

# Firmware Update Instruction User's Guide

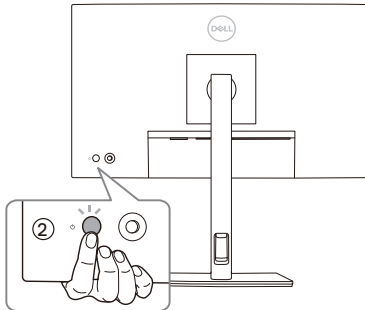
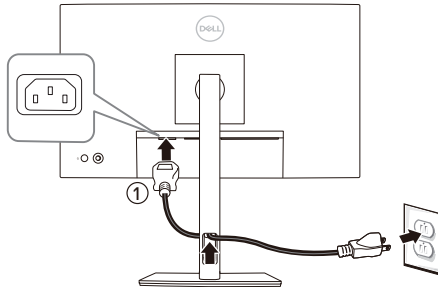
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## Overview

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.



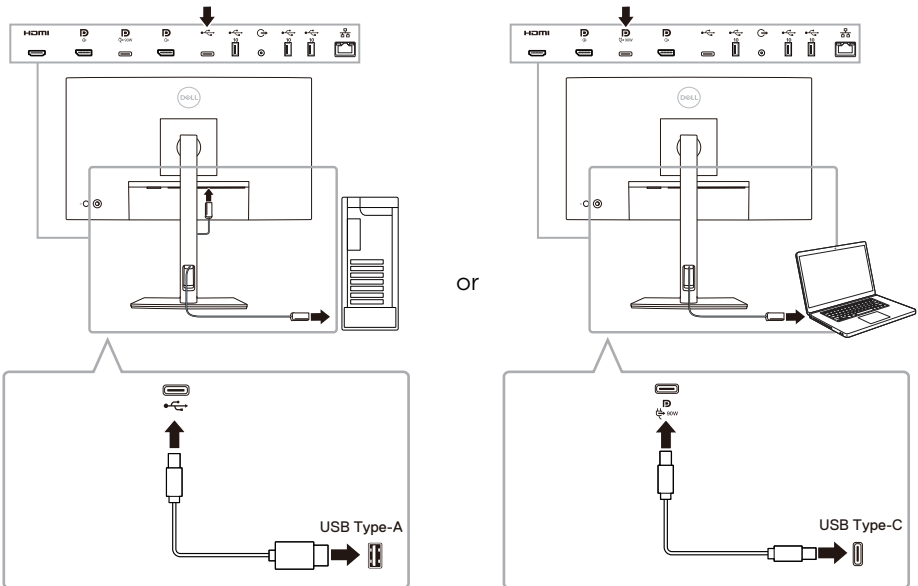
**NOTE:** Ensure that all other video cables between the monitor and the computer are unplugged.

**3** Connect the USB Type-C 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.

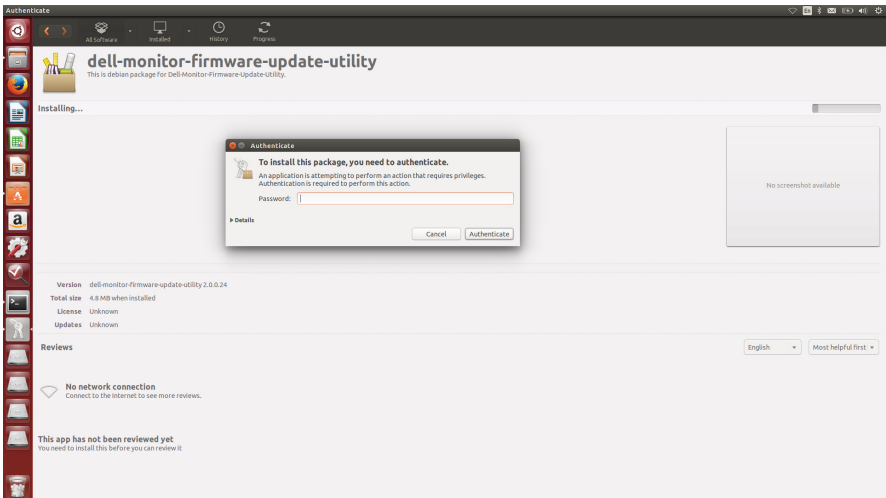
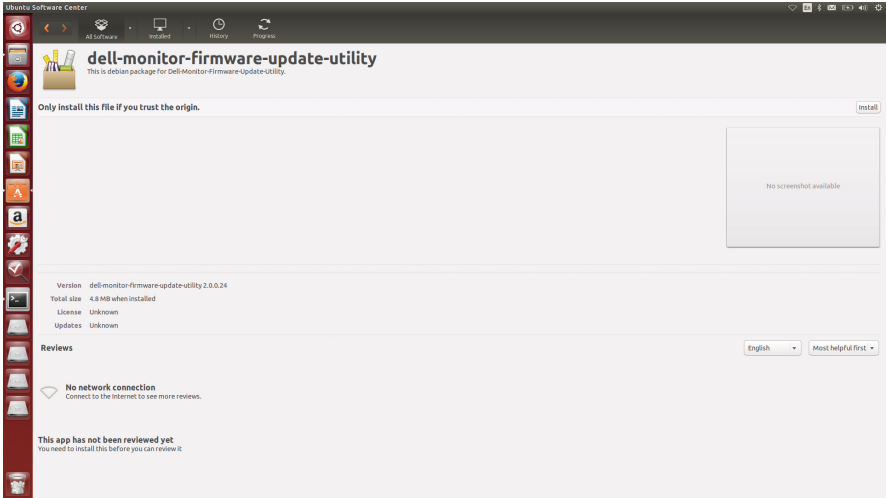
**NOTE:** Please disable sleep mode before you launch the firmware update.

