

# Firmware Update Instruction User's Guide

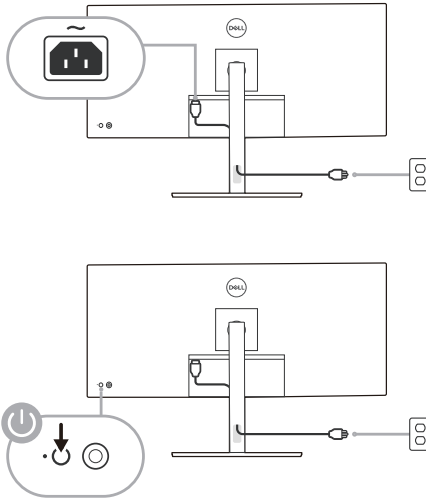
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## Overview

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

## Firmware Update Pre-requisites

- 1 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.



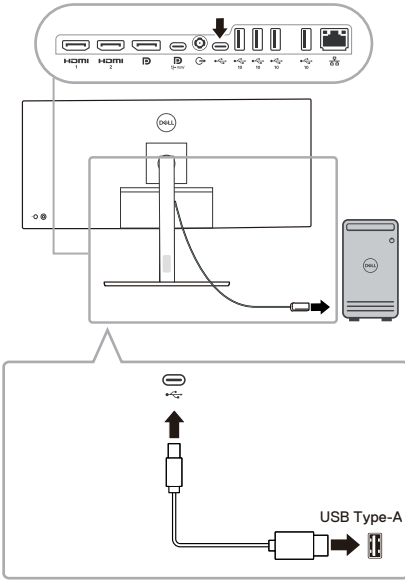
**NOTE:** Ensure that other USB cables and USB devices between the monitor and the computer are unplugged.



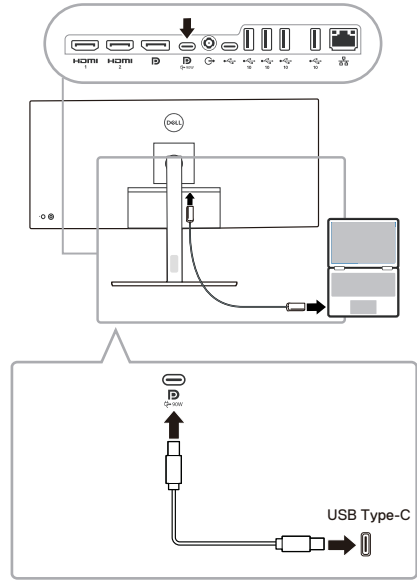
**NOTE:** Disconnect all other monitors from the notebook or desktop. This will ensure that only one display is connected while conducting firmware update.



