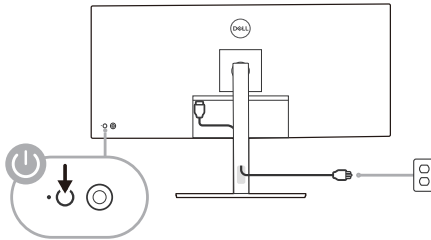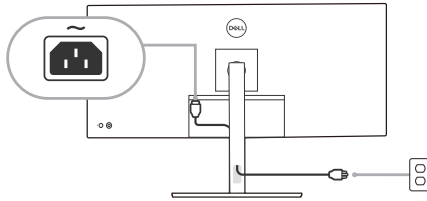# Firmware Update Instruction User's Guide

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 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.
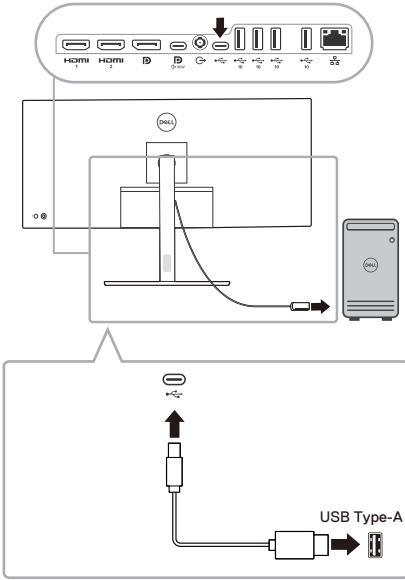
NOTE: Ensure that other USB cables and USB devices between the monitor and the computer are unplugged.
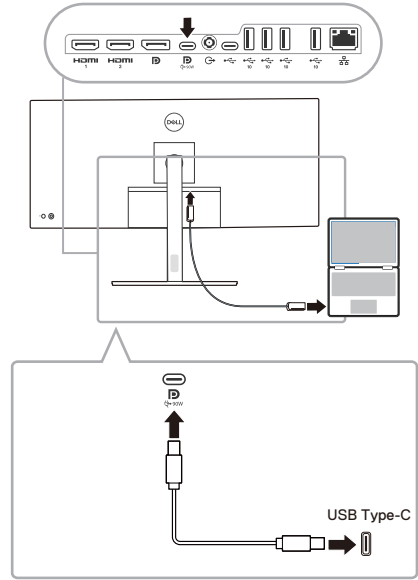
NOTE: Disconnect all other monitors from the notebook or desktop. This will ensure that only one display is connected while conducting firmware update.

NOTE: It is recommended to update the firmware with a notebook as the monitor screen may go blank during the firmware update process.

or

USB Type-A

USB Type-C

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

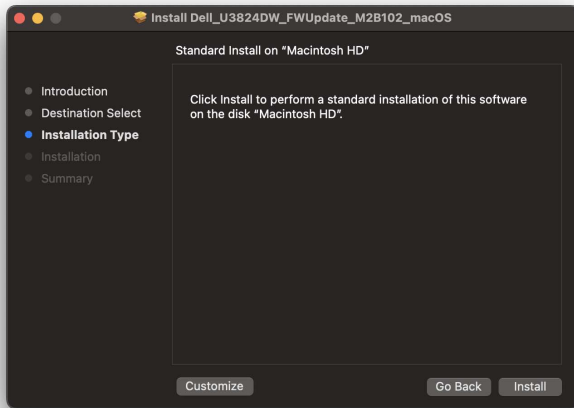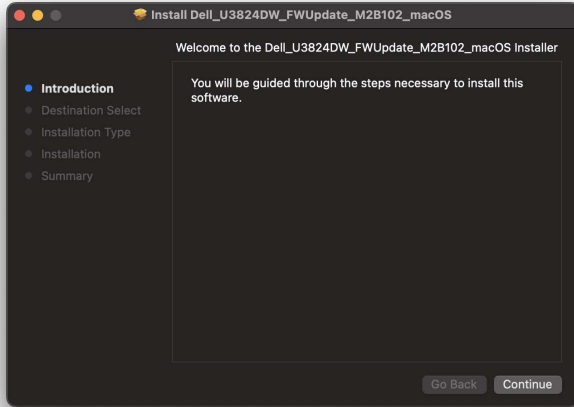**NOTE:** Do not unplug the cables till the updating process finishes.

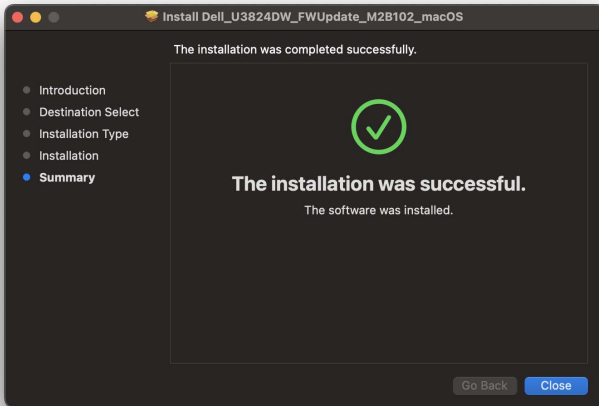**NOTE:** Please disable sleep mode before you launch the firmware update.

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_U3824DW_FWUpdate_M3B102_macOS.pkg) and double-click it to launch the installer.

2 Follow the installation steps and input the administrator password if required.

Installer is trying to install new software.

Enter your password to allow this.