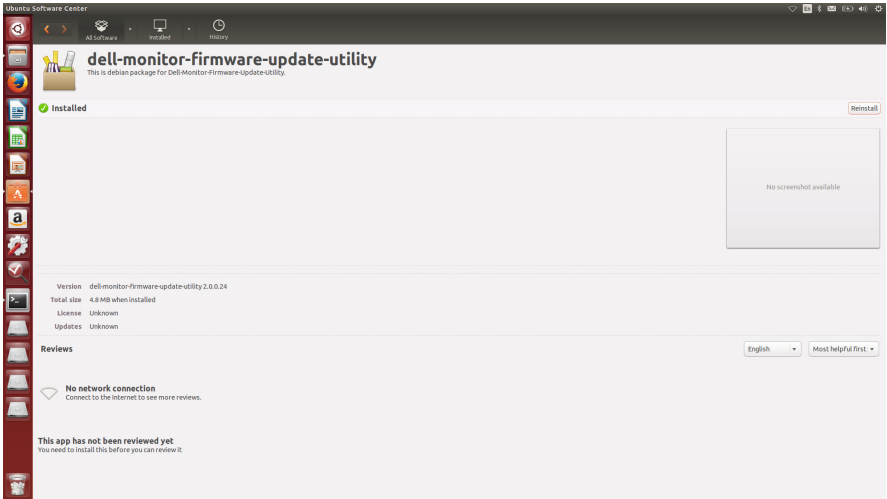
**NOTE:** Update one monitor at a time. Do not conduct firmware update on multiple monitors at a given time.

# Installation

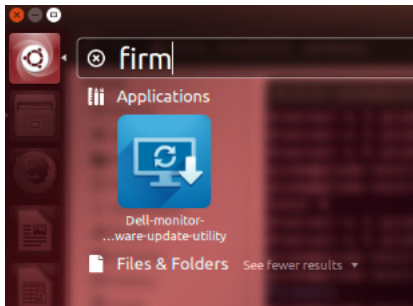
## Install via GUI

- 1 Double-click **deb file (e.g. Dell\_U2424HE\_FWUpdate\_M3B102\_Ubuntu.deb)** on the desktop and then click the **Install** button in Ubuntu software center.

