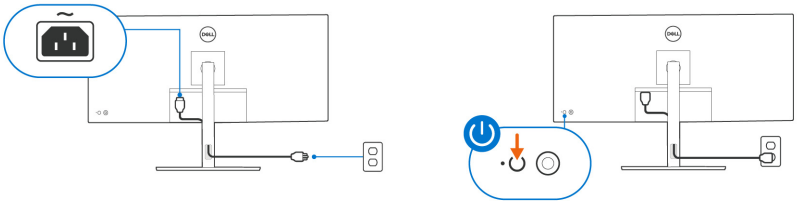
Firmware Update Instruction User's Guide

Overview

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

Pre-requisites for firmware update

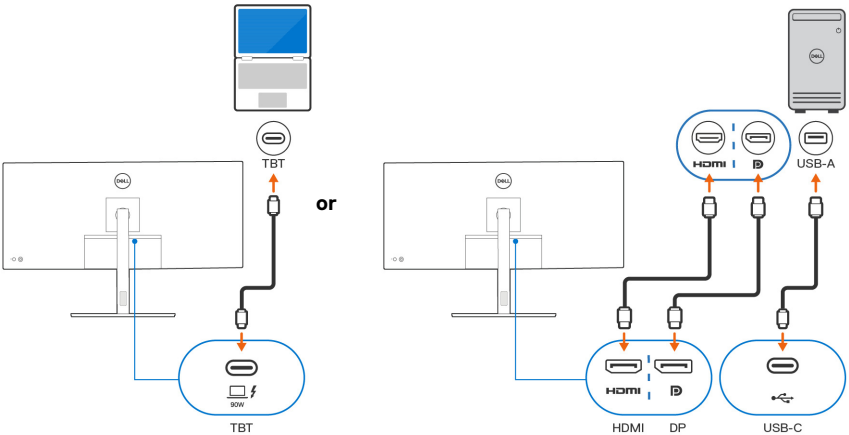
1. Connect the monitor to a power source, during the firmware update process.



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.

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

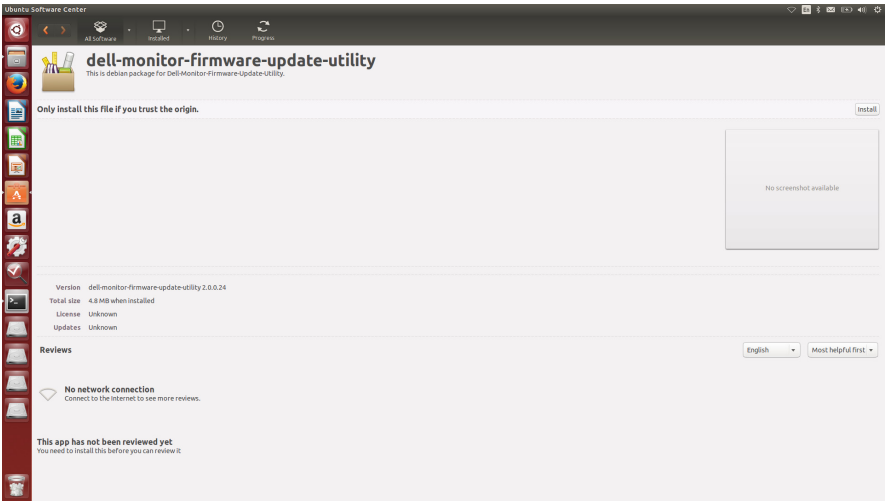
NOTE: Ensure to disable sleep mode before you launch the firmware update.

