

# Firmware Update Instruction User's Guide

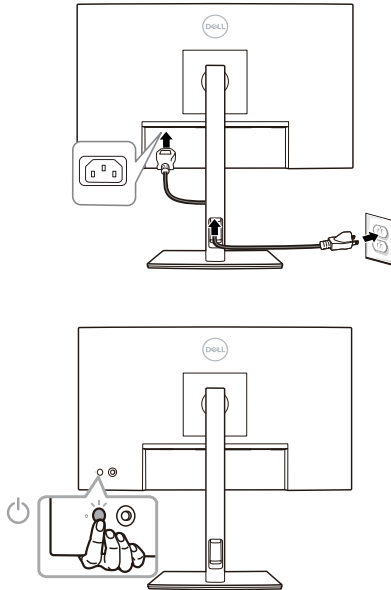
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## Overview

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 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.



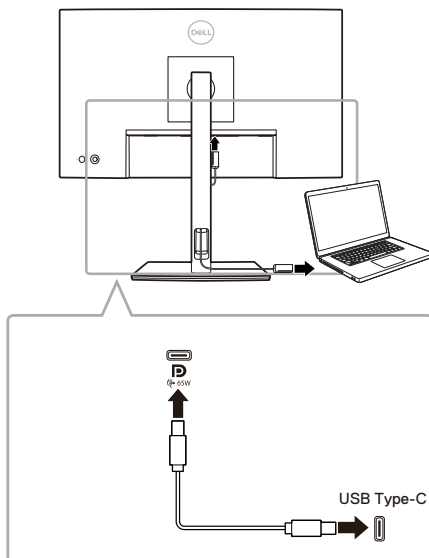
**NOTE:** It is recommended to update the firmware with a notebook as the monitor screen may go blank during the firmware update process.



**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.




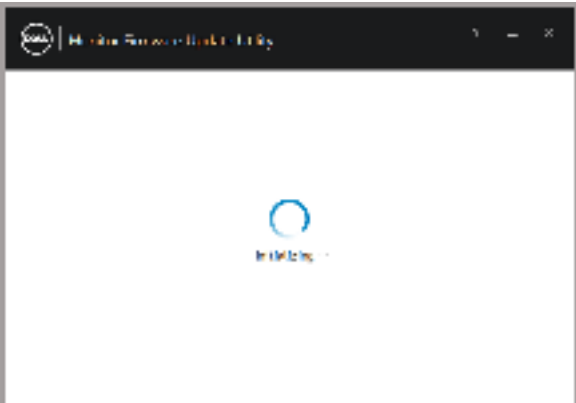
**NOTE:** Ensure that sleep mode is disabled before you launch the firmware update.




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

# Updating firmware

- 1 Double-click the ISP icon .
- 2 Initializing for device status.



- 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.



**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.



**NOTE:** If you experience problems during or after update, see [Troubleshooting](#).

# 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	<ul style="list-style-type: none"><li>• 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.</li></ul>
Write protection error	Re-try updating with the following steps: <ol style="list-style-type: none"><li>1 Close the Monitor Firmware Update Utility.</li><li>2 Turn off the monitor.</li><li>3 Re-plug the power cord.</li><li>4 Turn on the monitor.</li><li>5 Try updating again with the Monitor Firmware Update Utility.</li></ol>
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.