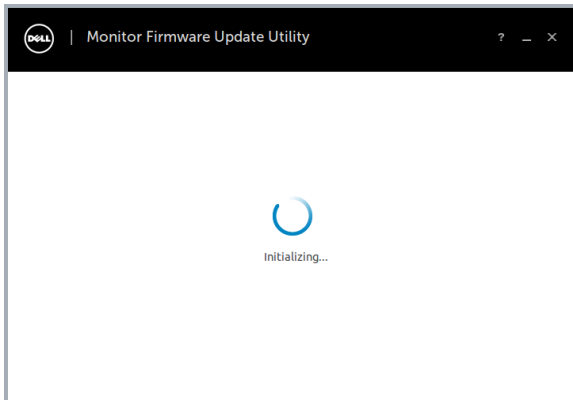




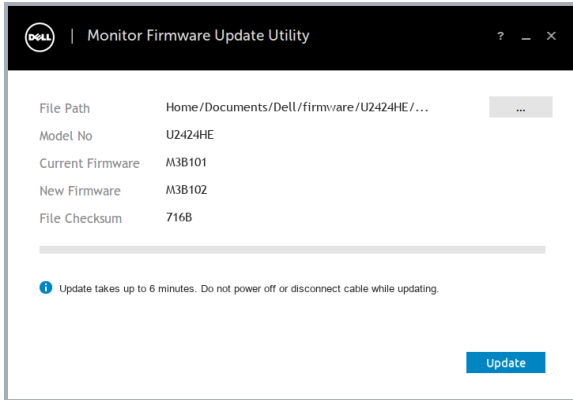
2 Execute firmware update tool via Ubuntu desktop.



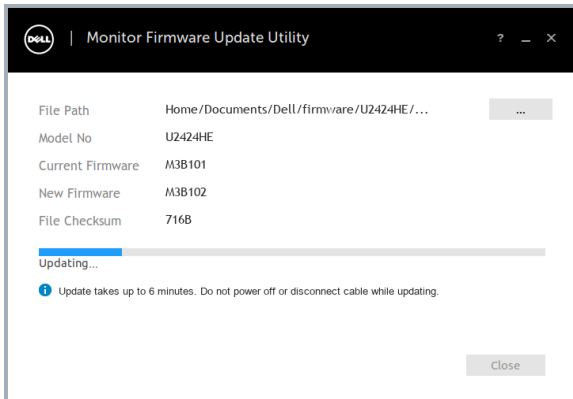
3 Initializing for device status.



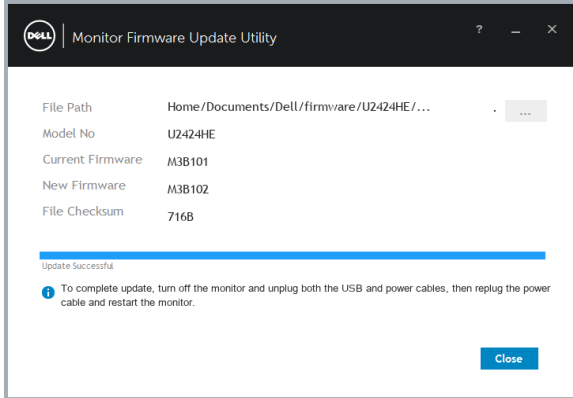
- 4 The utility will load the firmware file automatically. Or, you can select your file manually by clicking  and navigating to the UPG firmware file.





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



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

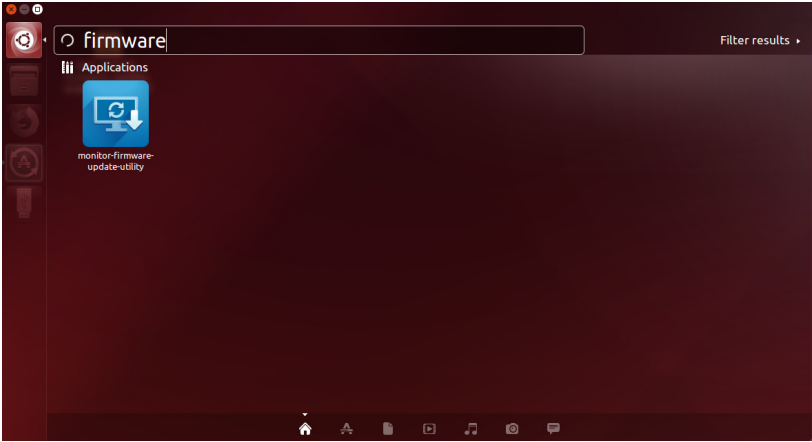
- Copy **deb file** (e.g. **Dell\_U2424HE\_FWUpdate\_M3B102\_Ubuntu.deb**) to the desktop.
- Open the terminal and input command.

