

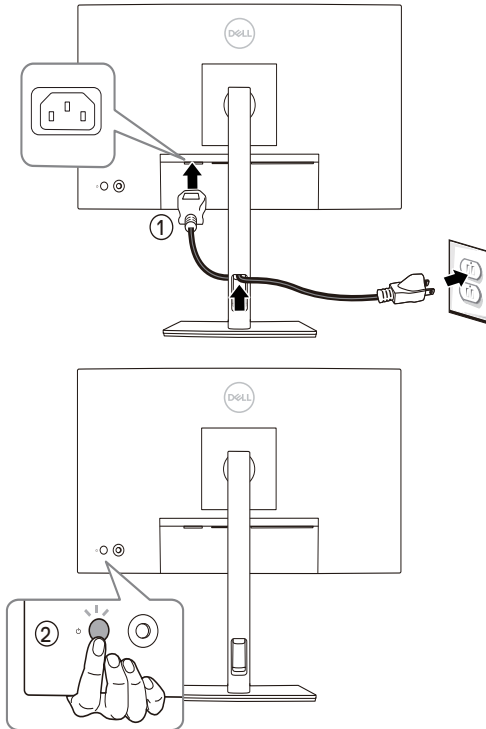
Firmware Update Instruction User's Guide

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, e.g. DisplayPort or HDMI, 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.



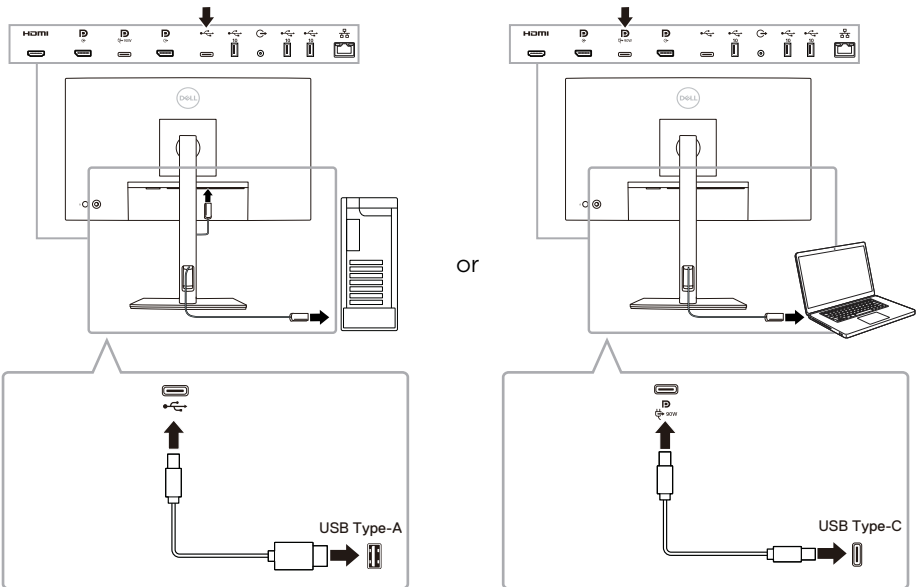
NOTE: Ensure that other USB cables and USB devices between the monitor and the computer are unplugged.



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 finishes.



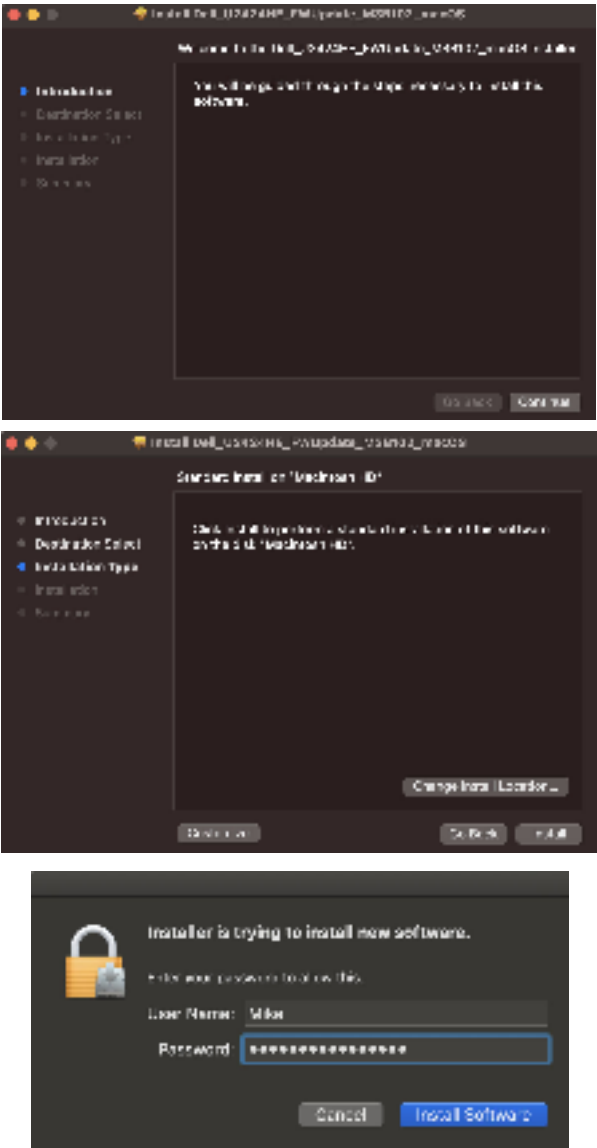
NOTE: Please disable sleep mode before you launch the firmware update.

