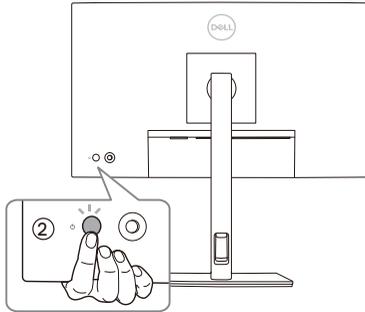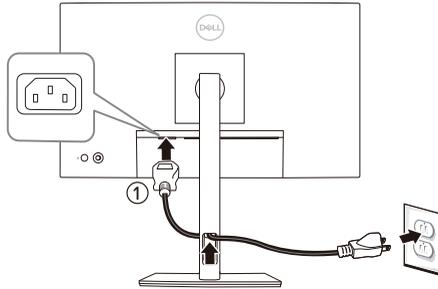# Firmware Update Instruction User's Guide

## 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.
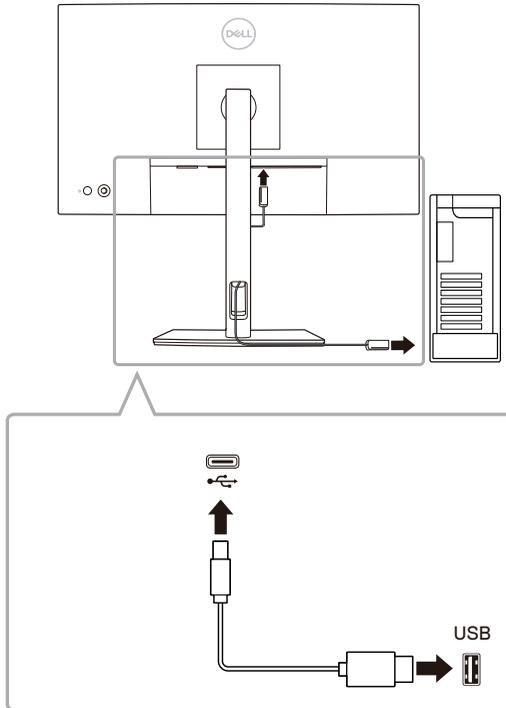


**4** Exit DDM (Dell Display Manager) application before conducting firmware update.

**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

**1** Download the pkg file (e.g. Dell_U2424H_FWUpdate_M3B102_macOS.pkg) and double-click it to launch the installer.

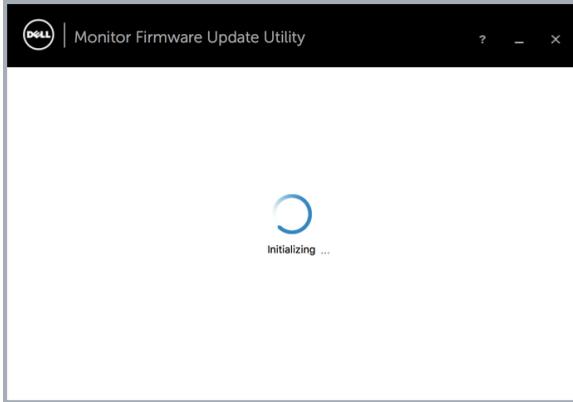**2** Follow the installation steps and input the administrator password if required.
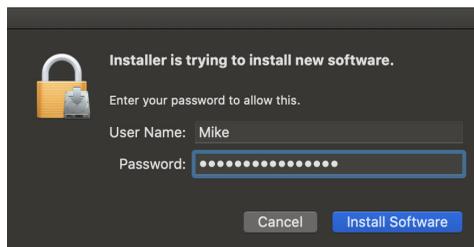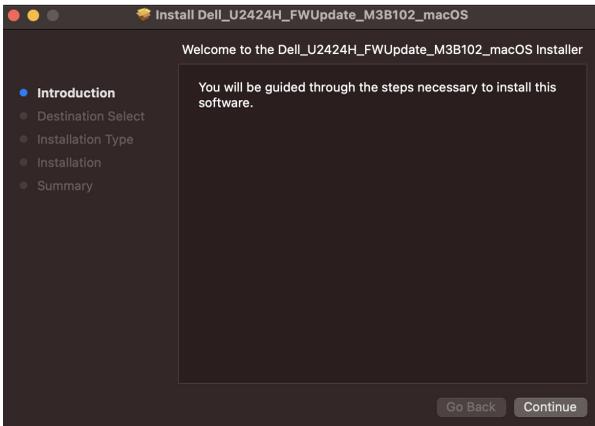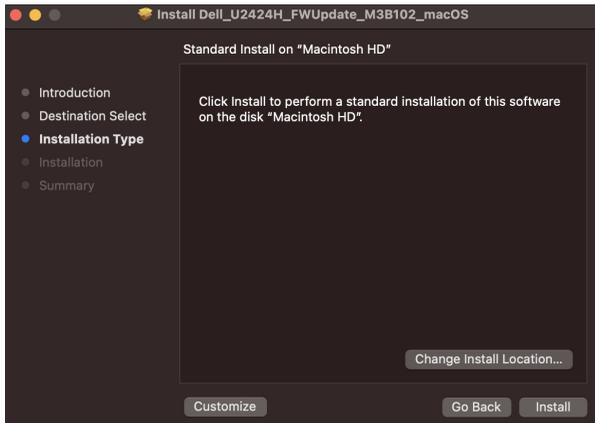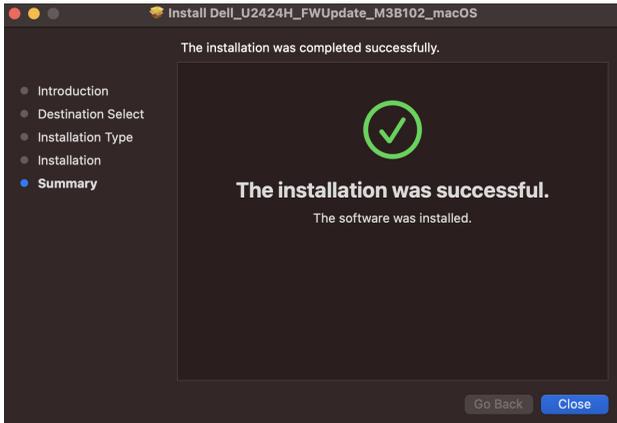
