Overview

Firmware update tool is an application used to update monitor firmware.

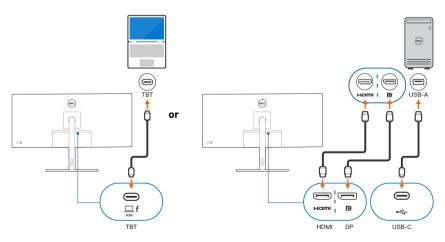
Pre-requisites for firmware update

1. Connect the monitor to a power source, during the firmware update process.



- **NOTE:** Ensure that all other video cables between the monitor and the computer are unplugged.
- 2. Connect the supplied Thunderbolt[™] 4 passive cable between the monitor and your computer. Do not use any other device between this connection.

If you are not using a Thunderbolt[™] 4-equipped computer, use the supplied DisplayPort or HDMI cable to connect the monitor and computer, and then connect the supplied USB Type-A to USB Type-C cable from your computer to the USB-C upstream port of the monitor.





NOTE: Ensure that other USB cables and USB devices between the monitor and the computer are unplugged.



NOTE: Disconnect all other monitors from the notebook or desktop. This will ensure that only one display is connected while conducting firmware update.



NOTE: It is recommended to update the firmware with a notebook as the monitor screen may go blank during the firmware update process.



NOTE: Please disconnect the monitor when upgrading Docking firmware.



NOTE: For faster firmware update, use Thunderbolt[™] 4 connection to the monitor if it is available. Ensure to select "Always Connect" in Thunderbolt[™] software.



NOTE: Do not unplug the cables till the updating process is complete.

NOTE: Ensure to disable sleep mode before you launch the firmware update.

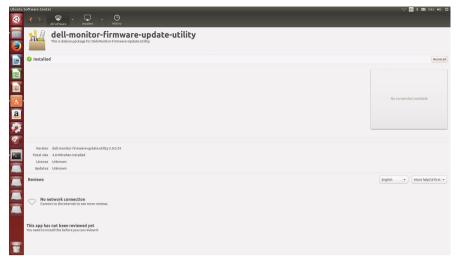
NOTE: Update one monitor at a time. Do not conduct firmware update on multiple monitors at a given time.

Installation

Installing through GUI

1. Double-click **deb file (for example, Dell_U3425WE_FWUpdate_M3B102_Ubuntu. deb)** on the desktop and then click the **Install** button in Ubuntu software center.

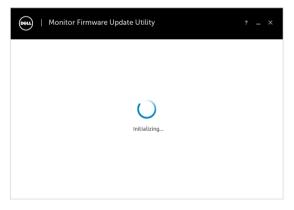
Ubuntu:	Software Center	◇ ■ ៖ ⊠ • • • \$
Ø	Atschure · Refer · Many Progres	
- 	dell-monitor-firmware-update-utility	
	Only install this file if you trust the origin.	Install
		No screenbot available
	Version del monitor firmears-späte-skilly 2.8.0.24 Teasi alas 4.848 antenistalled License Unicou	
	Reviews No network connection Connect to the information see more reviews.	English • Most helpful first •
7	This app has not been reviewed yet Was need to install this bifore you can review it	
Authent		♡∎≹⊠ ⊪ 4(‡
Ø	Al Software - Incelled History Progress	
- 	dell-monitor-firmware-update-utility	
	Installing	
	Authenticate To install this package, you need to authenticate. Anapplication is transmissing aperform and automaticate is automaticated in transmission is automaticated in transmission is automaticated in transmission. Passer: Passion	No screenhot available
<u> </u>	Version dell-monitor-firmware-update-utility 2.0.0.24	
<u>}</u>	Teal alle 4.848 when installed License Union Updetes Union	
	Reviews	English • Most helpful first •
	No setwork connection Connect to the Internet to see more reviews.	
7	You need to install this before you can review it	



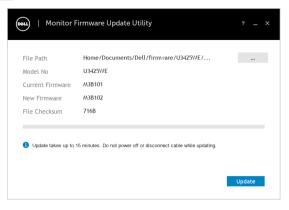
2. Execute firmware update tool using Ubuntu desktop.



3. Initializing for device status.



4. The utility loads the firmware file automatically. Or, you can select your file manually by clicking _____ and navigate to the UPG firmware file.



5. Click Update.

The utility will start updating the new firmware.

🗪 Monitor F	irmware Update Utility	
File Path Model No Current Firmware New Firmware File Checksum	Home/Documents/Dell/firmware/U3425WE/ U3425WE M3B101 M3B102 7168	
Updating	15 minutes. Do not power off or disconnect cable while updating.	Close

6. Once update is complete, follow the on-screen instructions to re-start your monitor.

File Path	Home/Documents/Dell/firmware/U3425WE/		
Model No	U3425WE		
Current Firmware	M3B101		
New Firmware	M3B102		
File Checksum	716B		
Update Successful To complete update, turn off the monitor and unplug both the USB and power cables, then replug the power cable and restart the monitor.			



