

Dell Pro 4-in-1 USB-C Travel Hub

DA225

User's Guide

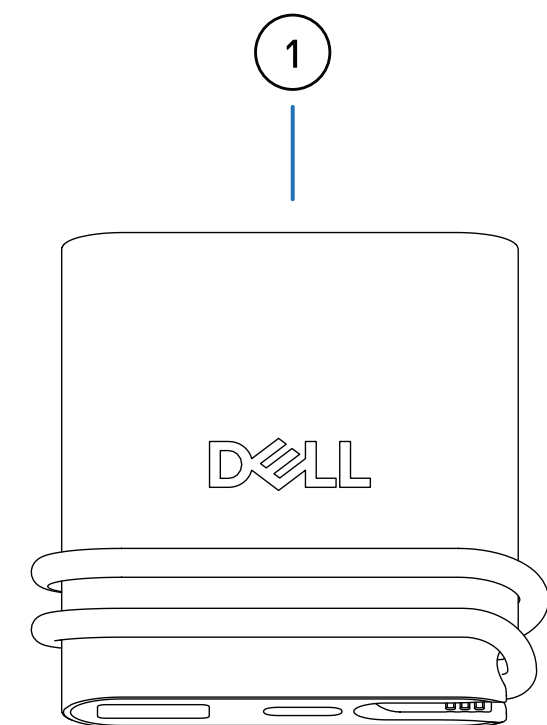
Notes, cautions, and warnings

-  **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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What's in the box



Warranty, Safety, Environmental, and Regulatory Information

Информация за гаранцията, нормативните разпоредби, безопасността и околната среда

保証、安全、環境及法規情報

保固、安全、環境、および規制に関する情報

우상수리, 안전, 환경 및 규정 정보

Su garantis, sauga, aplinka ir regulavimų susijusi informacija

Informasjon om service, sikkerhet, miljø og forskrifter

Informacje dotyczące gwarancji, bezpieczeństwa, ochrony środowiska i przepisów prawnych

Informações regulamentares, de segurança, meio ambiente e garantia

Informações de garantia, segurança, meio ambiente e regulamentação

Informații despre garanție, siguranță, mediu și de reglementare

Информация о гарантии, технике безопасности, соответствии экологическим требованиям и стандартам

Informacje u wazai sa gwarancjom, bezbednosciou, zivotnom sredinom i propisima

Informácie o záruke, bezpečnosti, vplyve na životné prostredie a regulačných nariadeniach

Garancia ter varnostne, okoljevarstvene in regulacijske informacije

Información reglamentaria, medioambiental, de seguridad y de garantía

Information om garanti, säkerhet, miljö och regler/förord

Garanti, Güvenlik, Çevre ve Düzenleyici Bilgiler

Інформація щодо гарантії, безпеки, захисту навколишнього середовища й нормативних актів

