Firmware Update Instruction User's Guide
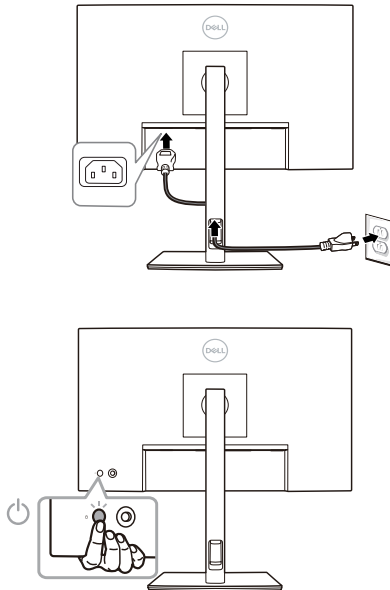
Overview

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   Ensure there is only one video input source from the computer to the monitor such as DisplayPort, HDMI, or a USB Type-C.

NOTE: Do not use any other device such as a USB hub or an adapter in between the monitor and the computer. Ensure a direct cable connection is established between them.

NOTE: Ensure that all other video cables between the monitor and the computer are unplugged.
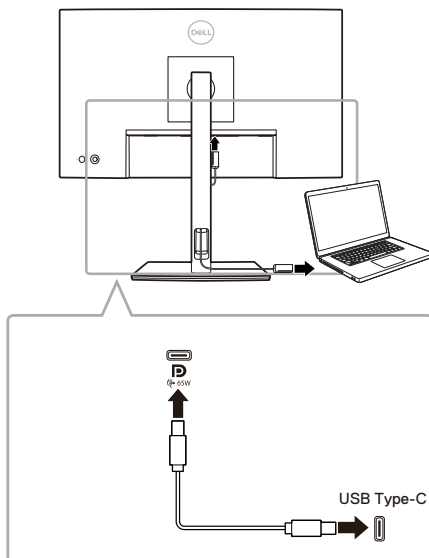
NOTE: It is recommended to update the firmware with a notebook as the monitor screen may go blank during the firmware update process.

NOTE: Ensure that there is no USB device plugged to any of the monitor's USB device ports.

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

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

NOTE: Do not unplug the USB Type-C cable until the firmware update is complete.
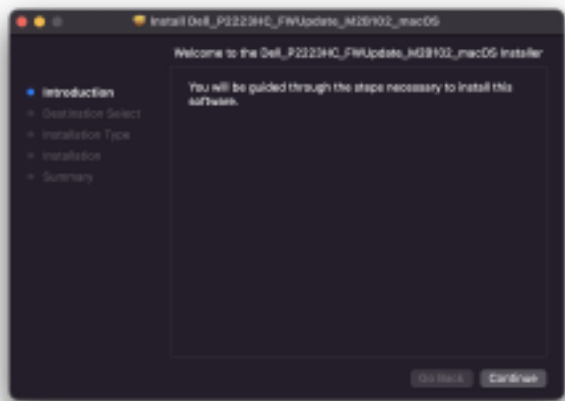
NOTE: Ensure that sleep mode is disabled before you launch the firmware update.
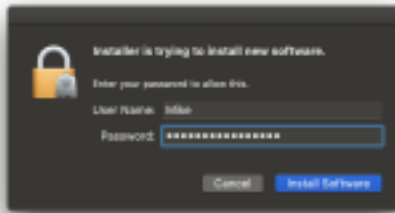
NOTE: Update your monitor one at a time. Do not conduct firmware update on multiple monitors at a given time.

Installation

1 Download the pkg file (e.g. Dell_P2223HC_FWUpdate_M2B102_macOS.pkg) and double-click it to launch the installer.

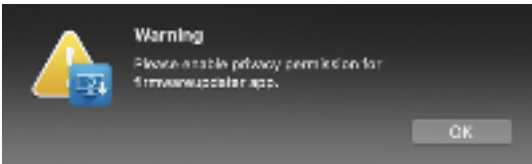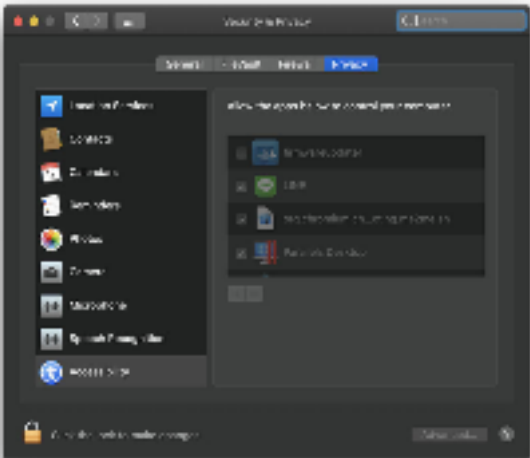2 Follow the installation steps and input the administrator password if required.

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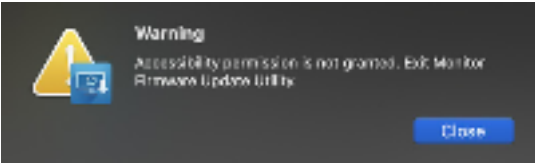
Updating firmware

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.

3   The utility will load the firmware file automatically. Or, you can select your file manually by clicking ... 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, the monitor will reboot automatically.

![icon] **NOTE:** The monitor firmware update will take up to 10 minutes. Interruptions during the update process such as disconnecting or turning off the monitor or PC will cause damage to your monitor.

![icon] **NOTE:** If you experience problems during or after update, see Troubleshooting.

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.
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. **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.