

# Firmware Update Instruction User's Guide

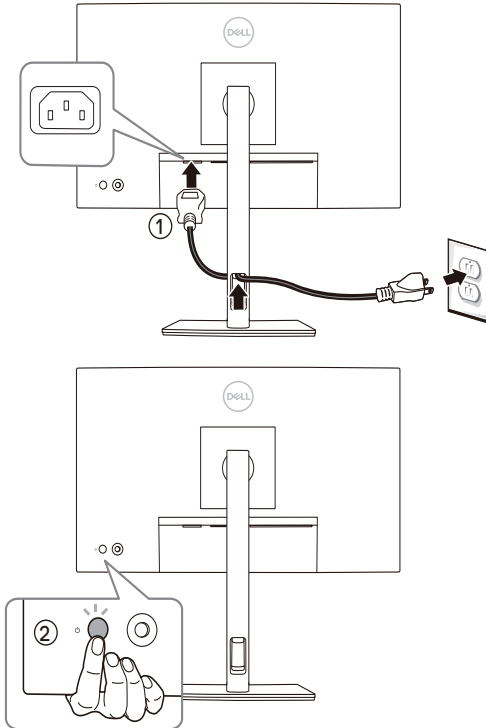
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## Overview

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.




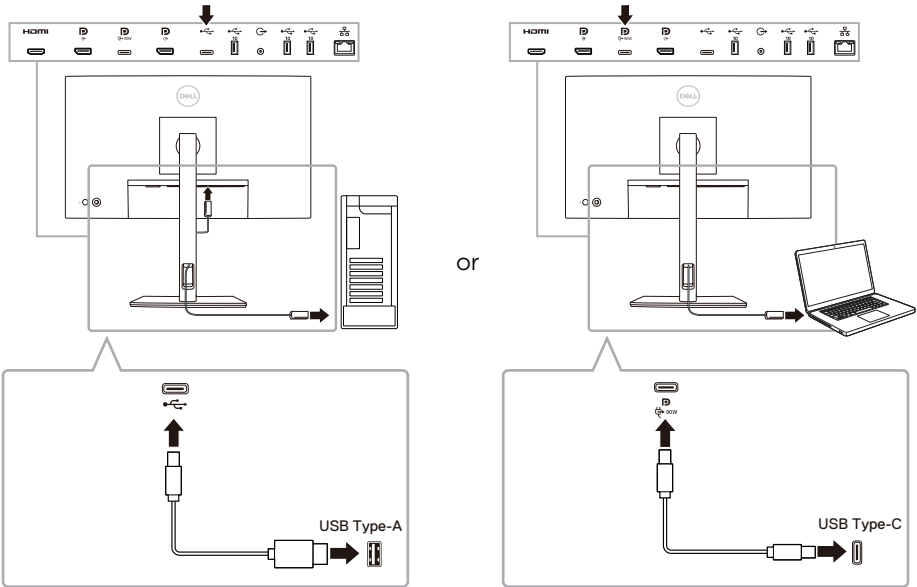
**NOTE:** Ensure that all other video cables between the monitor and the computer are unplugged.