3 The **Firmware Update Utility** will be launched automatically after the installation completes.

# Updating firmware

**1** Initializing for device status.



**2** For macOS 10.15 Catalina or later versions, **Security & Privacy** setting dialogue is opened automatically. Please enable privacy permission for firmwareupdater.
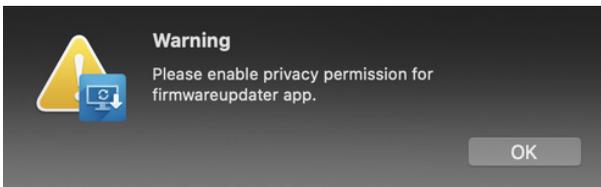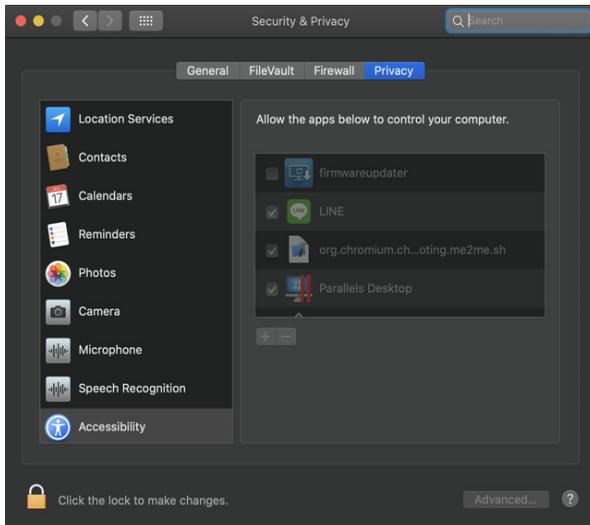




If **Accessibility** permission is not granted, the following message appears. Press **Close** to exit firmwareupdater and monitor firmware update will not proceed.

**Warning**

Accessibility permission is not granted. Exit Monitor Firmware Update Utility.

