

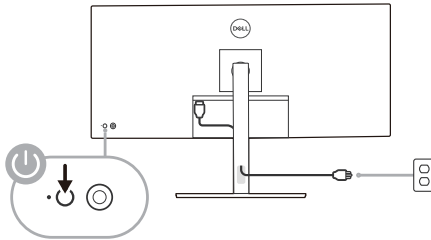
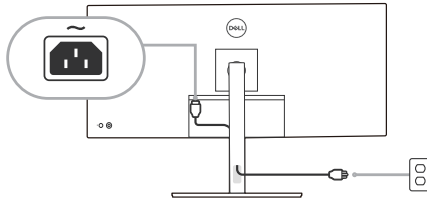
Firmware Update Instruction User's Guide

Overview

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

Firmware Update Pre-requisites

- 1 The monitor must be connected to a power source during the firmware updating 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 cable directly between the monitor and your computer. Do not use any other device between this connection.



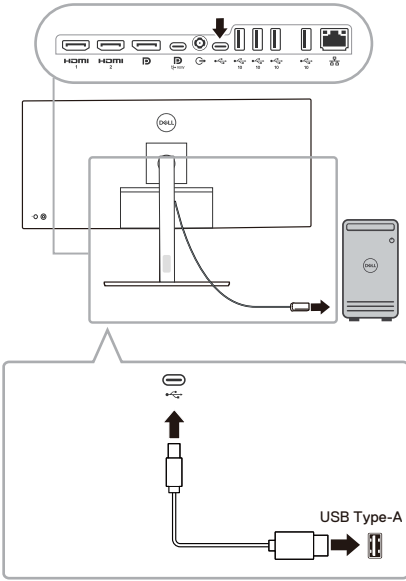
NOTE: Ensure that other USB cables and USB devices between the monitor and the computer are unplugged.



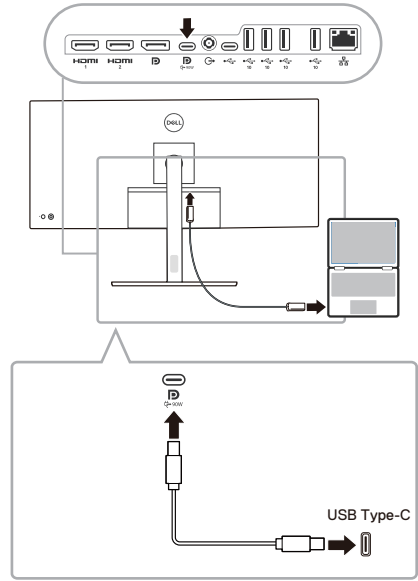
NOTE: Disconnect all other monitors from the notebook or desktop. This will ensure that only one display is connected while conducting firmware update.



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



or



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



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

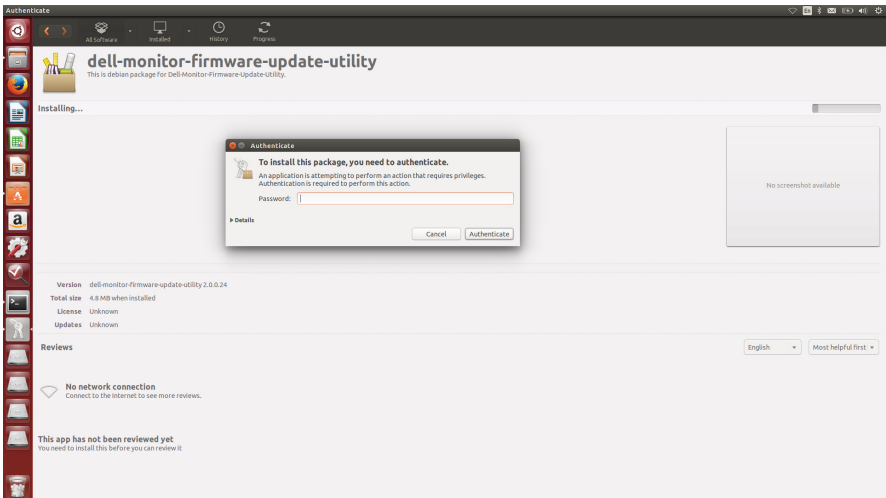
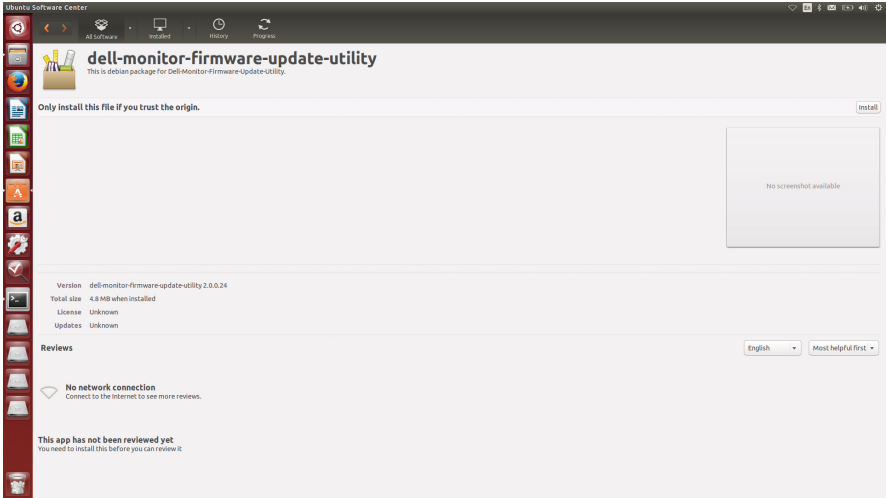


