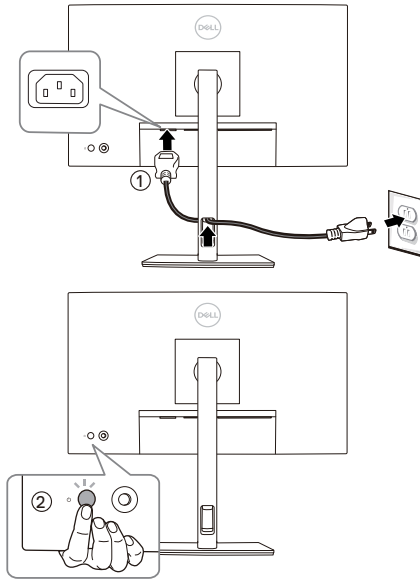# Firmware Update Instruction User's Guide

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, for example, DisplayPort, HDMI, or USB Type-C, from the computer to the monitor.
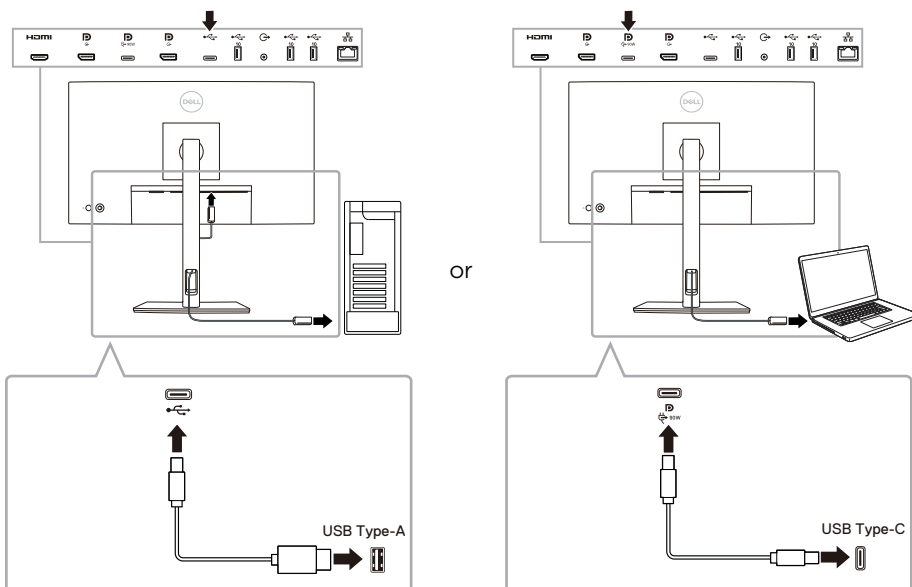
   📝 **NOTE:** Ensure that all other video cables between the monitor and the computer are unplugged.

3 Connect the USB 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.
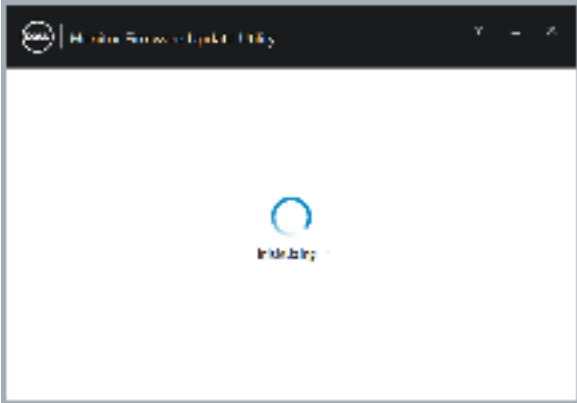
NOTE: Do not unplug the cables till the updating process is complete.

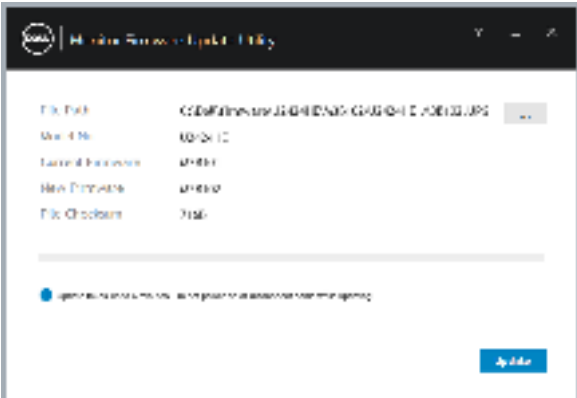**NOTE:** Please disable sleep mode before you launch the firmware update.

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

Updating firmware

1 Double-click the ISP icon ![icon].

2 Initializing for device status.

3 The utility will load the firmware file automatically. Or, you can select your file manually by clicking ![button] and navigating to the UPG firmware file.

4 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 the update, refer to Troubleshooting.

Troubleshooting

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