

Firmware Update Instruction User's Guide

Overview

Firmware update tool is an application used to update monitor firmware.

Pre-requisites for firmware update

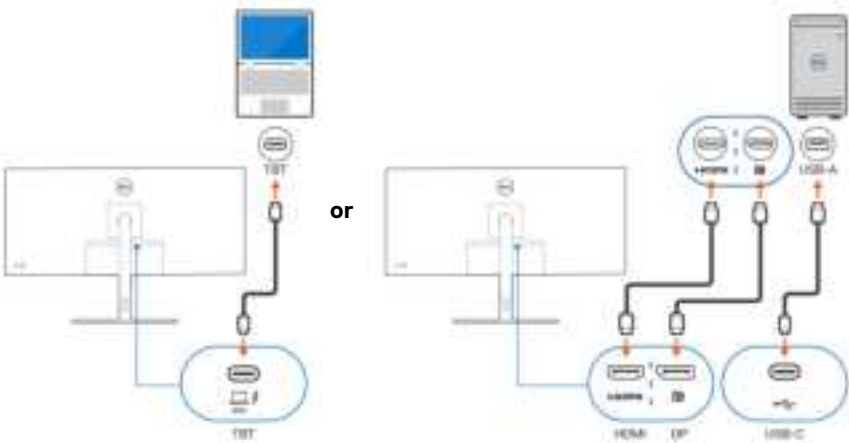
1. Connect the monitor to a power source, during the firmware update process.



NOTE: Ensure that all other video cables between the monitor and the computer are unplugged.

2. Connect the supplied Thunderbolt™ 4 passive cable between the monitor and your computer. Do not use any other device between this connection.

If you are not using a Thunderbolt™ 4-equipped computer, use the supplied DisplayPort or HDMI cable to connect the monitor and computer, and then connect the supplied USB Type-A to USB Type-C cable from your computer to the USB-C upstream port of the monitor.





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.



NOTE: Please disconnect the monitor when upgrading Docking firmware.



NOTE: For faster firmware update, use Thunderbolt™ 4 connection to the monitor if it is available. Ensure to select “Always Connect” in Thunderbolt™ software.

3. Exit Dell Display Manager (DDM) and Dell Color Management applications before conducting firmware update.



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



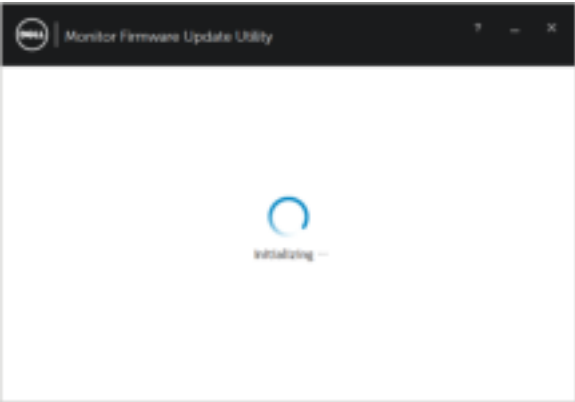
NOTE: Ensure to disable sleep mode before you launch the firmware update.



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

Updating the firmware

- 1. Double-click the ISP icon .
-  **NOTE:** Allow Firmware Updater.exe to make changes to your devices if “User Account Control” dialog pops up. It may require User to enter administrator password.
- 2. Initializing for device status.



- 3. The utility loads the firmware file automatically. Or, you can select your file manually by clicking  and navigate to the UPG firmware file.



4. Click **Update**.

The utility will start updating the new firmware.



5. Once update is complete, follow the on-screen instructions to re-start your monitor.



NOTE: Update takes up to 15 minutes. Do not power off or disconnect cable while updating.



NOTE: The monitor screen may blank and only show update progress bar while updating. Please wait and don't close the Monitor Firmware Update Utility.



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 Pre-requisites for firmware update 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.
Monitor firmware checksum error	3. Re-plug the power cord.
	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.