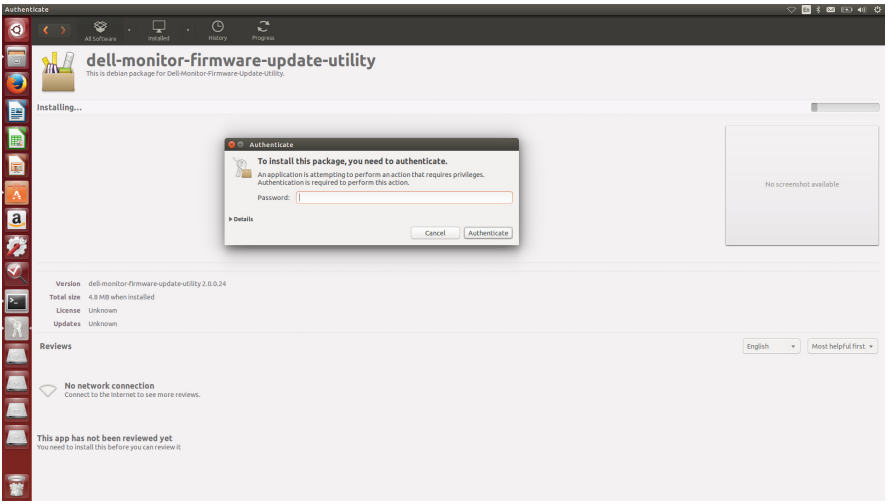
NOTE: Update one monitor at a time. Do not conduct firmware update on multiple monitors at a given time.

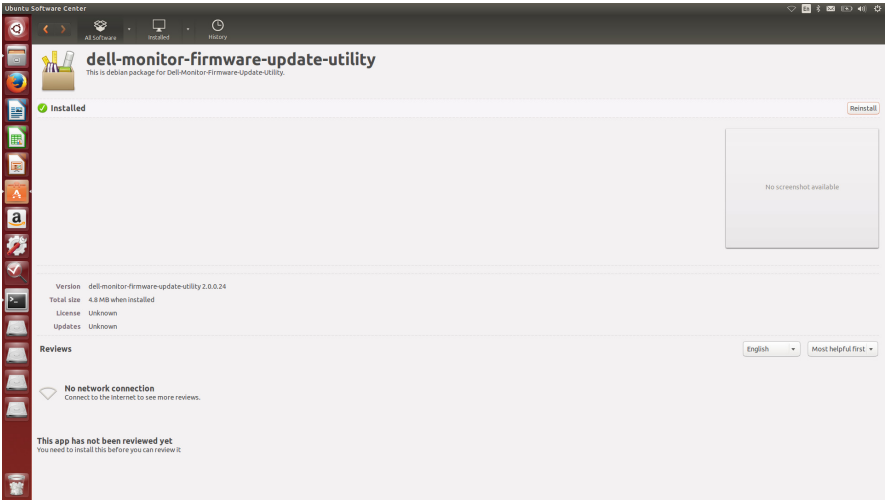
Installation

Installing through GUI

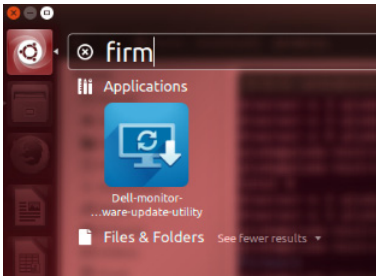
1. Double-click **deb file (for example, Dell_U3425WE_FWUpdate_M3B102_Ubuntu.deb)** on the desktop and then click the **Install** button in Ubuntu software center.



