

# Firmware Update Instruction

## Firmware Update Pre-requisites

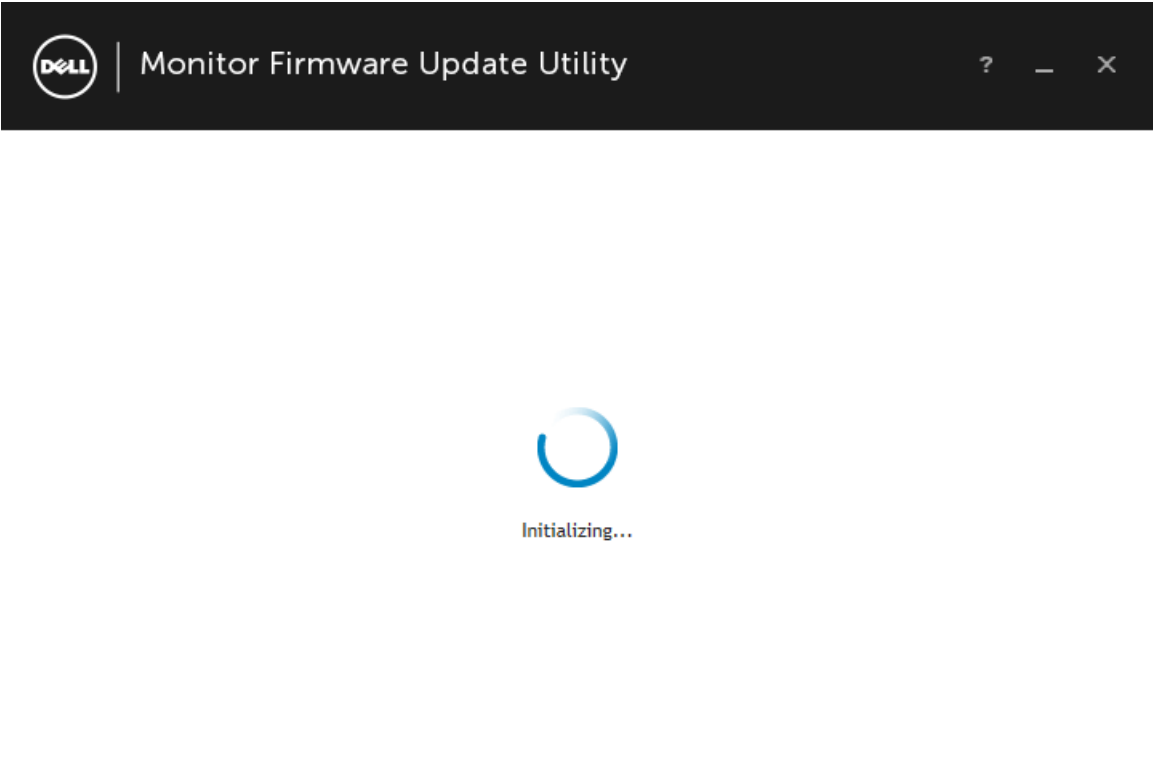
1. The monitor must be connected to a power source during the firmware updating process.
2. The USB upstream cable needs to be connected between the monitor and your computer.



