

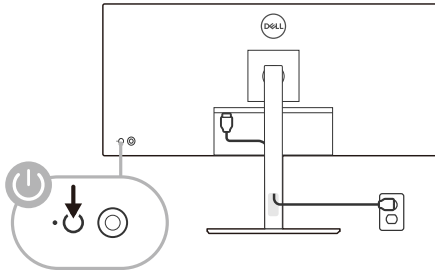
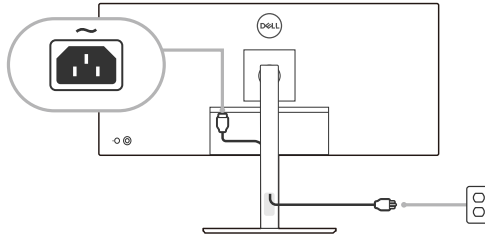
Firmware Update Instruction User's Guide

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.



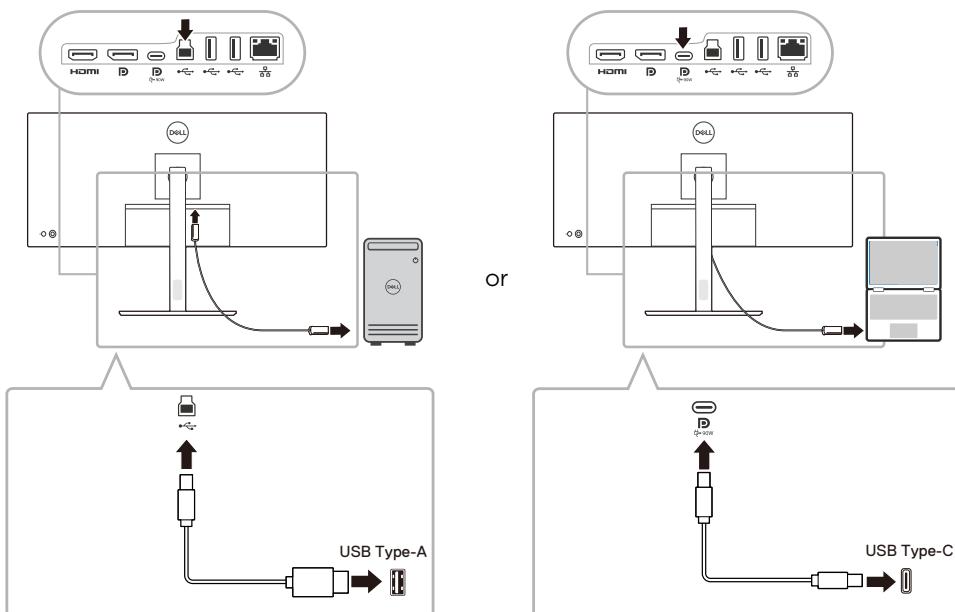
NOTE: Ensure that all other video cables between the monitor and the computer are unplugged.

- 3 Connect the USB upstream 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.



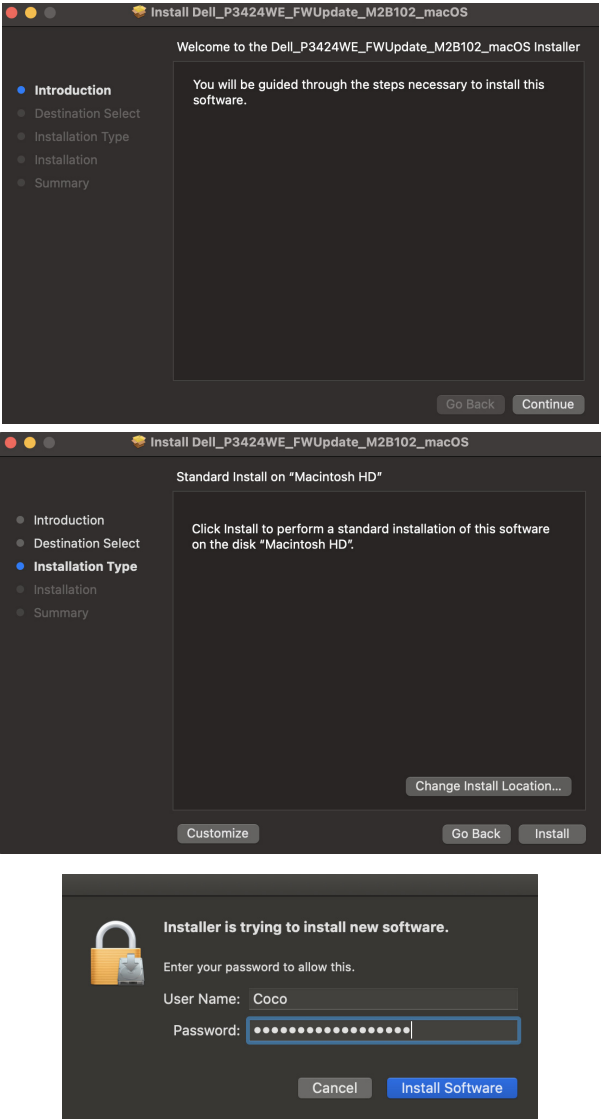
NOTE: Do not unplug the USB upstream cable or USB Type-C cable till the updating process finishes.