Close

**3** The utility will load the firmware file automatically. Or, you can select your file manually by clicking ⎯ and navigating to the UPG firmware file.
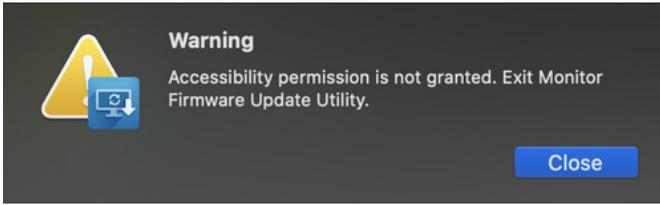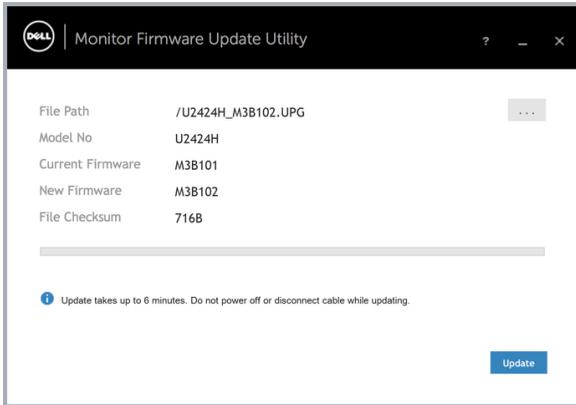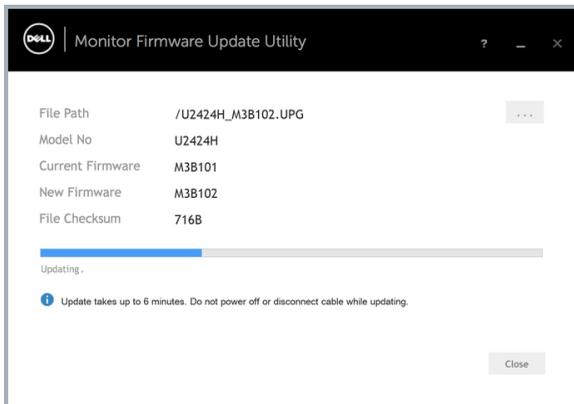
| ⊕ELL | Monitor Firmware Update Utility | ? _ × |
|---|---|---|
| File Path | /U2424H_M3B102.UPG | ... |
| Model No | U2424H | |
| Current Firmware | M3B101 | |
| New Firmware | M3B102 | |
| File Checksum | 716B | |

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

Update

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

| ⊕ELL | Monitor Firmware Update Utility | ? _ × |
|---|---|---|
| File Path | /U2424H_M3B102.UPG | ... |
| Model No | U2424H | |
| Current Firmware | M3B101 | |
| New Firmware | M3B102 | |
| File Checksum | 716B | |

Updating.

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

Close

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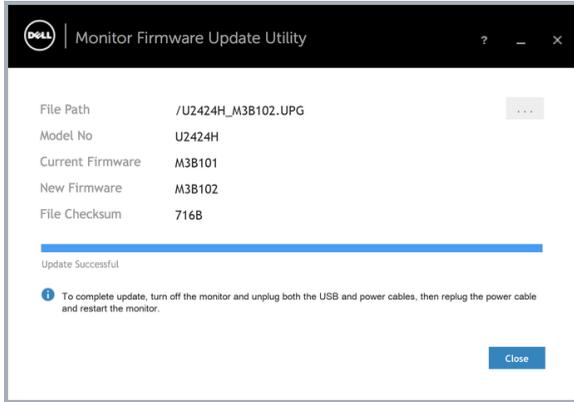


![NOTE icon] **NOTE:** Update takes up to 6 minutes. Do not power off or disconnect cable while updating.

![NOTE icon] **NOTE:** If you experience problems during or after update, refer to Troubleshooting

# Troubleshooting

| Errors | Possible Solutions |
|---|---|
| File permission error | • Save the firmware file in another location.<br>• Check if the firmware file has read permission.<br>• Check if you have owner rights for the firmware file.<br>• 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<br>Flash erase error<br>Update error<br>Monitor firmware checksum error | Re-try updating with the following steps:<br>**1** Close the Monitor Firmware Update Utility.<br>**2** Turn off the monitor by pressing the power button.<br>**3** Re-plug the power cord.<br>**4** Turn on the monitor.<br>**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. |