

# TBT4-UDZ Firmware Update Guide

The following procedure describes how to update the Realtek RTD2188 DisplayPort MST hub chipset firmware to version **800/3800** within a [Plugable TBT4-UDZ docking station](#) using a Windows host PC.

## Please note:

1. The firmware update process cannot be performed using a Mac, or systems running Linux. If you do not have access to a compatible Windows system to perform the firmware update please contact us at [support@plugable.com](mailto:support@plugable.com) for assistance.
2. At this time updating to the latest firmware is a one-way process and the dock cannot be reflashed to the previous firmware version. If you have multiple docking stations it is highly recommended to update one docking station for validation testing first, prior to updating multiple docks.
3. Updating the dock firmware will not help with other non-video related issues, if experiencing other issues please contact us at [support@plugable.com](mailto:support@plugable.com) and we'll be happy to assist.

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

1. Disconnect any devices other than the Plugable TBT4-UDZ docking station from the host computer, and keep them disconnected until this process is complete.
2. Disconnect all of the external devices connected to the TBT4-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 4 cable.
3. Ensure that the TBT4-UDZ docking station is connected to a Thunderbolt 3, Thunderbolt 4, Thunderbolt 5, or USB4 port on the host computer running Windows 10 or Windows 11. (Standard USB-C systems may also support the update process if they support USB-C DisplayPort Alternate Mode.)
4. Download the firmware update .ZIP file:  
[https://media.plugable.com/downloads/drivers/products/tbt4-udz/tbt4-udz\\_rtd2188\\_updated\\_firmware\\_v800\\_3800.zip](https://media.plugable.com/downloads/drivers/products/tbt4-udz/tbt4-udz_rtd2188_updated_firmware_v800_3800.zip)
5. Extract the .ZIP file contents to a folder on the host computer's local disk drive.

## Please note:

- **Do not** attempt to run the update application from within the .ZIP file, it **must** be extracted first.

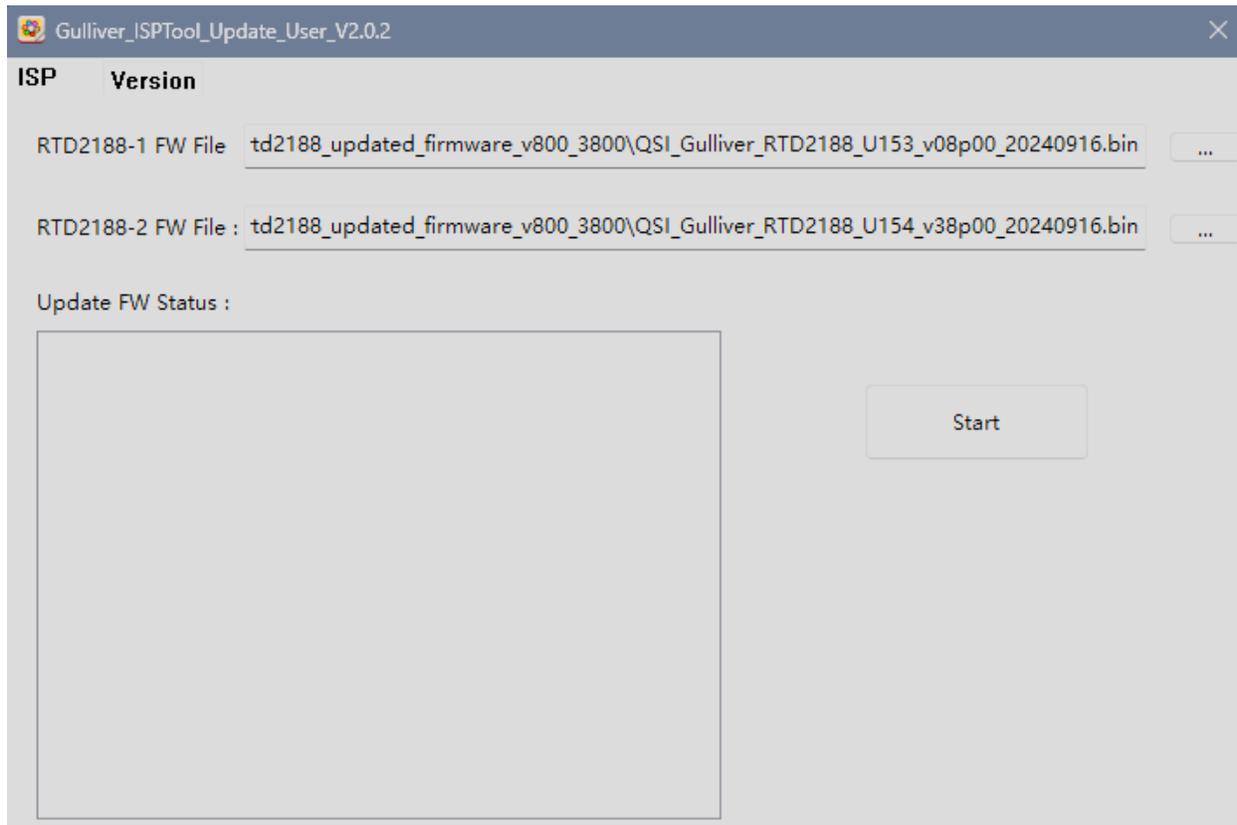
- The update application **should not** be run over a network shared drive, please ensure that the file is extracted to the host system **locally**.