**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.

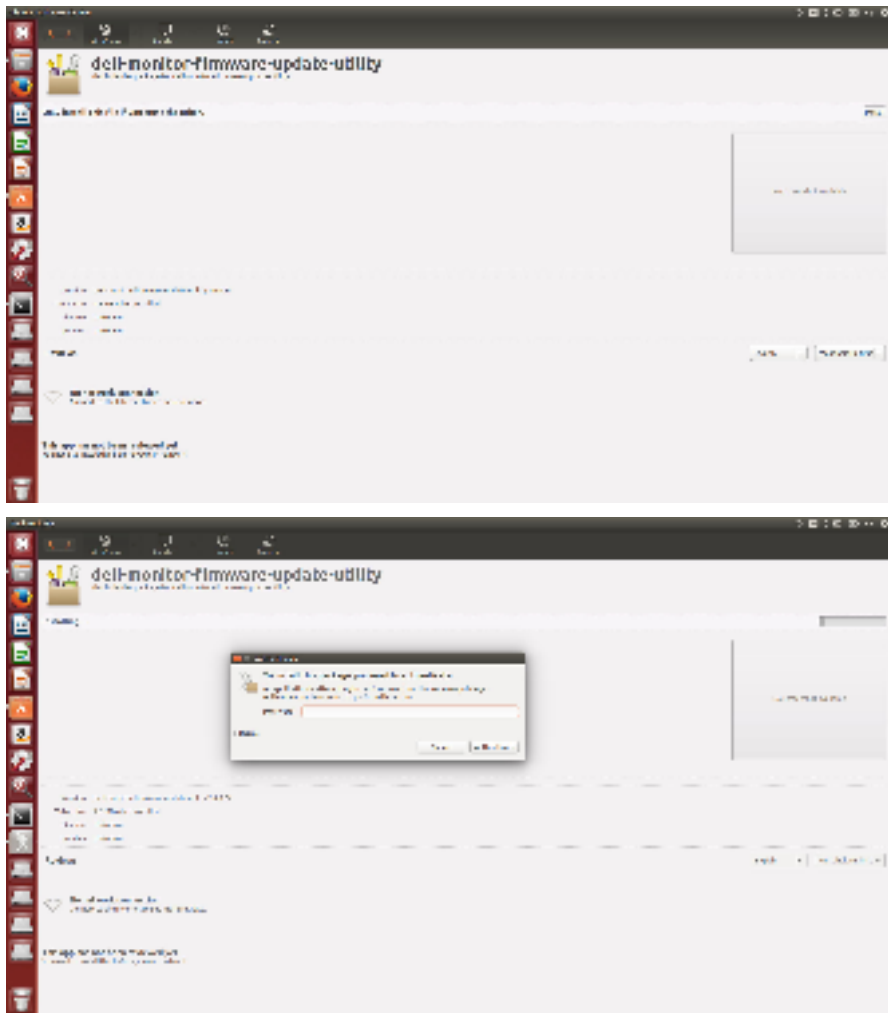


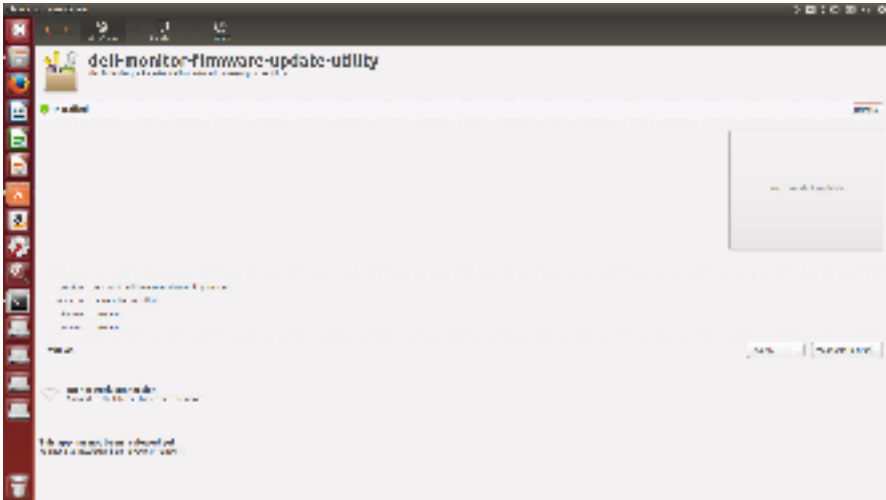
**NOTE:** Update one monitor at a time. Do not conduct firmware update on multiple monitors at a given time.

# Installation

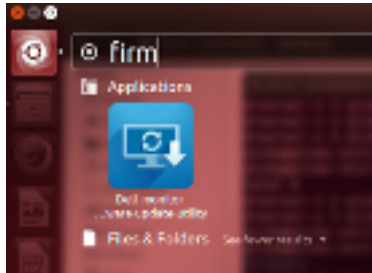
## Install via GUI

- 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.

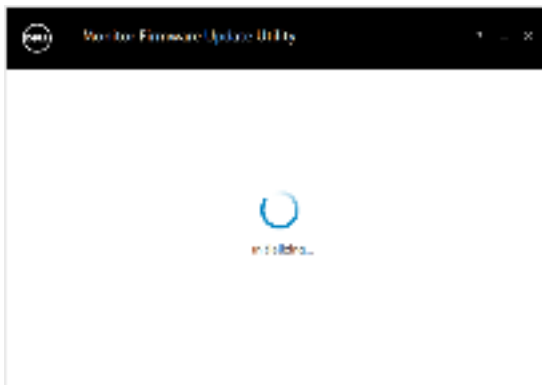




2 Execute firmware update tool via Ubuntu desktop.



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

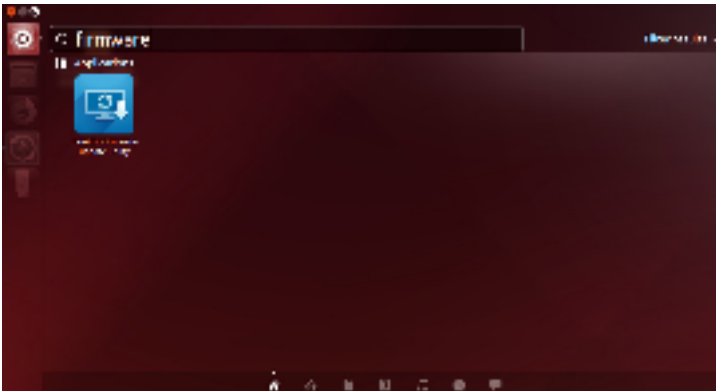
- 1 Copy **deb file** (e.g. **Dell\_U3824DW\_FWUpdate\_M2B102\_Ubuntu.deb**) to the desktop.
- 2 Open the terminal and input command.

`sudo dpkg -i filename`

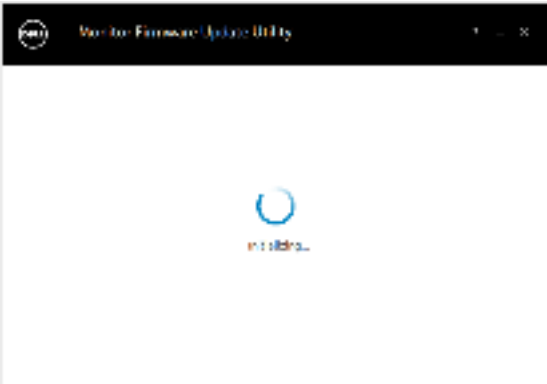
(e.g. `sudo dpkg -i ~/Desktop/ Dell_U3824DW_FWUpdate_M2B102_Ubuntu.deb`)


```
ubuntu@ubuntu:~/Desktop$ sudo dpkg -i Dell_U3824DW_FWUpdate_M2B102_Ubuntu.deb
(Reading database ... 107595 files and directories currently installed.)
Preparing to unpack Dell_U3824DW_FWUpdate_M2B102_Ubuntu.deb ...
do something before file install
change /home/ubuntu/bin/ubuntu/dell permission
unpacking dell-monitor-firmware-update-utility (2.0.0.0) over (2.0.0.0) ...
do something after file install
Setting up dell-monitor-firmware-update-utility (2.0.0.0) ...
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 (0.9ubuntu3) ...
Processing triggers for fontconfig (2.14.1-1ubuntu1) ...
```

- 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 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

- 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>• Try saving 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>• Or, run this 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: <b>1</b> Close the Monitor Firmware Update Utility. <b>2</b> Turn off the monitor by pressing the power button. <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.
Flash erase error	
Update error	
Monitor firmware checksum error	
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.