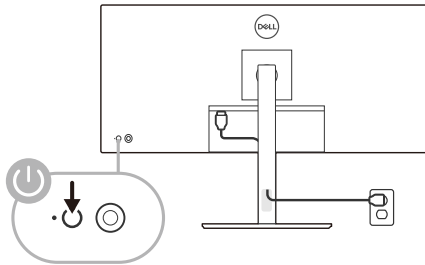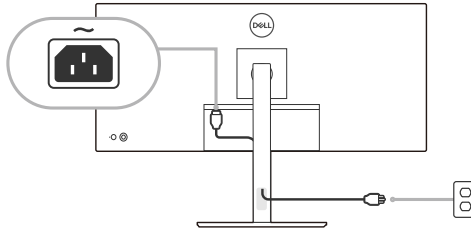# Firmware Update Instruction User's Guide

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, HDMI, or USB Type-C, 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 upstream cable or USB Type-C cable directly between the monitor and your computer. Do not use any other device between this connection.
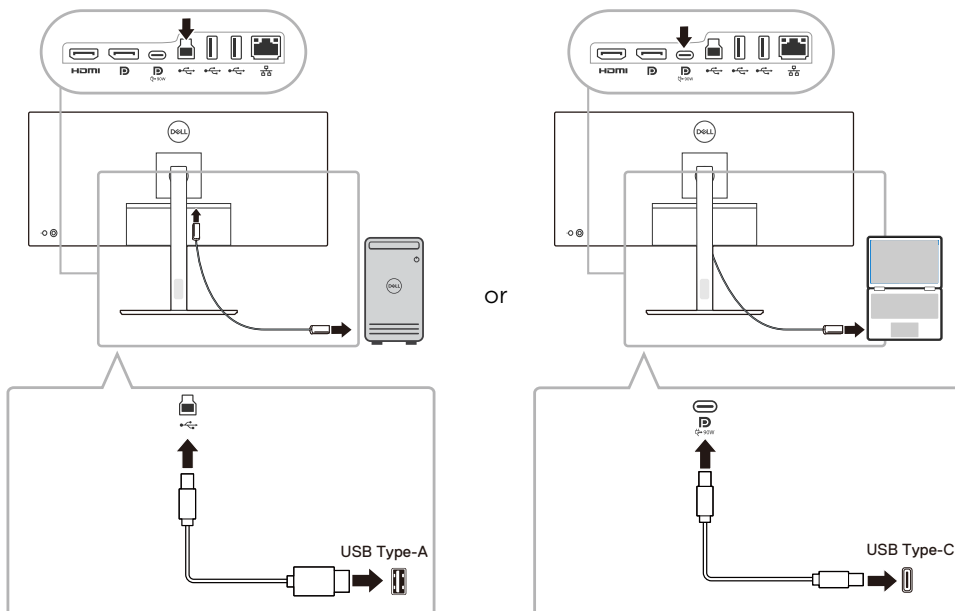
NOTE: Ensure that other USB cables and USB devices between the monitor and the computer are unplugged.

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 USB upstream cable or USB Type-C cable till the updating process finishes.