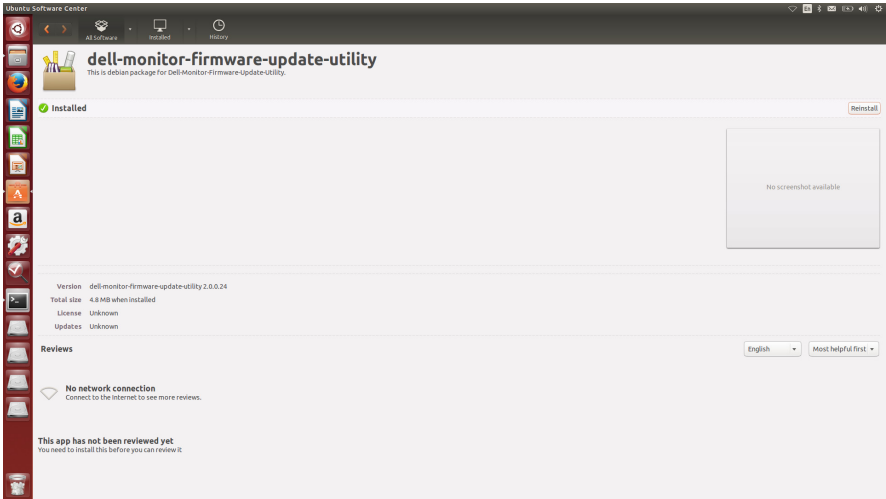
NOTE: Update one monitor at a time. Do not conduct firmware update on multiple monitors at a given time.

Installation

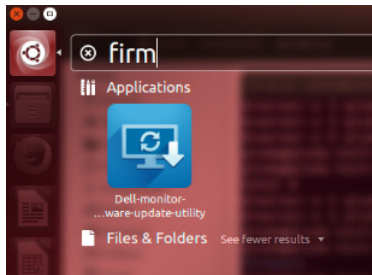
Install via GUI

- 1 Double-click **deb file (e.g. Dell_U3824DW_FWUpdate_M2B102_Ubuntu.deb)** on the desktop and then click the **Install** button in Ubuntu software center.