Thông tin Bảo hành, An toàn, Môi trường và Quy định

معلومات الضمان و السلامة و المعلومات الفنية والتشغيلية

DA225

Dell.com/support/DA225

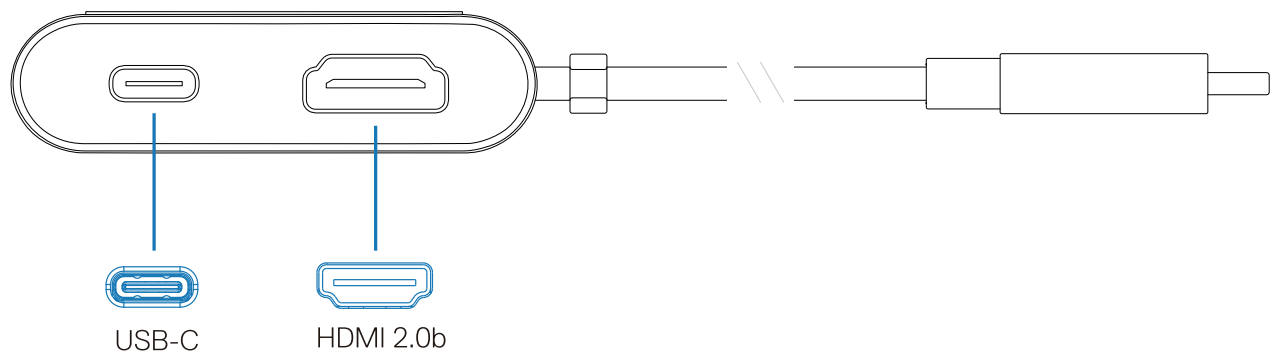
Dell Technologies

1. Dell Pro 4-in-1 USB-C Travel Hub
2. Documents

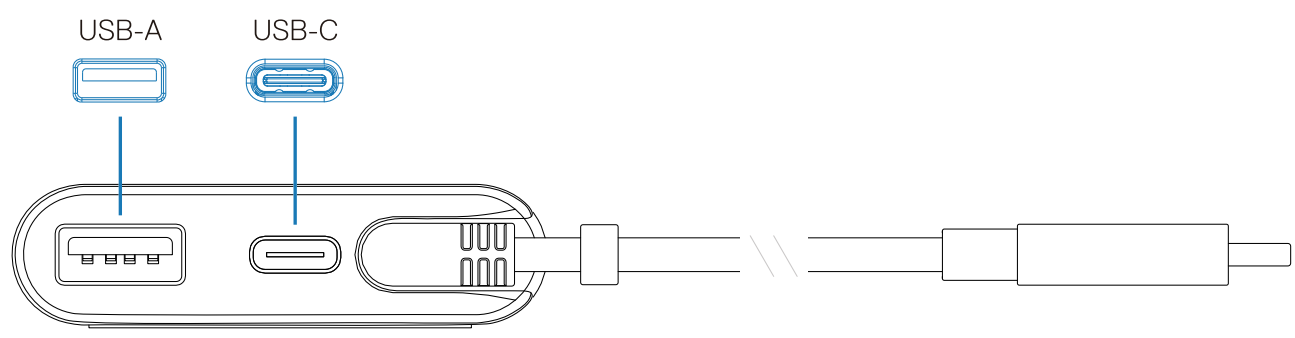
This page provides the list of components that are shipped with your travel hub. If any component is missing, contact Dell. For more information, see [Contacting Dell](#).