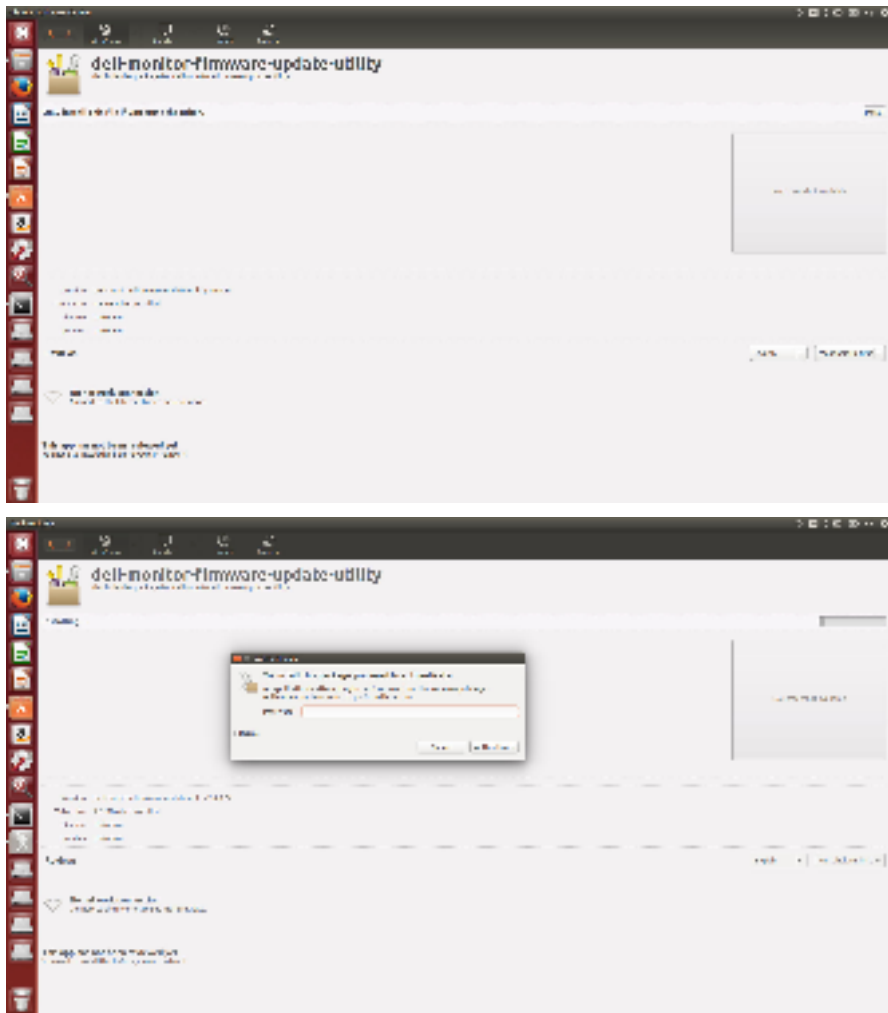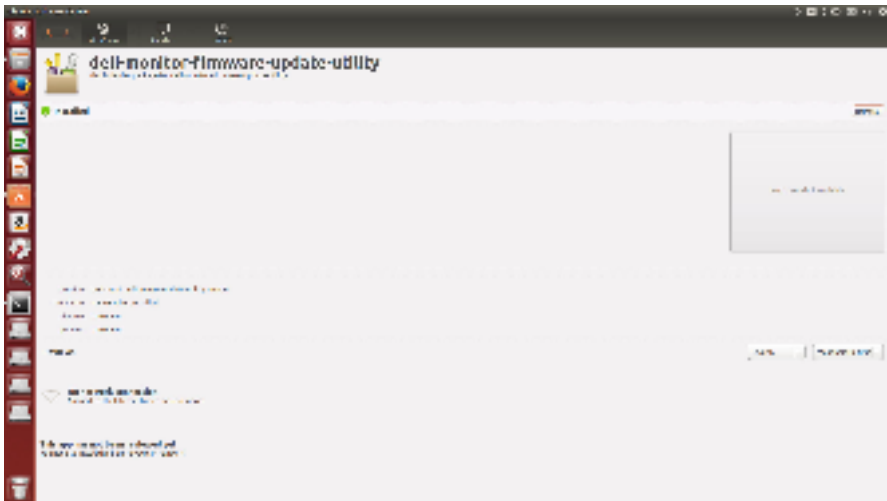**NOTE:** Please disable sleep mode before you launch the firmware update.