6. Run the "Gulliver\_ISPTool.exe" update application that was extracted from the.ZIP file earlier. When/if prompted by Windows UAC (User Account Control) to run the application, please allow.

7. Once the update application has launched, to proceed updating to the latest firmware you must now select the two firmware .BIN files to be flashed:

1. For the "**RTD2188-1 FW File**" choose the:  
"QSI\_Gulliver\_RTD2188\_U153\_v08p00\_20240916.bin"
2. For the "**RTD2188-2 FW File**" choose the:  
"QSI\_Gulliver\_RTD2188\_U154\_v38p00\_20240916.bin"

Example of selected .BIN files:



8. After selecting the two files to be flashed, press "Start".

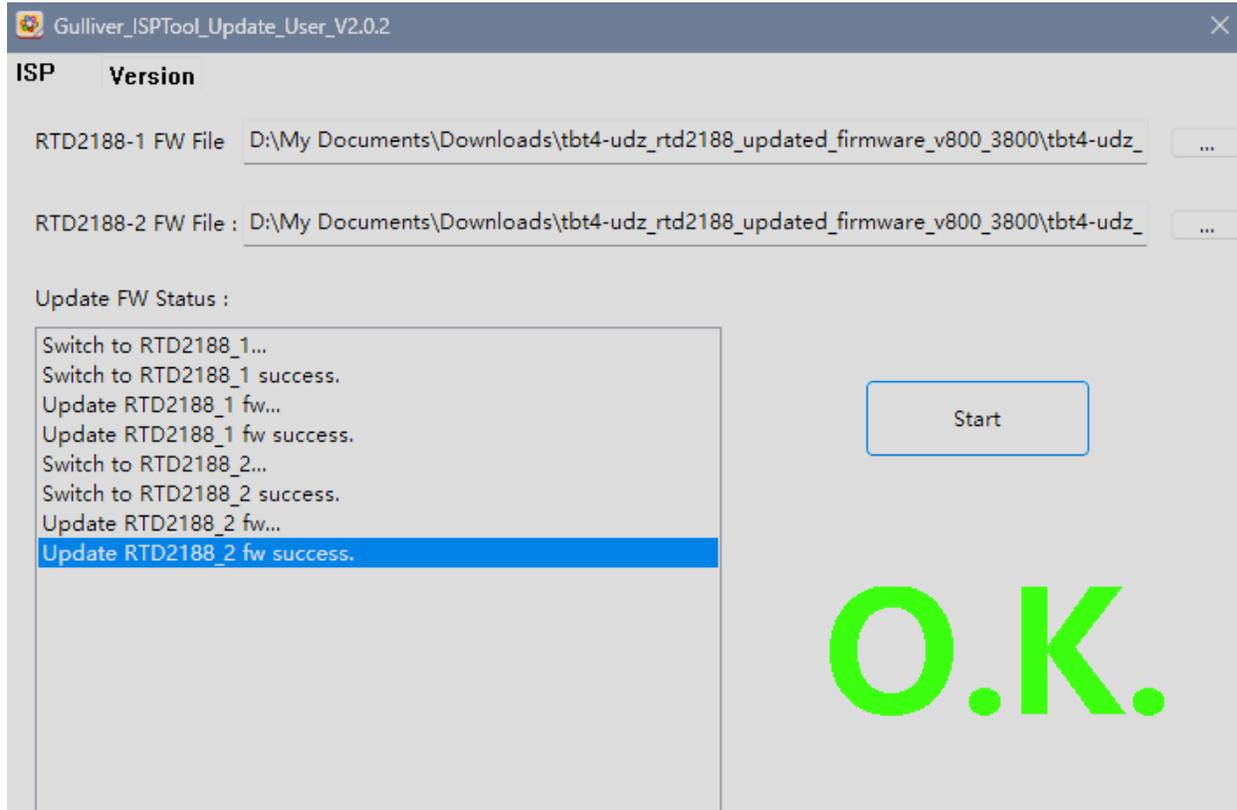
**Please note:**

- The update process may take from 10 to 20 minutes for each firmware file.
- **Do not** interrupt the update process or the dock may be rendered unusable.

If the process does not complete please contact us at [support@plugable.com](mailto:support@plugable.com) for assistance.

