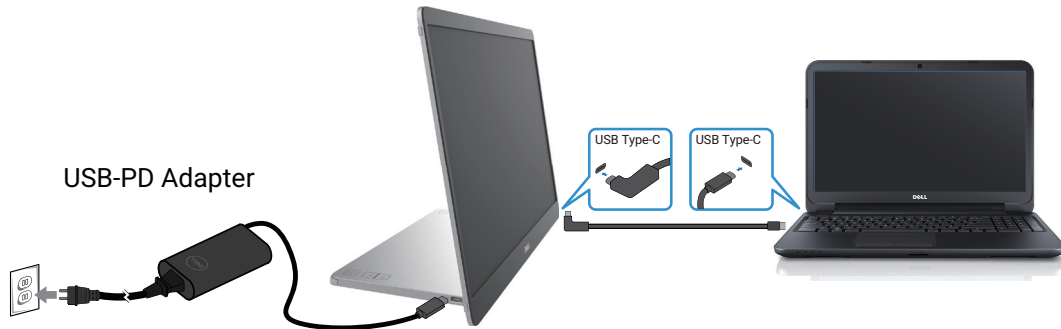
USB-PD Adapter

USB Type-C   USB Type-C

Figure 32.   Disconnect USB Type-C power adapter cable

3. Connect USB Type-C power adapter cable to the monitor. This way, the computer does not have to be involved.
4. If the monitor is working correctly, it scans for signal and detects that there is no signal and the following message appears. While in self-test mode, the power LED remains white.
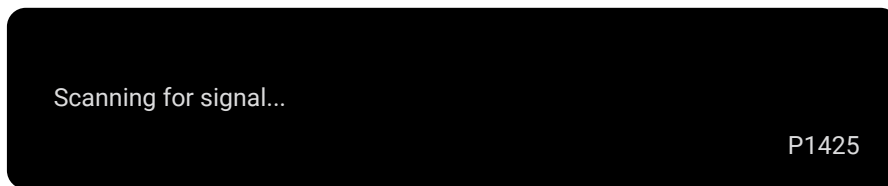
Scanning for signal...

P1425

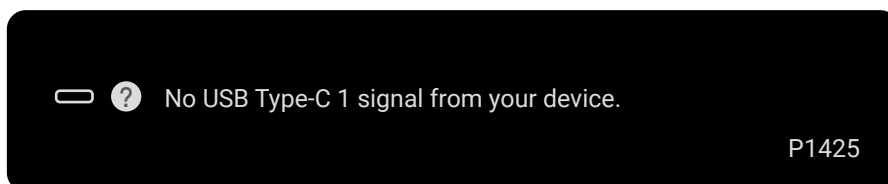**Figure 33.   Scanning for signal warning message**

No USB Type-C 1 signal from your device.

P1425

Figure 34.   No signal warning message

ⓘ **NOTE:** OSD menu supports English only.

ⓘ **NOTE:** These messages also appears during normal operation, when the computer USB Type-C cable is disconnected or damaged.

5. Reconnect the computer USB Type-C cable, turn on your computer and then wait for the computer boot up to complete.

If your monitor remains dark after step 5, check your video controller and computer.

Built-in diagnostics

Your monitor has a built-in diagnostic tool that helps you determine if any screen abnormality you experience is an inherent problem with your monitor, or with your computer and video card.

To run the built-in diagnostics:

1. Ensure that the screen is clean (no dust particles on the surface of the screen).

2. Press and hold the button ⬚ for about 3 seconds and wait for a pop up diagnostic pattern.

3. Use the button ☀ to switch pattern.
   A gray test pattern appears at the beginning of the diagnostic program.

4. Carefully inspect the screen for abnormalities.

5. Press the button ☀ to change the test patterns.

6. Repeat steps 4 and 5 to inspect the display in red, green, blue, black, white, and text screens.

7. When in White color test screen, check for white color uniformity and if there white color appears greenish/reddish, etc.

8. Press the button ☀ to end the diagnostic program.

Common problems

The following table provides general information about common monitor problems you might encounter and the possible solutions:

Table 15.   Common problems and solutions.

Common symptoms	Possible solutions
No video/Power LED off	• Ensure that the video cable connecting the monitor and the computer is properly connected and secure. • Verify that the power outlet is functioning properly using any other electrical equipment. • Verify if the device required more than 65 W power charging. • Ensure that the power button is pressed. • Ensure that the USB Type-C cable is not damaged.
No video/Power LED on	• Increase brightness controls using the OSD. • Perform monitor self-test feature check. • Check for bent or broken pins in the video cable connector. • Verify if the USB Type-C interface of the device can support DP alternate mode. • Set Windows to Projection mode.
Poor focus	• Eliminate video extension cables. • Change the video resolution to the correct aspect ratio.
Missing pixels	• Cycle power On-off. • Pixel that is permanently off is a natural defect that can occur in LCD technology. • For more information about Dell Monitor Quality and Pixel Policy, see Dell Support site at: www.dell.com/pixelguidelines.
Stuck-on pixels	• Cycle power On-off. • Pixel that is permanently off is a natural defect that can occur in LCD technology. • For more information about Dell Monitor Quality and Pixel Policy, see Dell Support site at: www.dell.com/pixelguidelines.
Brightness problems	• Adjust brightness controls using OSD.
Synchronization problems	• Perform monitor self-test feature check to determine if the scrambled screen appears in self-test mode. • Check for bent or broken pins in the video cable connector. • Restart the computer in safe mode.
Safety related issues	• Do not perform any troubleshooting step. • Contact Dell immediately.
Intermittent problems	• Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. • Perform monitor self-test feature check to determine if the intermittent problem occurs in self-test mode.
Missing color	• Perform monitor self-test feature check. • Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. • Check for bent or broken pins in the video cable connector.
Intermittent charging when using USB Type-C connection to computer, laptop, and so on	• Check if the maximum power consumption device is over 65 W. • Ensure that you use only Dell approved adapter or the adapter that comes with the product. • Ensure that you use Dell-approved USB Type-C cable provided with the monitor. • Ensure that the USB Type-C cable is not damaged.

Regulatory information

FCC notices (U.S. only) and other regulatory information

For FCC notices and other regulatory information, see the regulatory compliance website located at www.dell.com/regulatory_compliance

EU product database for energy label and product information sheet

P1425: https://eprel.ec.europa.eu/qr/2169254

Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see www.dell.com/contactdell.

ⓘ **NOTE:** Availability varies by country and product, and some services may not be available in your country.

ⓘ **NOTE:** If you do not have an active internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.