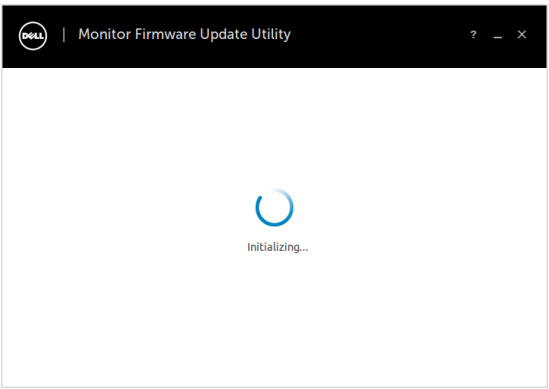




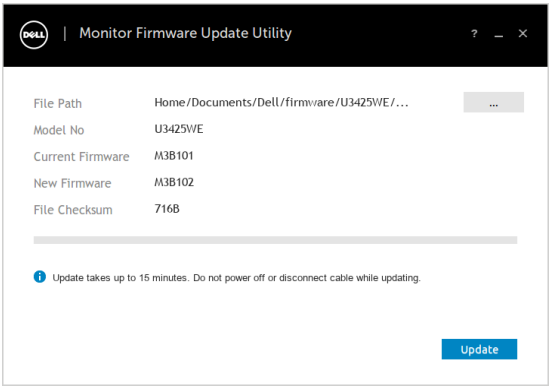
2. Execute firmware update tool using Ubuntu desktop.



3. Initializing for device status.

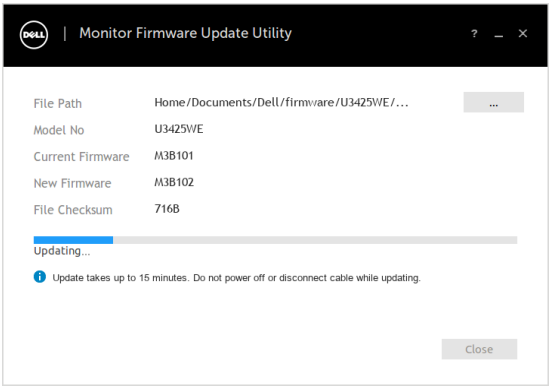


4. The utility loads the firmware file automatically. Or, you can select your file manually by clicking ... and navigate to the UPG firmware file.

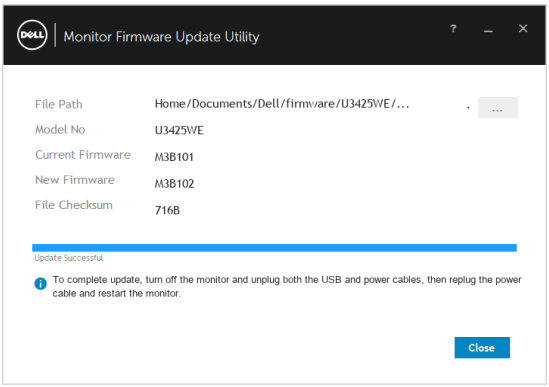


5. Click **Update**.

   The utility will start updating the new firmware.



6. 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.

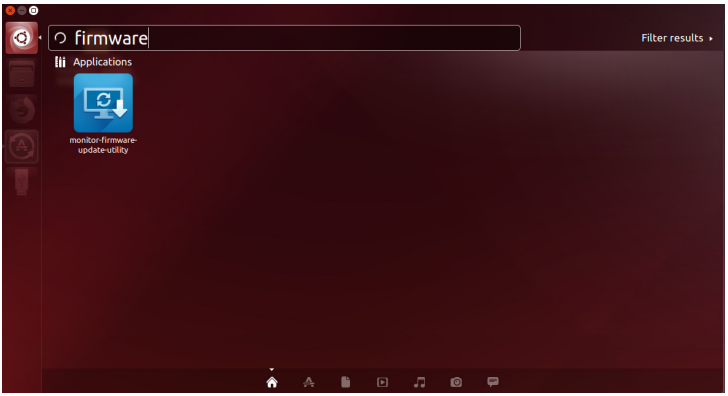
NOTE: If you experience problems during or after update, refer to Troubleshooting.

Installing through a command

1. Copy **deb file** (for example, **Dell_U3425WE_FWUpdate_M3B102_Ubuntu.deb**) to the desktop.
2. Open the terminal and input command.

   sudo dpkg -i filename (for example, sudo dpkg -i ~/Desktop/ **Dell_U3425WE_FWUpdate_M3B102_/Ubuntu.deb**)

