

# Firmware Update Instruction User's Guide

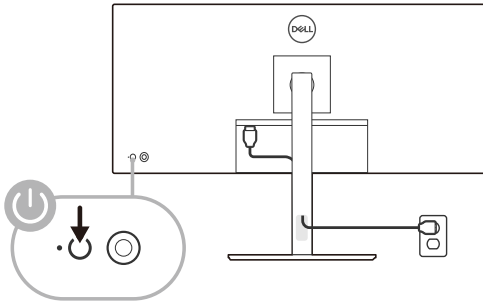
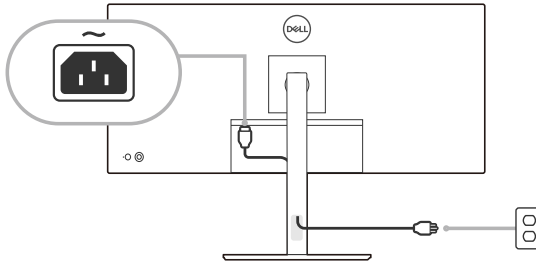
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## Overview

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, 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 or USB Type-C cable directly between the monitor and your computer. Do not use any other device between this connection.



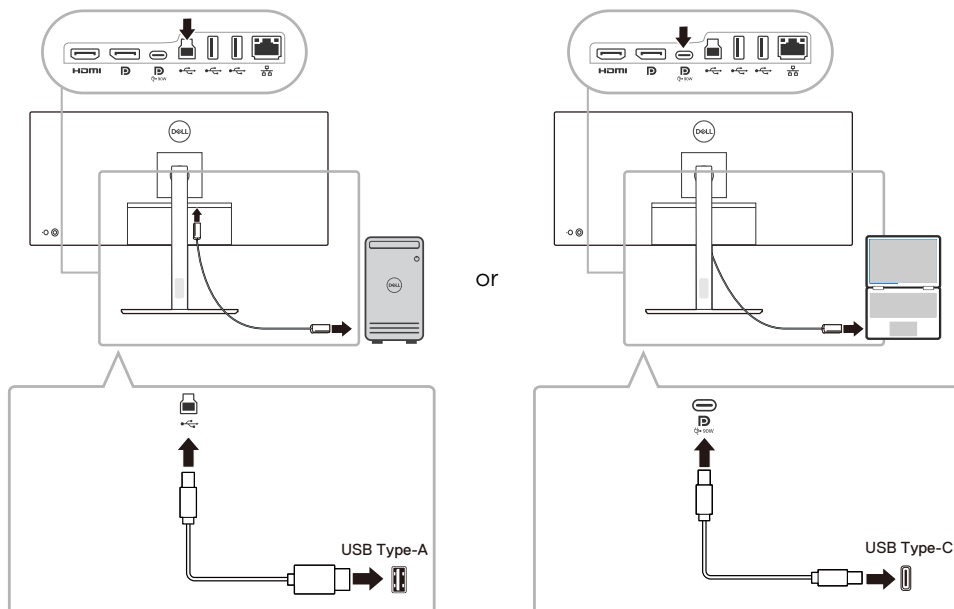
**NOTE:** Ensure that other USB cables and USB devices between the monitor and the computer are unplugged.



**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.



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



**NOTE:** Do not unplug the USB upstream cable or USB Type-C cable till the updating process finishes.




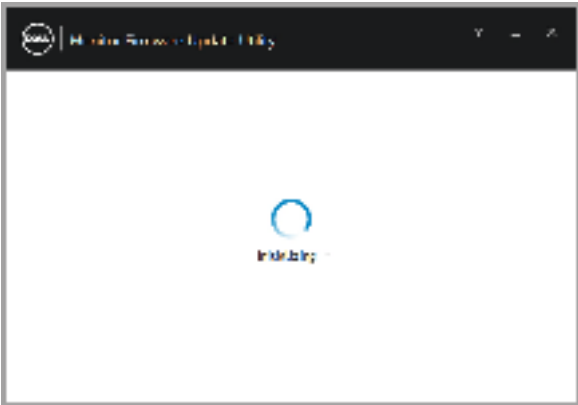
**NOTE:** Please disable sleep mode before you launch the firmware update.




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

# 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, please follow the on-screen instructions to restart 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 the update, refer to [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><li>• In <b>USB</b> of the OSD menu, make sure the USB port is set to the corresponding input signal.</li></ul>
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.