

# Firmware Update Instruction User's Guide

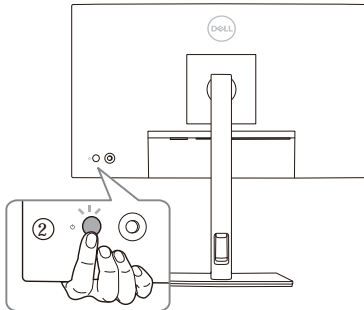
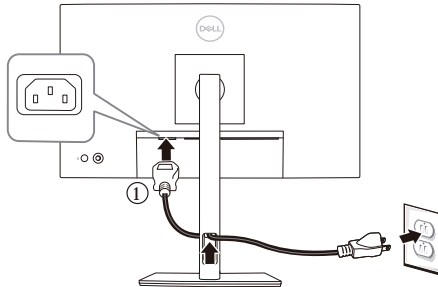
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## Overview

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

## Firmware Update Pre-requisites

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



- 2 Make sure there is only ONE video input source, e.g. DisplayPort or HDMI, from the computer to the monitor.



**NOTE:** Ensure that all other video cables between the monitor and the computer are unplugged.

- 3 Connect the USB Type-C to Type-A cable directly between the monitor and your computer. Do not use any other device between this connection.



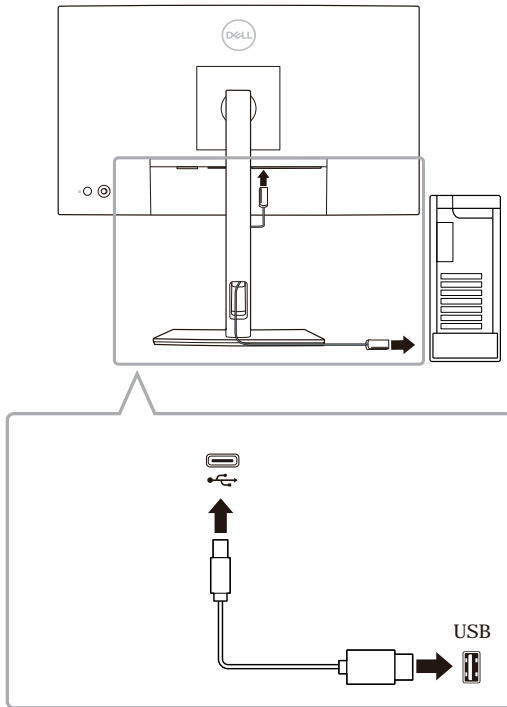
**NOTE:** Ensure that other USB cables and USB devices between the monitor and the computer are unplugged.



**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:** Do not unplug the cables till the updating process finishes.



**NOTE:** Please disable sleep mode before you launch the firmware update.

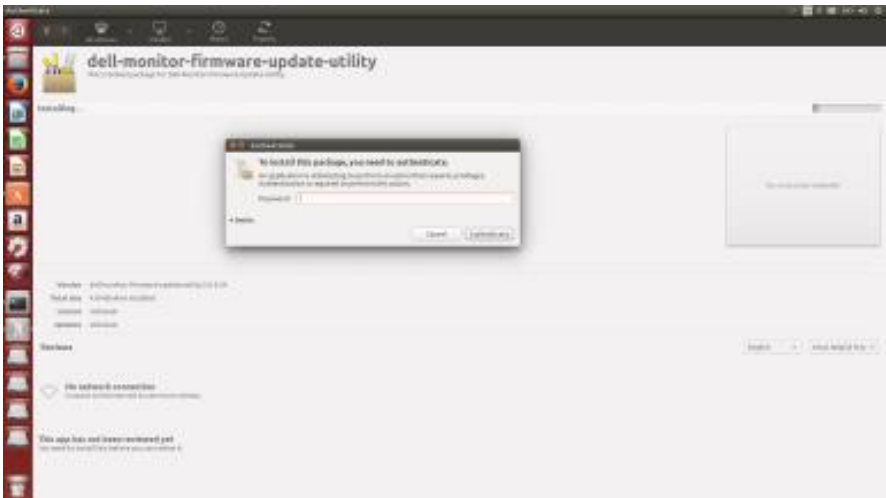


**NOTE:** Update one monitor at a time. Do not conduct firmware update on multiple monitors at a given time.

# Installation

## Install via GUI

- 1 Double-click deb file (e.g. Dell\_U2424H\_FWUpdate\_M3B102\_Ubuntu.deb) on the desktop and then click the Install button in Ubuntu software center.