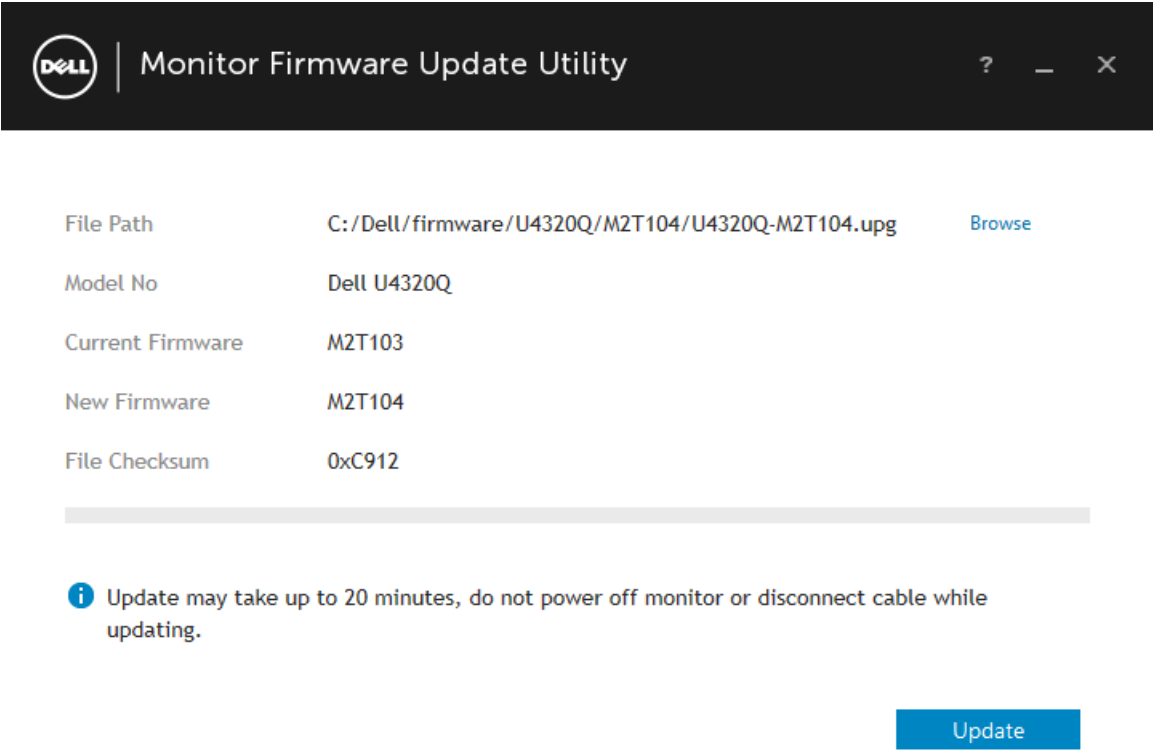
3. **Caution:** Do not unplug the USB upstream cable till the updating process finishes.  
**Note:** The entire updating process will take five to six minutes.

# Updating firmware


- 1. Initializing for device status.



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




3. Click **Update**. The update utility will prepare the monitor configuration for update.

 | Monitor Firmware Update Utility?—×


File Path	C:/Dell/firmware/U4320Q/M2T104/U4320Q-M2T104.upg	<a href="#">Browse</a>
Model No	Dell U4320Q	
Current Firmware	M2T103	
New Firmware	M2T104	
File Checksum	0xC912	

Updating..

 Update may take up to 20 minutes, do not power off monitor or disconnect cable while updating.


Close

4. The utility will start updating the new firmware.

 | Monitor Firmware Update Utility?—×


File Path	C:/Dell/firmware/U4320Q/M2T104/U4320Q-M2T104.upg	<a href="#">Browse</a>
Model No	Dell U4320Q	
Current Firmware	M2T103	
New Firmware	M2T104	
File Checksum	0xC912	

Updating...

 Update may take up to 20 minutes, do not power off monitor or disconnect cable while updating.


Close

5. Once updating is finished, the utility will verify the update.

 | Monitor Firmware Update Utility?—×


File Path	C:/Dell/firmware/U4320Q/M2T104/U4320Q-M2T104.upg	<a href="#">Browse</a>
Model No	Dell U4320Q	
Current Firmware	M2T103	
New Firmware	M2T104	
File Checksum	0xC912	

Updating..

 Update may take up to 20 minutes, do not power off monitor or disconnect cable while updating.


Close

6. Once the updating process is completed, please follow the on-screen instructions to re-start your monitor.

 | Monitor Firmware Update Utility?—×

File Path	C:/Dell/firmware/U4320Q/M2T104/U4320Q-M2T104.upg	<a href="#">Browse</a>
Model No	Dell U4320Q	
Current Firmware	M2T103	
New Firmware	M2T104	
File Checksum	0xC912	

Update Successful

 To complete update, turn off monitor, replugin power cord, turn on monitor.

Close

# Troubleshooting

If you experience problems during update, see the following troubleshooting tips.

Errors	Possible Solutions
File permission error	<ul style="list-style-type: none"><li>• Try saving the firmware file in another location.</li><li>• Check if the firmware file has read permission.</li><li>• Check if you have owner rights for the the firmware file.</li><li>• Or, run this utility with administrator privileges.</li></ul>
Monitor not detected	Follow " <b>Firmware Update Pre-requisites</b> " to check if the power and USB cables are properly connected to your computer.
Write protection error	Re-try updating with the following steps: <ol style="list-style-type: none"><li>1. Close the Monitor Firmware Update Utility.</li><li>2. Turn off the monitor.</li><li>3. Re-plug the power cord.</li><li>4. Turn on the monitor.</li><li>5. Try updating again with the Monitor Firmware Update Utility.</li></ol>
Flash erase error	
Update error	
Monitor firmware checksum error	