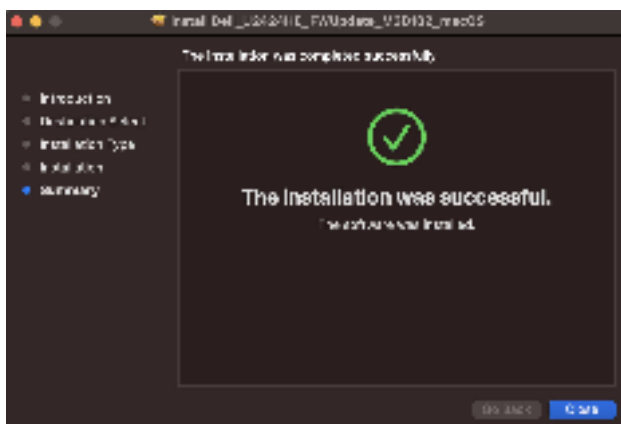


NOTE: Update one monitor at a time. Do not conduct firmware update on multiple monitors at a given time.

Installation

- 1 Download the pkg file (e.g. Dell_U2424HE_FWUpdate_M3B102_macOS.pkg) and double-click it to launch the installer.
- 2 Follow the installation steps and input the administrator password if required.

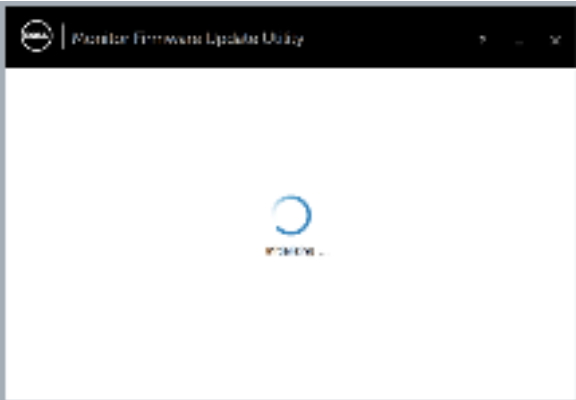




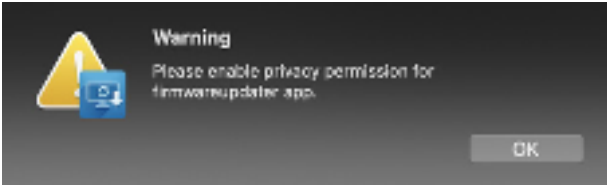
- 3 The **Firmware Update Utility** will be launched automatically after the installation completes.

Updating firmware

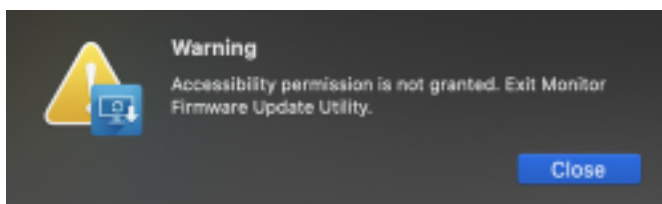
- 1 Initializing for device status.



- 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, 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 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: 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.
Flash erase error	
Update error	
Monitor firmware checksum error	
USB device inactive after new firmware installation.	
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.