3. Execute firmware update tool using Ubuntu desktop.



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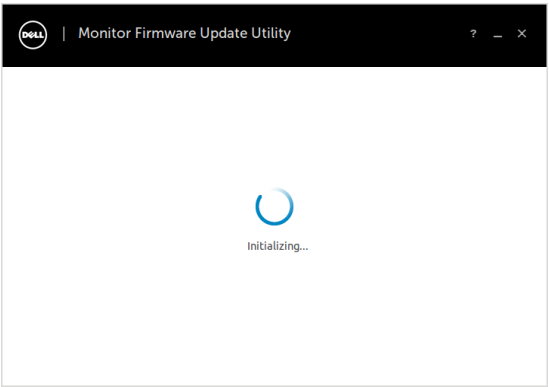

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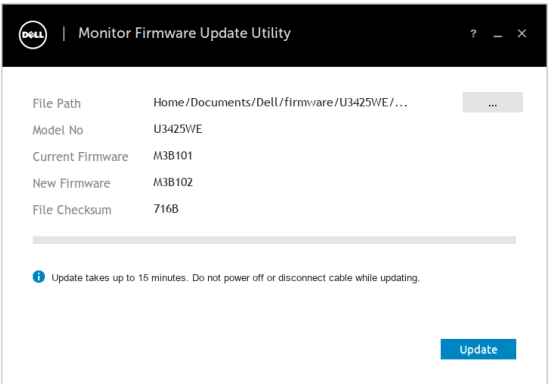

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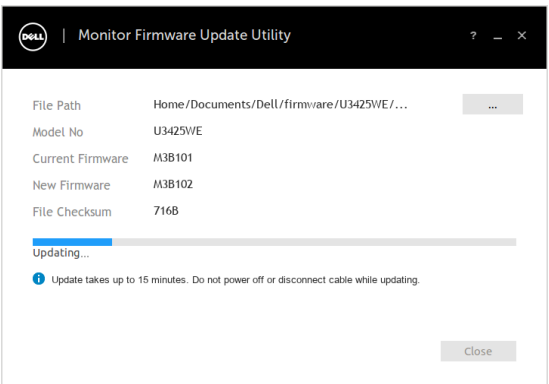

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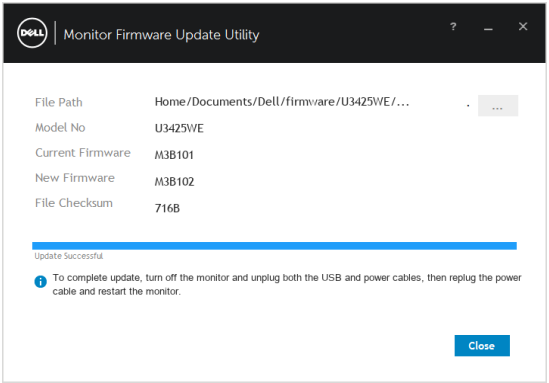

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NOTE: If you experience problems during or after update, refer to Troubleshooting.

Uninstall

1. Open the terminal and input command.

   sudo dpkg -P dell-monitor-firmware-update-utility

```
mark@qthwgh5public88:/autobuild1/mankim/workspace/isp_temp/dev/linux/firmware$ cd ..
mark@qthwgh5public88:/autobuild1/mankim/workspace/isp_temp/dev/linux$ cd ..
mark@qthwgh5public88:/autobuild1/mankim/workspace/isp_temp/dev$ sudo dpkg -P dell-monitor-firmware-update-utility
[sudo] password for mark:
(Reading database ... 231616 files and directories currently installed.)
Removing dell-monitor-firmware-update-utility (2.0.0.24) ...
do something after file remove
Purging configuration files for dell-monitor-firmware-update-utility (2.0.0.24) ...
do something after file remove
Processing triggers for fontconfig (2.12.6-0ubuntu2) ...
Processing triggers for gnome-menus (3.13.3-11ubuntu1.1) ...
Processing triggers for desktop-file-utils (0.23-1ubuntu3.18.04.1) ...
Processing triggers for mime-support (3.60ubuntu1) ...
mark@qthwgh5public88:/autobuild1/mankim/workspace/isp_temp/dev$
```

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.	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.