User Name: Mike

Password: ●●●●●●●●●●●●●●●

Cancel   Install Software

Install Dell_U3824DW_FWUpdate_M2B102_macOS

The installation was completed successfully.

- Introduction
- Destination Select
- Installation Type
- Installation
- **Summary**

The installation was successful.

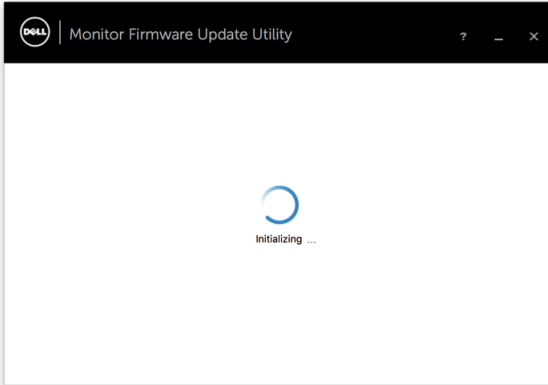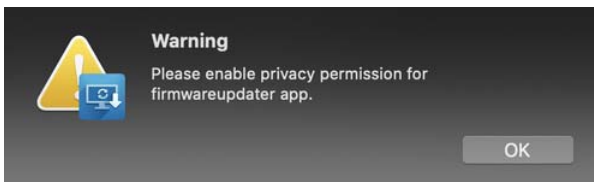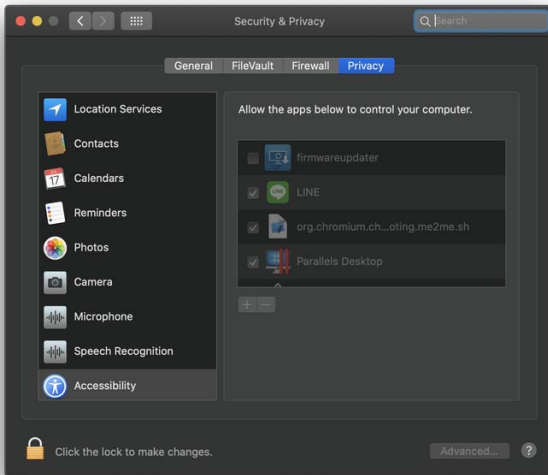The software was installed.

Go Back   Close

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

Updating firmware
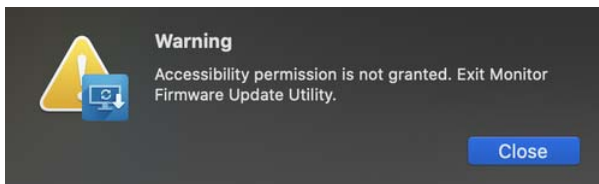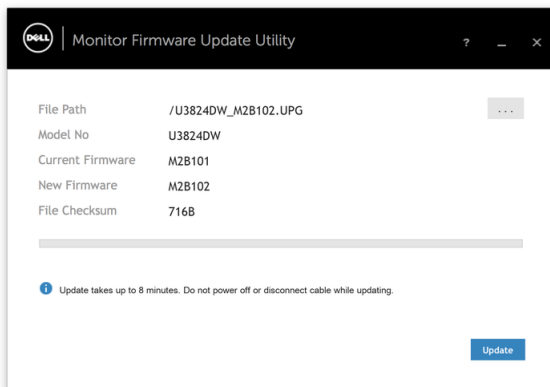
1   Initializing for device status.

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

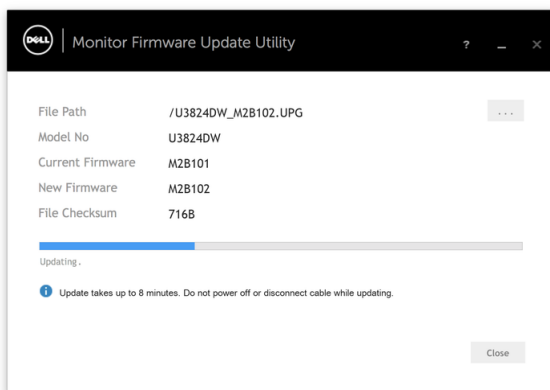If **Accessibility** permission is not granted, the following message appears. Press **close** to exit firmwareupdater and monitor firmware update will not proceed.
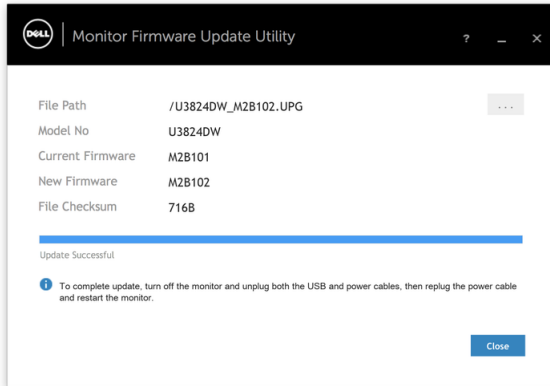

3 The utility will load the firmware file automatically. Or, you can select your file manually by clicking […] and navigating to the UPG firmware file.

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.

![Monitor Firmware Update Utility window showing File Path /U3824DW_M2B102.UPG, Model No U3824DW, Current Firmware M2B101, New Firmware M2B102, File Checksum 716B, Update Successful]

> **NOTE:** Update takes up to 8 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.
Write protection error Flash erase error Update error Monitor firmware checksum 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.
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. |