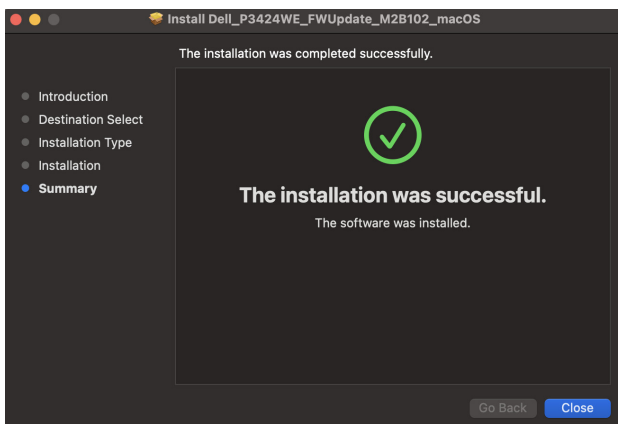
NOTE: Please disable sleep mode before you launch the firmware update.

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

Installation

- 1 Download the pkg file (e.g. Dell_P3424WE_FWUpdate_M2B102_macOS.pkg) and double-click it to launch the installer.
- 2 Follow the installation steps and input the administrator password if required.

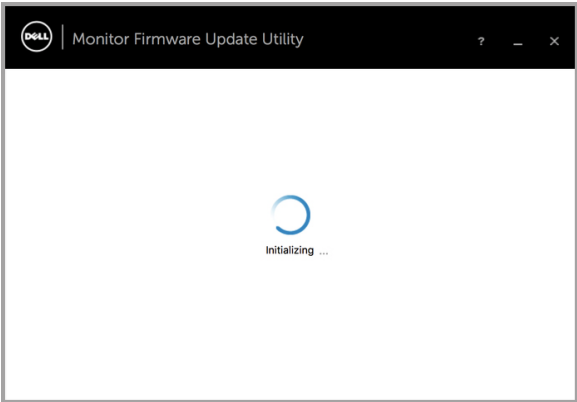




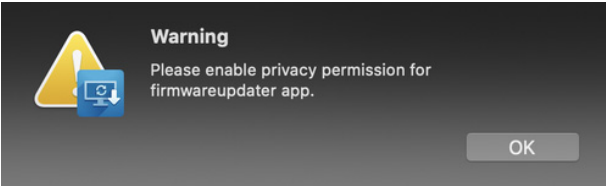
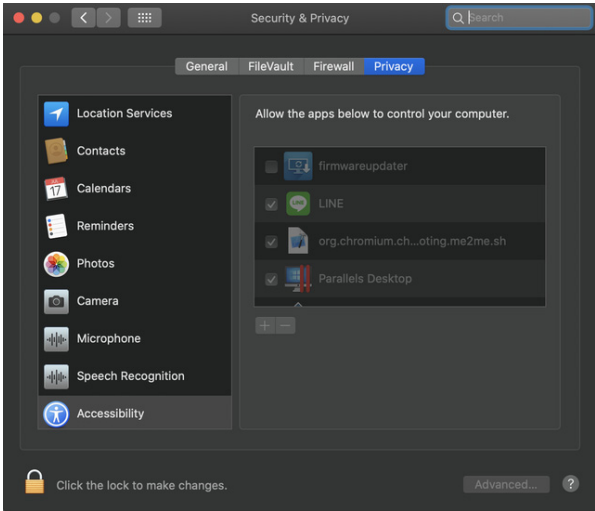
- 3 The **Firmware Update Utility** will be launched automatically after the installation completes.