**sudo dpkg -i filename**

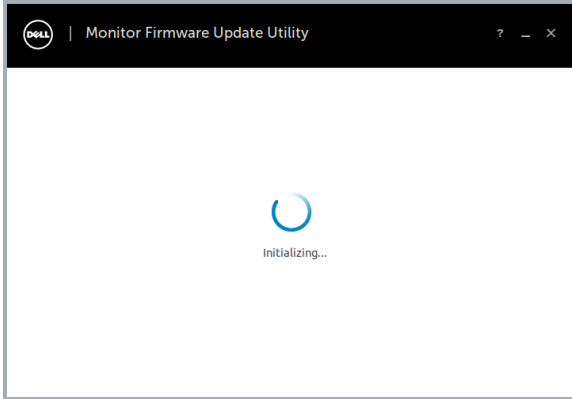
**(e.g. sudo dpkg -i ~/Desktop/ Dell\_U2424HE\_FWUpdate\_M3B102\_Ubuntu.deb)**

```
dr41@dr41-CleanEnv:~/Desktop$ sudo dpkg -i Dell_U2424HE_FWUpdate_M3B102_Ubuntu.deb
[sudo] password for dr41:
(Reading database ... 285753 files and directories currently installed.)
Preparing to unpack Dell_U2424HE_FWUpdate_M3B102_Ubuntu.deb ...
do something before file install
change /home/dr41/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 (0.24-1ubuntu3) ...
Processing triggers for mime-support (3.64ubuntu1) ...
Processing triggers for fontconfig (2.13.1-2ubuntu3) ...
dr41@dr41-CleanEnv:~/Desktop$
```

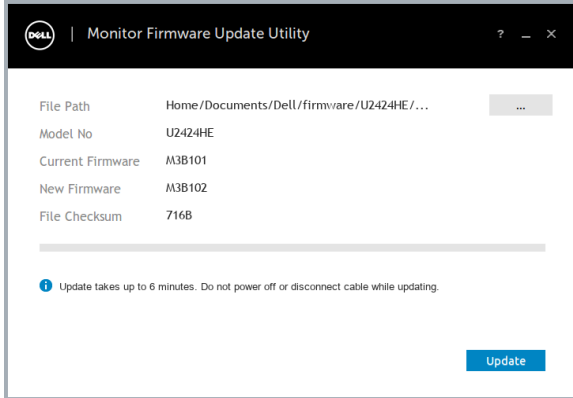
3 Execute firmware update tool via Ubuntu desktop.



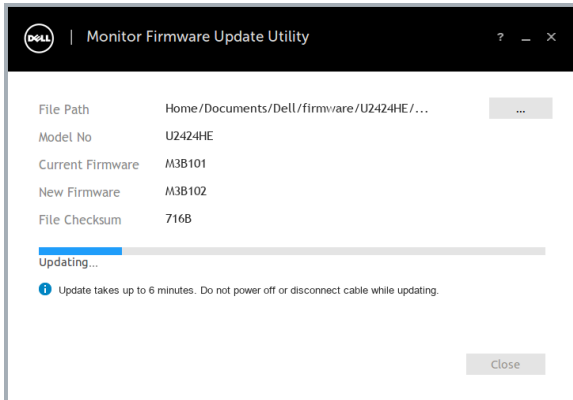
4 Initializing for device status.



- 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.

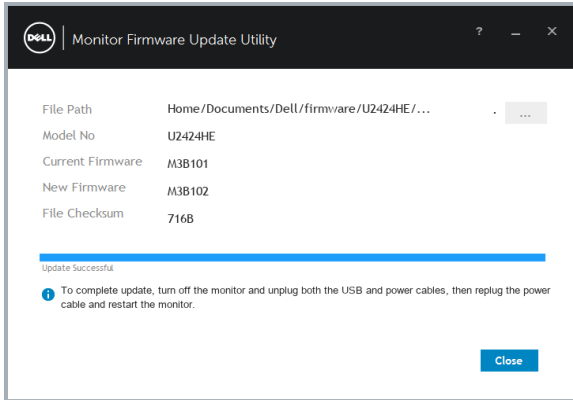



- 6 Click **Update**. The utility will start updating the new firmware.






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



 **NOTE:** Update takes up to 6 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/markim/workspace/isp_temp/dev/linux/firmware$ cd ..
mark@qthugh5public88:/autobuild1/markim/workspace/isp_temp/dev/linux$ cd ..
mark@qthugh5public88:/autobuild1/markim/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 (3.13.3-1ubuntu1) ...
Processing triggers for desktop-file-utils (0.23-1ubuntu5.18.04.1) ...
Processing triggers for mime-support (3.60ubuntu1) ...
mark@qthugh5public88:/autobuild1/markim/workspace/isp_temp/dev$
```

# 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	<b>1</b> Close the Monitor Firmware Update Utility.
Update error	<b>2</b> Turn off the monitor by pressing the power button.
Monitor firmware checksum error	<b>3</b> Re-plug the power cord.
Monitor firmware checksum error	<b>4</b> Turn on the monitor.
Monitor firmware checksum error	<b>5</b> 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.