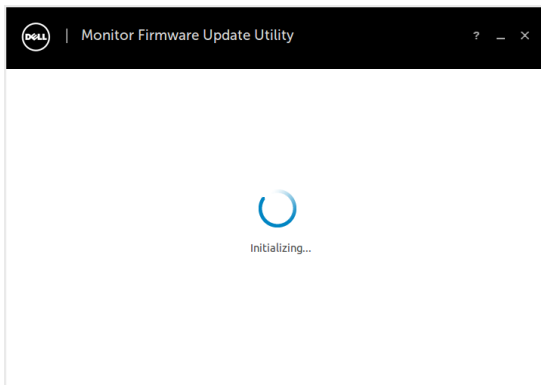




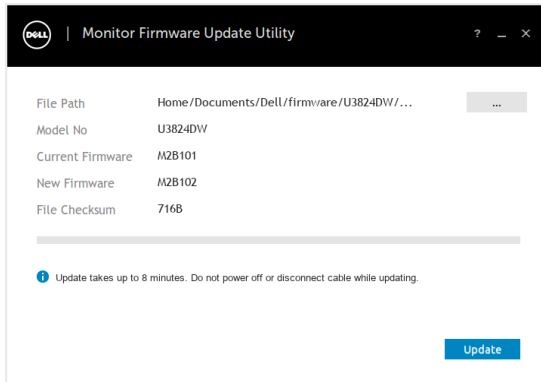
2 Execute firmware update tool via Ubuntu desktop.



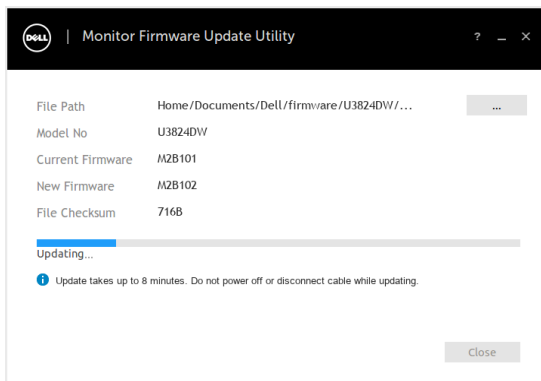
3 Initializing for device status.



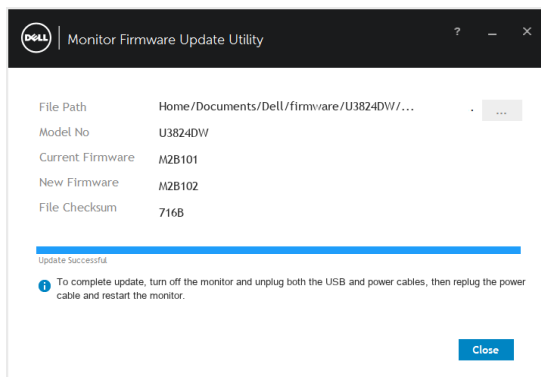
- 4 The utility will load the firmware file automatically. Or, you can select your file manually by clicking and navigating to the UPG firmware file.




- 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 restart your monitor.



 **NOTE:** Update takes up to 8 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

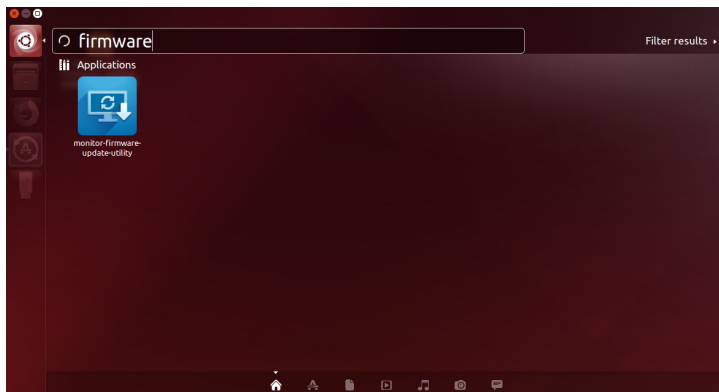
- 1 Copy **deb file** (e.g. **Dell_U3824DW_FWUpdate_M2B102_Ubuntu.deb**) to the desktop.
- 2 Open the terminal and input command.