**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.



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

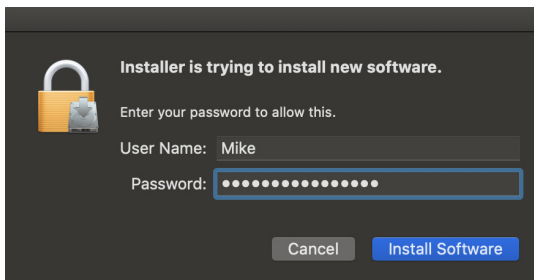
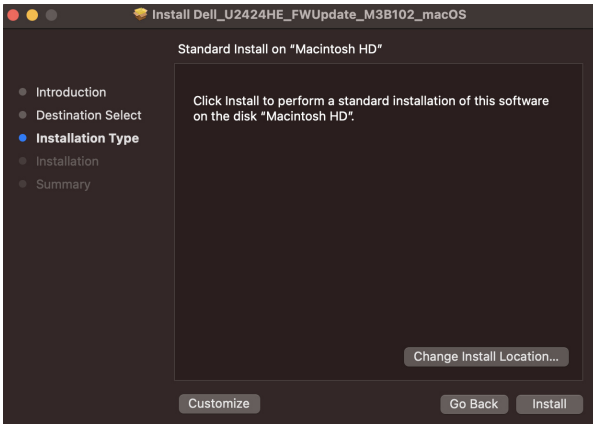
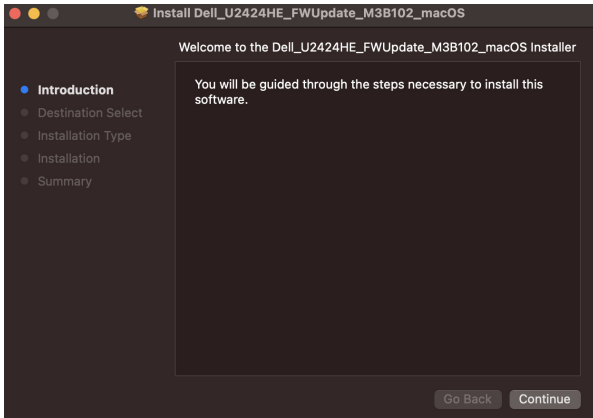
 **NOTE:** Do not unplug the cables till the updating process finishes.

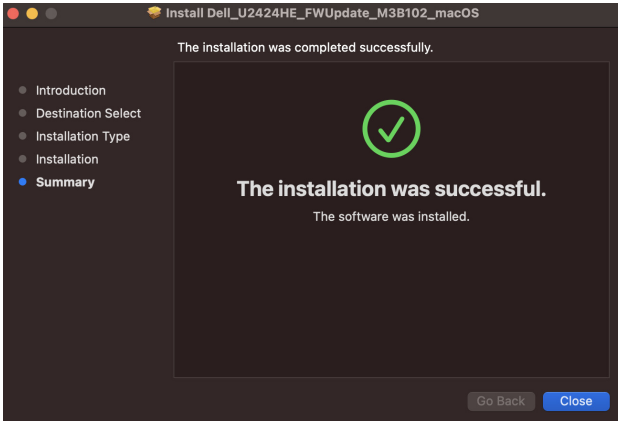
 **NOTE:** Please disable sleep mode before you launch the firmware update.

 **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\_U2424HE\_FWUpdate\_M3B102\_macOS.pkg) and double-click it to launch the installer.
- 2 Follow the installation steps and input the administrator password if required.

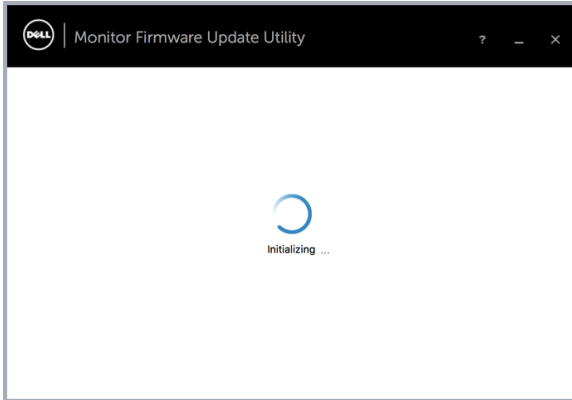




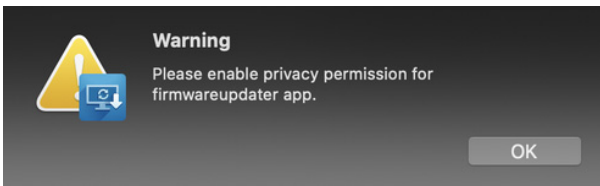
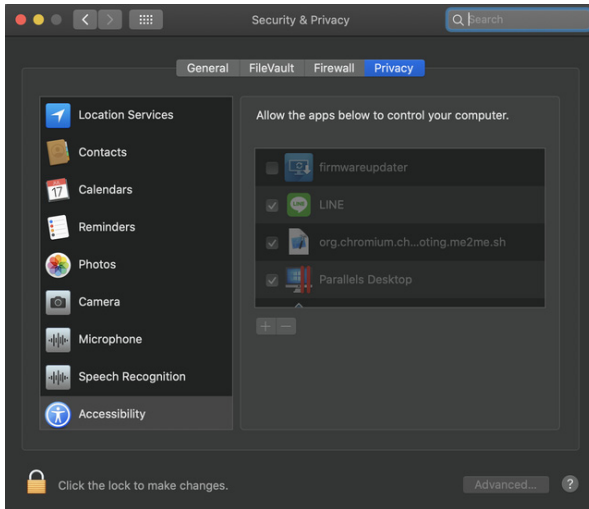
- 3 The **Firmware Update Utility** will be launched automatically after the installation completes.