Features

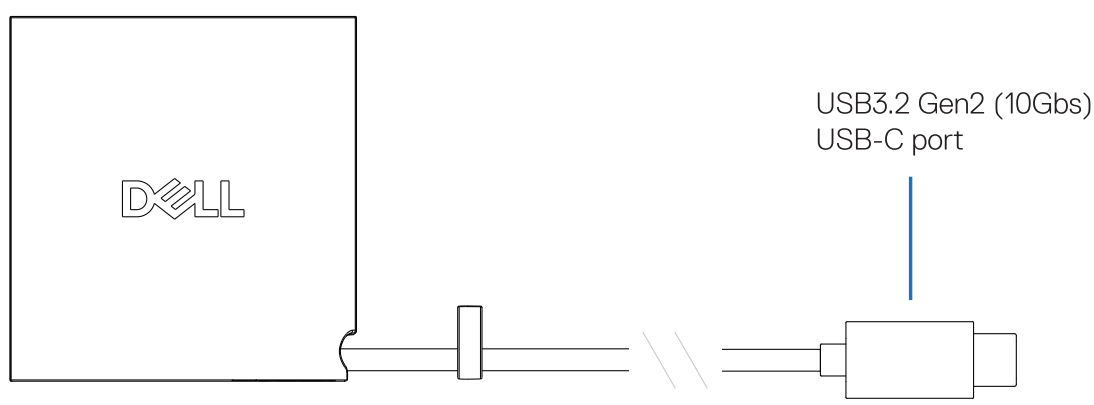
Front view



Back view

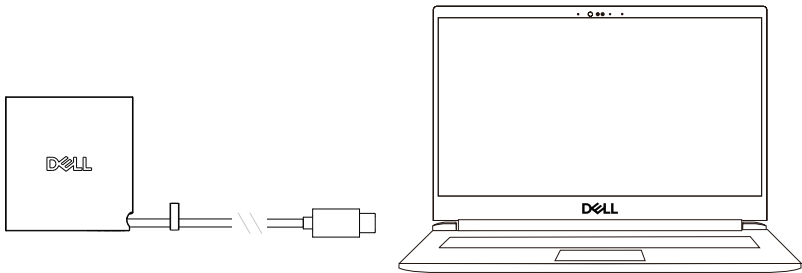


Top view



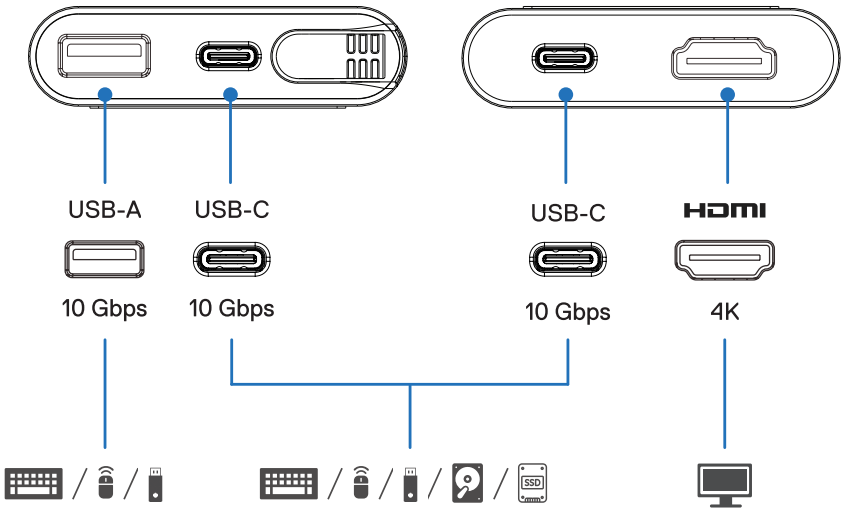
Upstream Input

- USB-C (Power, Video, Data)



Downstream Outputs

- HDMI 2.0b 4K
- USB-C 3.2 Gen2 Data Only
- USB-C 3.2 Gen2 Data Only
- USB-A 3.2 Gen2



Connect an external display or a projector.



Connect peripherals such as keyboards, mice and external storage devices.

Specifications

Upstream input

- USB-C

Downstream data ports

- One HDMI 2.0b port (3840 x 2160 max)/60 Hz
- One USB 3.2 Gen 2 (10 Gbps) USB-A port
- Two USB 3.2 Gen 2 (10 Gbps) USB-C ports

NOTE: A 4K resolution at 60Hz is supported on computers that output DisplayPort 1.3 or higher (HBR3) via USB-C Port with DisplayPort Alt Mode or Thunderbolt Port.

NOTE: The DA225 is backward compatible with USB 3.1/ USB 3.0 Gen 1 & Gen 2, and USB 2.0/ USB 1.1 devices.

Recommended system requirements

- Windows 11

Supported operating system

- Mac OS 10.11.6 and above
- Chrome OS 70.0.3538 and above
- Ubuntu 15.10 and above
- RHEL 8 and above
- iPad
- Android

Operating temperature

Product working at maximum ambient temperature of 35°C.