sudo dpkg -i filename

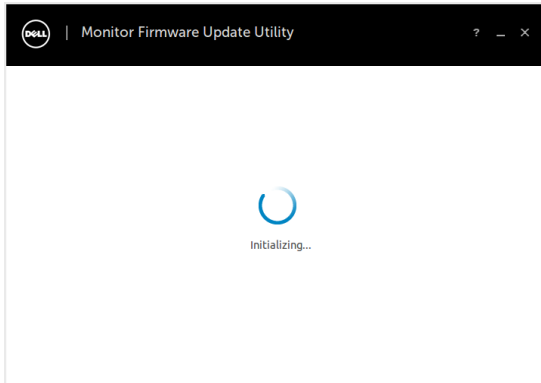
(e.g. **sudo dpkg -i ~/Desktop/ Dell_U3824DW_FWUpdate_M2B102_Ubuntu.deb**)

```
ubuntu@ubuntu: ~/Desktop$ sudo dpkg -i Dell_U3824DW_FWUpdate_M2B102_Ubuntu.deb
(Reading database ... 187505 files and directories currently installed.)
Preparing to unpack Dell_U3824DW_FWUpdate_M2B102_Ubuntu.deb ...
do something before file install
change /home/ubuntu/Documents/Dell permission
Unpacking dell-monitor-firmware-update-utility (2.0.0.31) over (2.0.0.31) ...
do something after file remove
Setting up dell-monitor-firmware-update-utility (2.0.0.31) ...
do something after file install
Processing triggers for gnome-menus (3.36.0-1ubuntu1) ...
Processing triggers for desktop-file-utils (0.24-1ubuntu2) ...
Processing triggers for mime-support (3.64ubuntu1) ...
Processing triggers for fontconfig (2.13.1-2ubuntu3) ...
```

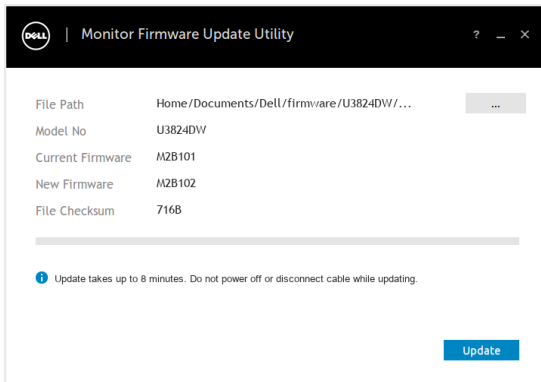
- 3 Execute firmware update tool via Ubuntu desktop.



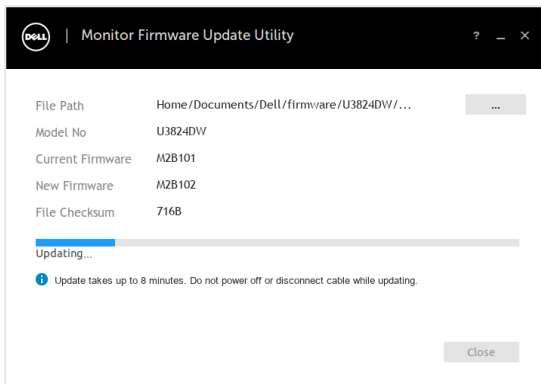
4 Initializing for device status.



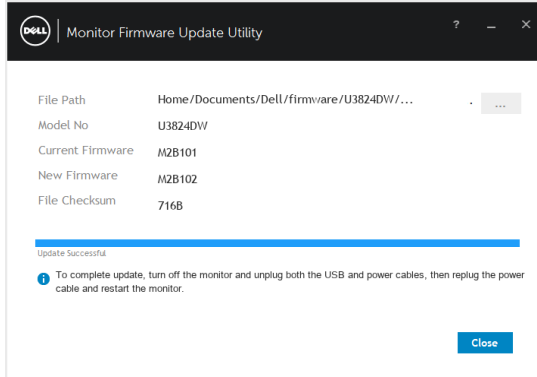
5 The utility will load the firmware file automatically. Or, you can select your file manually by clicking and navigating to the UPG firmware file.





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



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



 **NOTE:** Update takes up to 8 minutes. Do not power off or disconnect cable while updating.

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

Uninstall

- Open the terminal and input command.

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

```
mark@qthugh5public88:/autobuild1/mankim/workspace/isp_temp/dev/linux/firmware$ cd ..
mark@qthugh5public88:/autobuild1/mankim/workspace/isp_temp/dev/linux$ cd ..
mark@qthugh5public88:/autobuild1/mankim/workspace/isp_temp/dev$ sudo dpkg -P dell-monitor-firmware-update-utility
[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 (2.12.6-0ubuntu2) ...
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@qthugh5public88:/autobuild1/mankim/workspace/isp_temp/dev$
```


Troubleshooting

Errors	Possible Solutions
File permission error	<ul style="list-style-type: none">• Try saving the firmware file in another location.• Check if the firmware file has read permission.• Check if you have owner rights for the firmware file.• Or, run this 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.
USB device inactive after new firmware installation.	5 Try updating again with the Monitor Firmware Update Utility.
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.