2 Execute firmware update tool via Ubuntu desktop.



3 Initializing for device status.



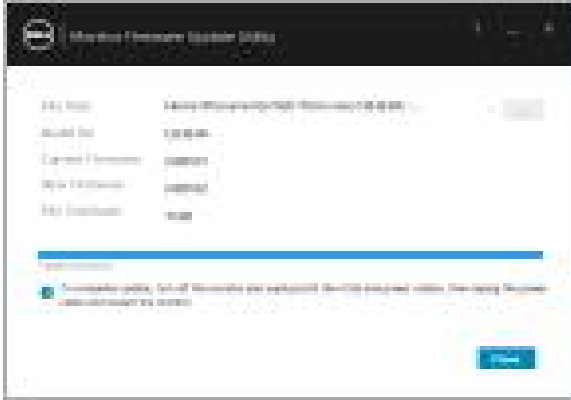
- 4 The utility will load the firmware file automatically. Or, you can select your file manually by clicking **...** and navigating to the UPG firmware file.





- 5 Click Update. The utility will start updating the new firmware.



- 6 Once the updating process is completed, please follow the on-screen instructions to re-start your monitor.



 NOTE: Update takes up to 6 minutes. Do not power off or disconnect cable while updating.

 NOTE: If you experience problems during or after update, refer to [Troubleshooting](#).

## Install via Command

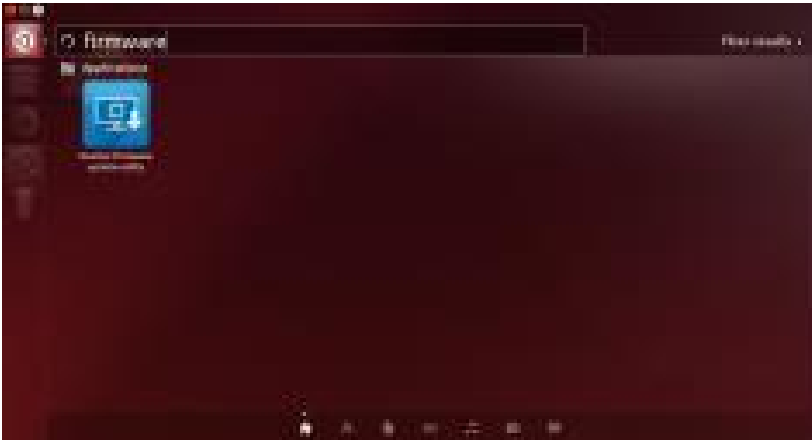
- 1 Copy deb file (e.g. Dell\_U2424H\_FWUpdate\_M3B102\_Ubuntu.deb) to the desktop.
- 2 Open the terminal and input command.

`sudo dpkg -i filename`

(e.g. `sudo dpkg -i ~/Desktop/ Dell_U2424H_FWUpdate_M3B102_Ubuntu.deb`)



3 Execute firmware update tool via Ubuntu desktop.



4 Initializing for device status.



- 5 The utility will load the firmware file automatically. Or, you can select your file manually by clicking **...** and navigating to the UPG firmware file.

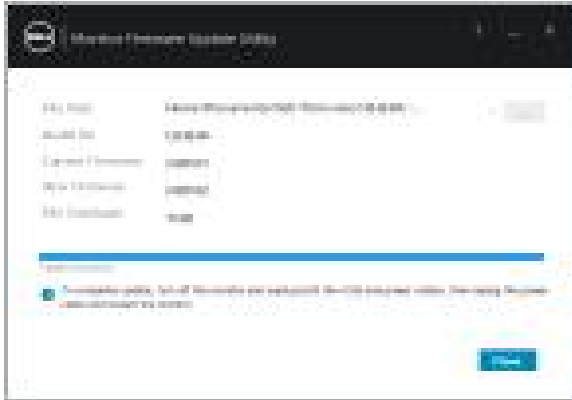



- 6 Click Update. The utility will start updating the new firmware.






- 7 Once the updating process is completed, please follow the on-screen instructions to re-start your monitor.



 NOTE: Update takes up to 6 minutes. Do not power off or disconnect cable while updating.

 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`



# Troubleshooting

Errors	Possible Solutions
File permission error	<ul style="list-style-type: none"><li>• Save the firmware file in another location.</li><li>• Check if the firmware file has read permission.</li><li>• Check if you have owner rights for the firmware file.</li><li>• Run the utility with administrator privileges.</li></ul>
Monitor not detected	Follow <a href="#">Firmware Update Pre-requisites</a> 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.