

TBT3-UDZ firmware update procedure (VIA USB hub models)

The following procedure describes how to update the Realtek DisplayPort MST hub firmware within a Plugable TBT3-UDZ docking station (with internal VIA USB hubs) using a Windows host PC

***** Please be sure to follow all of the steps within this procedure precisely. *****

***** The firmware update process cannot be performed using a Mac *****

1. Disconnect any devices other than the Plugable TBT3-UDZ docking station from the host computer, and keep them disconnected until this process is complete.
2. Disconnect all of the external devices from the TBT3-UDZ docking station. This includes all USB devices, video cables, etc. The only connections that should remain connected are the docking station's power adapter and the Thunderbolt 3 cable.
3. Ensure that the TBT3-UDZ docking station is connected to a Thunderbolt 3 or Thunderbolt 4 port within a host computer running Windows 10 or Windows 11.
4. Download the firmware update .ZIP file → https://media.plugable.com/downloads/drivers/products/tbt3-udz/tbt3-udz_b0_firmware_via_hub.zip to your computer and extract the contents (the contents must be extracted for the process to work)
5. From within the extracted folder, right-click on the file named, 'ReadVersion.bat' and select 'Run as administrator' from the context menu that appears.

***** This batch file will establish communication with the docking station, and determine whether the current firmware versions can be read. This process must be successfully completed in order to complete the firmware update. *****

6. Click 'Yes' to any prompts from Windows User Account Control that appear to allow the process to continue.

7. The 'ReadVersion.bat' file will detect the presence of the TBT3-UDZ dock, and if detected will report success in reading the internal firmware versions, similar to the example below:

```
Administrator: Command Prompt - ReadVersion.bat
C:\TBT3-UDZ_b0_firmware_updates\For_units_with_VIA_USB_hubs>ReadVersion.bat
*****
Tortilla RTD2184 & RTD2142S Read Version Start
*****
-----
Device#1
Device type           : RTD2184
Switch to RTD2184...
Switch to RTD2184 success.
Read RTD2184 FW Version...
[InstalledFWVersion]
FWReadResult=Success
ProjectID=184
FWVersion=a
FWSubVersion=1
-----
Device#2
Device type           : RTD2142S-1
Switch to RTD2142S-1...
Switch to RTD2142S-1 success.
Read RTD2142S-1 FW Version...
[InstalledFWVersion]
FWReadResult=Success
ProjectID=142
FWVersion=a
FWSubVersion=1
-----
Device#3
Device type           : RTD2142S-2
Switch to RTD2142S-2...
Switch to RTD2142S-2 success.
Read RTD2142S-2 FW Version...
[InstalledFWVersion]
FWReadResult=Success
ProjectID=142
FWVersion=a
FWSubVersion=1
-----
*****
Tortilla RTD2184 and RTD2142S Read Version End
*****
Press any key to continue . . .
```

8. If the 'ReadVersion' process does NOT work or does NOT report 'Success', please stop here and consult your Pluggable support representative for assistance.

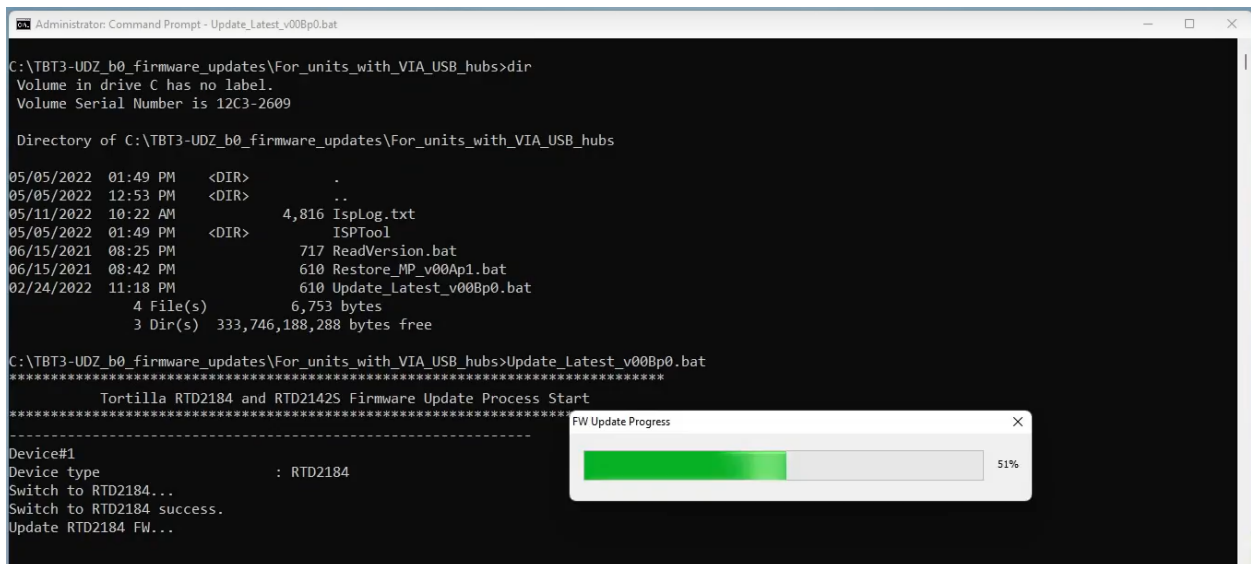
9. If the 'ReadVersion' process is successful, press any key to end the detection process.

10. From within the extracted folder, right-click on the file named, 'Update_Latest_v00Bp0.bat' and select 'Run as administrator' from the context menu that appears.

***** This batch file will actually perform the firmware update *****

11. Click 'Yes' to any prompts from Windows User Account Control that appear in order to allow the process to continue.

12. The 'Update_Latest_v00Bp0.bat' file will start the firmware update process, similar to the example below:



13. The firmware update process will take a few moments to complete. Once the process has completed, you should see a 'Success' result, similar to the example below:

```
C:\TBT3-UDZ_b0_firmware_updates\For_units_with_VIA_USB_hubs>Update_Latest_v00Bp0.bat
*****
Tortilla RTD2184 and RTD2142S Firmware Update Process Start
*****
-----
Device#1
Device type           : RTD2184
Switch to RTD2184...
Switch to RTD2184 success.
Update RTD2184 FW...
Update to RTD2184 success.
-----
Device#2
Device type           : RTD2142S-1
Switch to RTD2142S-1...
Switch to RTD2142S-1 success.
Update RTD2142S-1 FW...
Update to RTD2142S-1 success.
-----
Device#3
Device type           : RTD2142S-2
Switch to RTD2142S-2...
Switch to RTD2142S-2 success.
Update RTD2142S-2 FW...
Update to RTD2142S-2 success.
-----
*****
Tortilla RTD2184 and RTD2142S Firmware Update Process End
*****
Press any key to continue . . .
```

14. Press any key to close the update window.

15. Once the firmware update is complete, please disconnect the docking station from the host computer and disconnect the docking station's power adapter so that the unit turns off completely.

16. Wait 30 seconds, and then reconnect the power to the docking station..

17. Reconnect all of the external devices to the docking station (USB devices, video cables) that were disconnected in step #2.

18. Reconnect the docking station to the host computer.

***** Once all of the steps above have been completed, then the firmware update process is complete *****