# Updating firmware

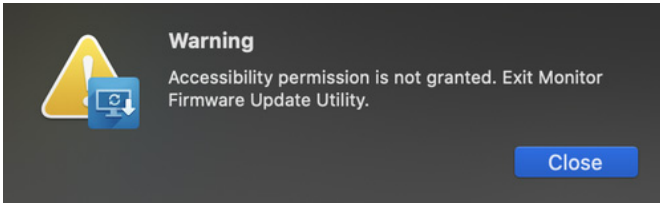
- 1 Initializing for device status.



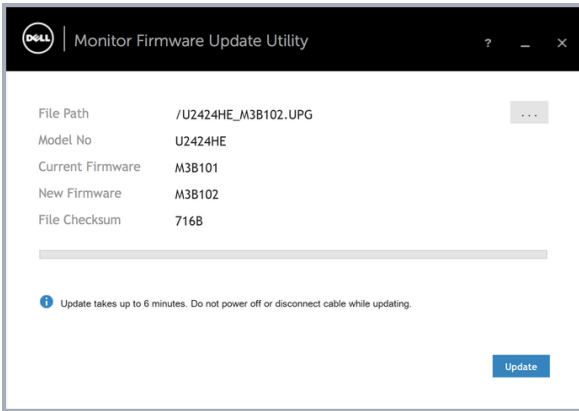
- 2 For macOS 10.15 Catalina or later versions, **Security & Privacy** setting dialogue is opened automatically. Please enable privacy permission for firmwareupdater.



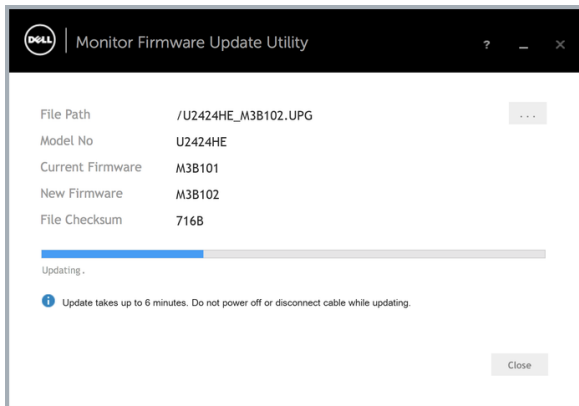
If **Accessibility** permission is not granted, the following message appears. Press **Close** to exit firmwareupdater and monitor firmware update will not proceed.



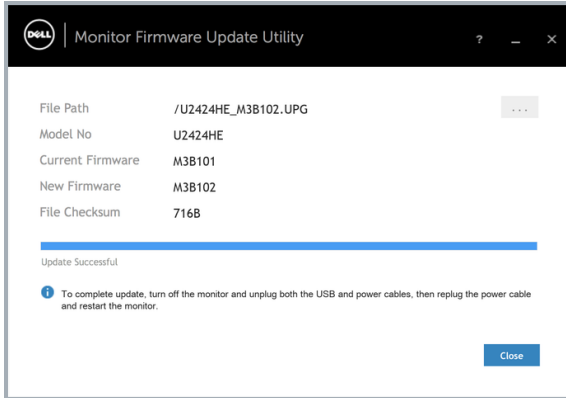
- The utility will load the firmware file automatically. Or, you can select your file manually by clicking  and navigating to the UPG firmware file.





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



- 5 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](#)

## 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.
	<b>4</b> Turn on the monitor.
	<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.