Troubleshooting

Problem	Possible solutions
Is software support available?	Yes, you can download the DELL Display Peripheral Manager (DDPM) software from Dell Support.
Can the DA225 charge my computer?	DA225 does not support the Power Delivery specification; and therefore, it cannot charge a computer.
The DA225 does not work with the USB-A port on the computer.	The DA225 is only compatible with the USB-C port on the computer, i.e. Thunderbolt port or USB-C (DisplayPort Alt Mode) port.
The laptop failed to boot up with the DA225 connected.	Disconnect peripherals from the DA225 adapter, as some unqualified boot devices may cause a lock-up during the boot process.
The USB-C or USB-A port is either not recognized or not functioning properly.	- The peripheral connected to the DA225 needs more power. - For peripherals that require higher power, it is recommended to connect them directly to the computer. - Your USB power budget has exceeded its full capacity. To ensure proper functionality, disconnect one or more devices.
Unable to read and write to an external SSD/HDD and optical (CD/DVD/Blu-ray) drive when connected to the DA225.	- The port should be marked as 'Unavailable' in DDPM. Please unplug some of the currently connected peripherals. - If the DA225 is connected to a 7.5W USB-C port on your computer and the port is marked as 'Unavailable' in DDPM, it is recommended to connect external SSD, HDD, or ODD devices directly to the computer. - If the DA225 is connected to a 15W Thunderbolt or USB-C port on your computer and the port is marked as 'Unavailable' in DDPM, it is recommended to connect only one external SSD, HDD, or ODD drive to the DA225. Additional devices should be connected directly to the computer.
No video is displayed on the monitor connected to the DA225.	- Check the video cables and ensure they are connected correctly. - Unplug the HDMI cable and plug it in again. - Unplug the DA225 from the platform and plug it in again..
The resolution on the monitor is lower than 4K 60Hz when connected via HDMI.	- Check and ensure the monitor is capable of supporting 4K at 60Hz. - A 4K resolution at 60Hz is supported on computers that output DisplayPort 1.3 or higher (HBR3) via USB-C Port with DisplayPort Alt Mode or Thunderbolt Port.
Video/Audio performance issues	- Check and update the computer BIOS, graphic driver, and audio driver to the latest version. - Check and update computer Thunderbolt firmware and driver to the latest version.

Troubleshooting

Problem	Possible solutions
The video on the attached monitor is not displayed in extended mode.	• Check the video cables and ensure they are connected correctly. • Check and update the video resolution under Control Panel > All Control Panel Items > Display > Screen Resolution.
The video on the attached monitor is not displayed in extended mode.	• Change the setting under Control Panel > All Control Panel Items > Display > Screen Resolution. Switch modes by pressing the Windows key  + P.
Update your DA225 adapter firmware.	• Update your DA225 firmware from: Dell.com/support/drivers. You need to connect the DA225 to your computer before updating the firmware.

Statutory information

Warranty

Limited warranty and return policies:

Dell Pro 4-in-1 USB-C Travel Hub DA225 carry a 1-year limited hardware warranty. If purchased together with a Dell computer, it follows the computer's warranty.

For U.S. customers:

This purchase and your use of this product are subject to end user agreement of Dell, which you can find at [Dell.com/terms](https://www.dell.com/terms). This document contains a binding arbitration clause.

For European, Middle Eastern and African customers:

Dell-branded products that are sold and used are subject to applicable national consumer legal rights, the terms of any retailer sale agreement that you have entered into (which applies between you and the retailer) and Dell's end user contract terms.

Dell may also provide an additional hardware warranty—full details of the Dell end user contract and warranty terms can be found by going to www.dell.com, selecting your country from the list at the bottom of the “home” page and then clicking the “terms and conditions” link for the end user terms or the “support” link for the warranty terms.

For non-U.S. customers:

Dell-branded products that are sold and used are subject to applicable national consumer legal rights, the terms of any retailer sale agreement that you have entered into (which applies between of Dell and the retailer) and Dell's warranty terms. Dell may also provide an additional hardware warranty—full details of warranty terms of Dell, can be found by going to [Dell.com](https://www.dell.com), selecting your country or region from the list at the bottom of the “home” page and then clicking the “terms and conditions” link or the “support” link for the warranty terms.

Getting Help

Contact Dell

 **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.

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

Steps

1. Go to **www.dell.com/support**.
2. Select your support category.
3. Verify your country or region in the Choose a Country/Region drop-down list at the bottom of the page.
4. Select the appropriate service or support link based on your need.