**9.** When the process completes you should see “O.K.” in green, please close the firmware update application.

Example of completed update:



**10.** Power cycle the dock via these steps:

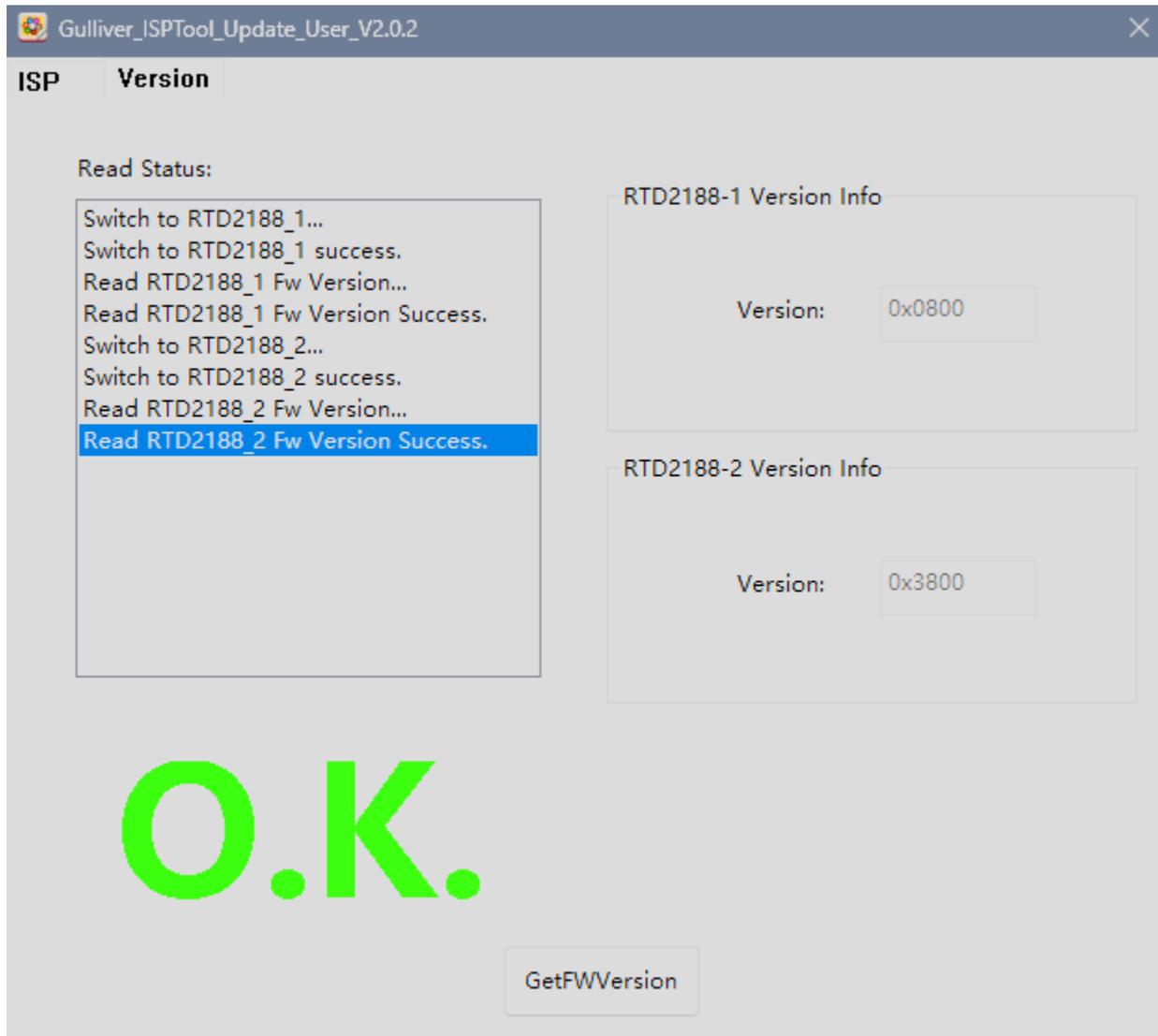
1. Unplug the Thunderbolt cable and power cable from the dock so that it turns off completely.
2. Wait approximately 30 seconds.
3. Reconnect the power cable to the dock first then reconnect the Thunderbolt 4 cable last.

**11.** Run the "Gulliver\_ISPTool.exe" update application once more.

**13.** Click on the "Version" tab and click the "GetFWVersion" button at the bottom. You may see additional Windows UAC prompts, if so please allow.

**13.** If you see versions “0x0800” and “0x3800” under “Version Info” on the right then the updates were successful, when you see “O.K.” you may now close the update application.

Example of successful firmware update:



**14.** If the reported version info does not match the expected “0x0800” and “0x3800” please contact us at [support@plugable.com](mailto:support@plugable.com) for assistance. If able, please take note of the version numbers if they are different from the above, as this will help us to determine the next steps.

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

**16.** The firmware update process is complete.