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

Installation

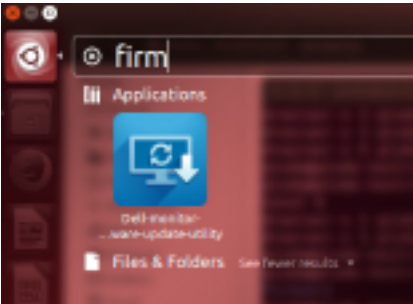## Install via GUI

1 Double-click **deb file (e.g. Dell_P3424WE_FWUpdate_M2B102_Ubuntu.deb)** on the
   desktop and then click the **Install** button in Ubuntu software center.
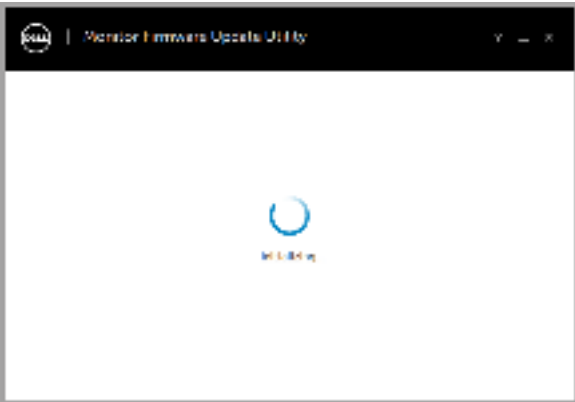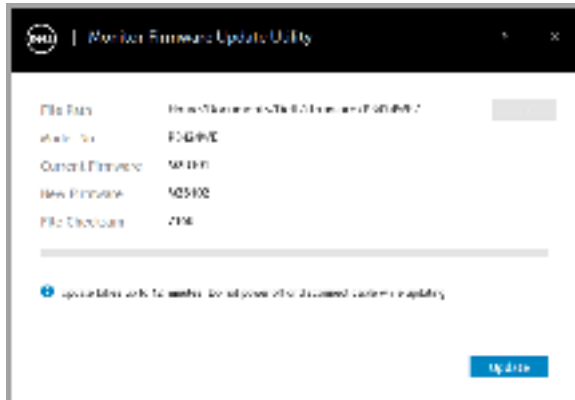
2   Execute firmware update tool via Ubuntu desktop.

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 re-start your monitor.

📝 **NOTE:** Update takes up to 12 minutes. Do not power off or disconnect cable while updating.

📝 **NOTE:** If you experience problems during or after update, refer to Troubleshooting.
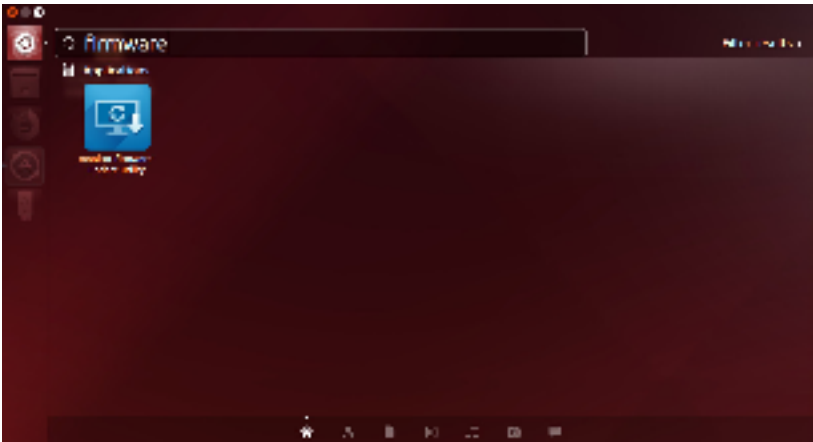
Install via Command

1 Copy **deb file** (e.g. **Dell_P3424WE_FWUpdate_M2B102_Ubuntu.deb**) to the desktop.

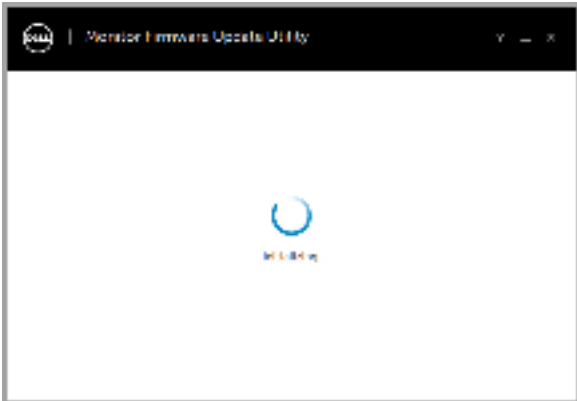**2** Open the terminal and input command.

sudo dpkg -i filename

(e.g. sudo dpkg -i ~/Desktop/ Dell_P3424WE_FWUpdate_M2B102_Ubuntu.deb)

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 re-start your monitor.

![NOTE icon] **NOTE:** Update takes up to 12 minutes. Do not power off or disconnect cable while updating.

![NOTE icon] **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	• 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. • In **USB** of the OSD menu, make sure the USB port is set to the corresponding input signal.
Write protection error Flash erase error Update error Monitor firmware checksum error	Re-try updating with the following steps: **1** Close the Monitor Firmware Update Utility. **2** Turn off the monitor by pressing the power button. **3** Re-plug the power cord. **4** Turn on the monitor. **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.