Updating firmware

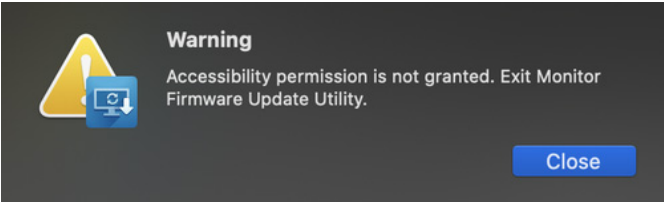
- 1 Initializing for device status.



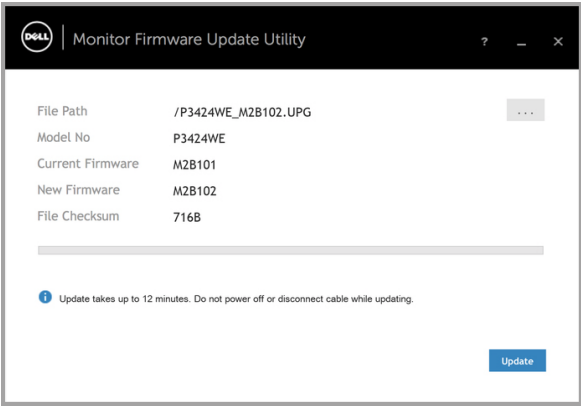
- 2 For macOS 10.15 Catalina or later versions, **Security & Privacy** setting dialogue is opened automatically. Please enable privacy permission for firmwareupdater.



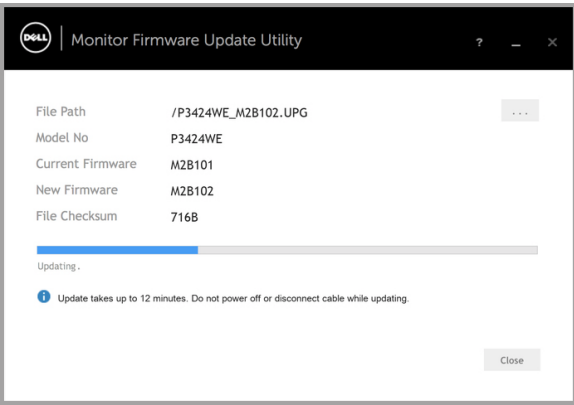
If **Accessibility** permission is not granted, the following message appears. Press **close** to exit firmwareupdater and monitor firmware update will not proceed.



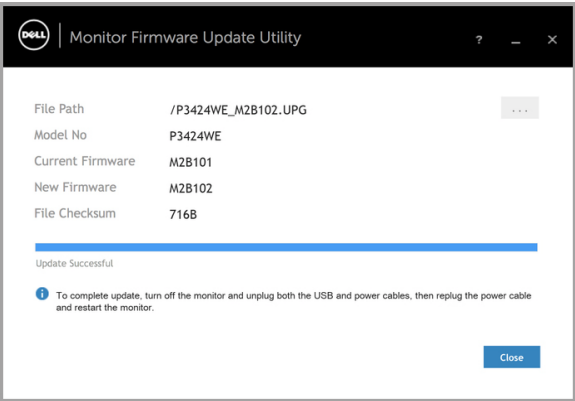
- 3 The utility will load the firmware file automatically. Or, you can select your file manually by clicking ... and navigating to the UPG firmware file.



- 4 Click **Update**. The utility will start updating the new firmware.



- 5 Once the updating process is completed, please follow the on-screen instructions to re-start 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 update, refer to [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. • In USB of the OSD menu, make sure the USB port is set to the corresponding input signal.
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.	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.