NOTE: Update takes up to 15 minutes. Do not power off or disconnect cable while updating.



NOTE: The monitor screen may blank and only show update progress bar while updating. Please wait and don't close the Monitor Firmware Update Utility.

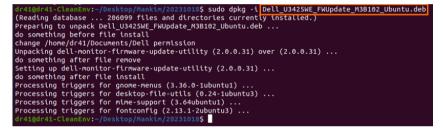
NOTE: If you experience problems during or after update, refer to Troubleshooting.

Installing through a command

- Copy deb file (for example, Dell_U3425WE_FWUpdate_M3B102_Ubuntu.deb) to the desktop.
- 2. Open the terminal and input command.

sudo dpkg -i filename (for example, sudo dpkg -i ${\sim}/{\rm Desktop}/{\rm I}$

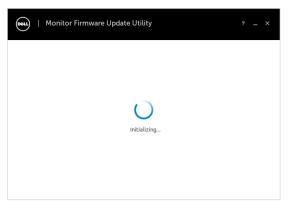
Dell_U3425WE_FWUpdate_M3B102_/Ubuntu.deb)



3. Execute firmware update tool using Ubuntu desktop.



4. Initializing for device status.



5. The utility loads the firmware file automatically. Or, you can select your file manually by clicking ... and navigatie to the UPG firmware file.

File Path	Home/Documents/Dell/firmware/U3425WE/	
Model No	U3425WE	
Current Firmware	M3B101	
New Firmware	M3B102	
File Checksum	716B	
 Update takes up to 	15 minutes. Do not power off or disconnect cable while updating.	

6. Click Update.

The utility will start updating the new firmware.

File Path	Home/Documents/Dell/firmware/U3425WE/	
Model No	U3425WE	
Current Firmware	M3B101	
New Firmware	M3B102	
File Checksum	716B	
Updating		
Update takes up to	15 minutes. Do not power off or disconnect cable while updating.	

7. Once update is complete, follow the on-screen instructions to re-start your monitor.

Monitor Firmware Update Utility ? —				
File Path Model No Current Firmware New Firmware	Home/Documents/Dell/firmware/U3425WE/ U3425WE M3B101 M3B102			
File Checksum	716B			
Update Successful To complete update, cable and restart the	turn off the monitor and unplug both the USB and power cables,	then replu	ig the po	wer
cable and restait the	monor.		Close	



NOTE: Update takes up to 15 minutes. Do not power off or disconnect cable while updating.



U

NOTE: The monitor screen may blank and only show update progress bar while updating. Please wait and don't close the Monitor Firmware Update Utility.

NOTE: If you experience problems during or after update, refer to Troubleshooting.

Uninstall

1. Open the terminal and input command.

sudo dpkg -P dell-monitor-firmware-update-utility

mark@qthwgh5public88:/autobuild1/mankim/workspace/isp_temp/dev/linux/firmware\$ cd
mark@qthwgh5public88:/autobuild1/mankim/workspace/isp_temp/dev/linux\$ cd
<pre>mark@qthwgh5public88:/autobuild1/mankim/workspace/isp_temp/dev\$ sudo dpkg -P dell-monitor-firmware-update-utility</pre>
[sudo] password for mark:
(Reading database 231616 files and directories currently installed.)
Removing dell-monitor-firmware-update-utility (2.0.0.24)
do something after file remove
Purging configuration files for dell-monitor-firmware-update-utility (2,0.0,24)
do something after file remove
Processing triggers for fontconfig (2.12.6-Oubuntu2)
Processing triggers for gnome-menus (3.13.3-11ubuntu1.1)
Processing triggers for desktop-file-utils (0.23-1ubuntu3.18.04.1)
Processing triggers for mime-support (3.60ubuntu1)
mark@qthwgh5public88;/autobuild1/mankim/workspace/isp_temp/dev\$

Troubleshooting

Errors	Possible Solutions
File permission error	 Save the firmware file in another location. Check if the firmware file has read permission. Check if you have owner rights for the firmware file. Run the utility with administrator privileges.
Monitor not detected	Follow Firmware Update Pre-requisites to check if the power and USB cables are properly connected to your computer and reopen the Monitor Firmware Update Utility.
Write protection error	Re-try updating with the following steps:
Flash erase error	1. Close the Monitor Firmware Update Utility.
Update error	2. Turn off the monitor by pressing the power button.
Monitor firmware checksum error	3. Re-plug the power cord.4. Turn on the monitor.
	5. Try updating again with the Monitor Firmware Update Utility.
USB device inactive after new firmware installation.	Re-try the updating steps from 1 to 4 as stated above.
A warning message appears: "Firmware update was not completed. Please update the monitor firmware again."	Re-try updating the monitor's firmware. Do not turn off the ISP tool until the update is complete.