Plugable TBT4-UDZ Firmware Update Procedure
GUI Version - October 2026

The following procedure describes how to update the USB hub firmware and DisplayPort Multi-Stream Transport hub firmware (hereafter DP-MST) within a Plugable TBT4-UDZ docking station using a Windows host computer and graphical user interface (GUI) application.

***** 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 physical 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 from the TBT4-UDZ docking station. This includes all USB devices, video cables, etc. The only connections that should remain 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 or USB-C port within a host computer running Windows 10 or Windows 11.

***** The update process cannot be completed using a Mac. *****

4. Download the firmware update utility .ZIP file → https://media.plugable.com/downloads/drivers/products/tbt4-udz/plugable_tbt4-udz_firmware_update_utility_20261029.zip to your computer and extract the contents.

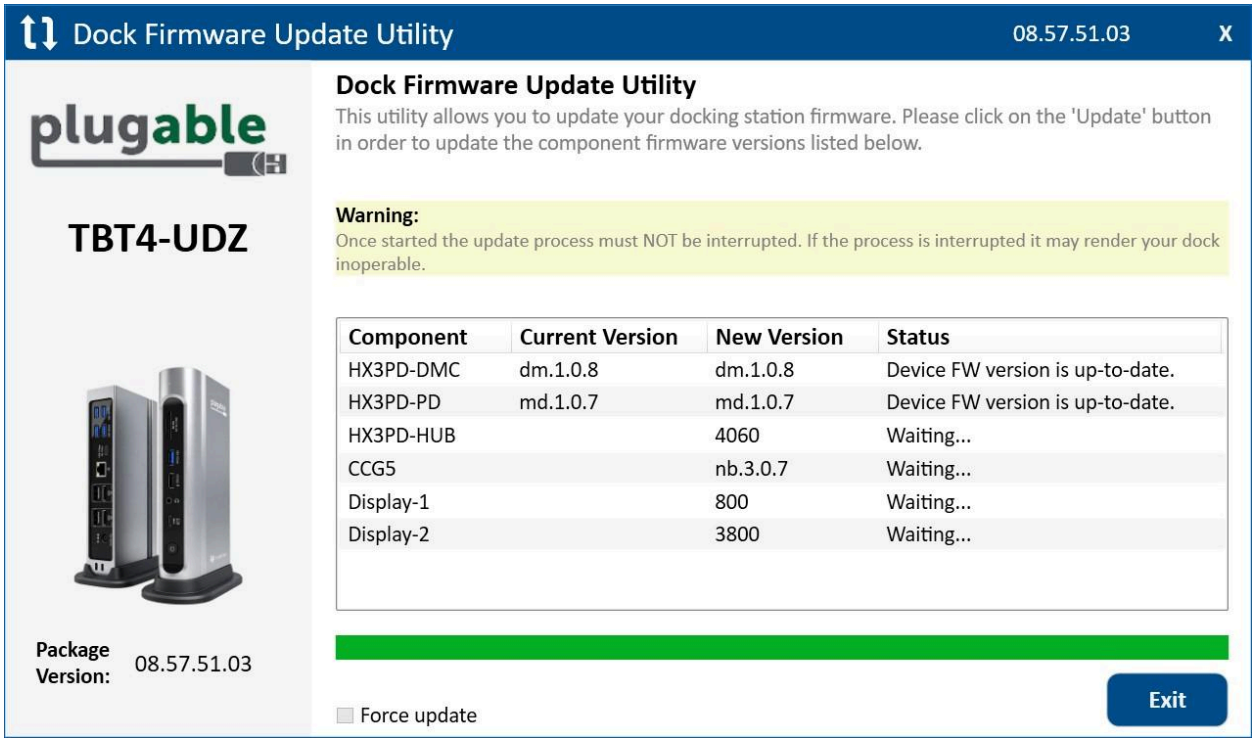
***** The contents must be extracted in order for the process to work *****

5. Double-click on the extracted executable file in order to start the process.

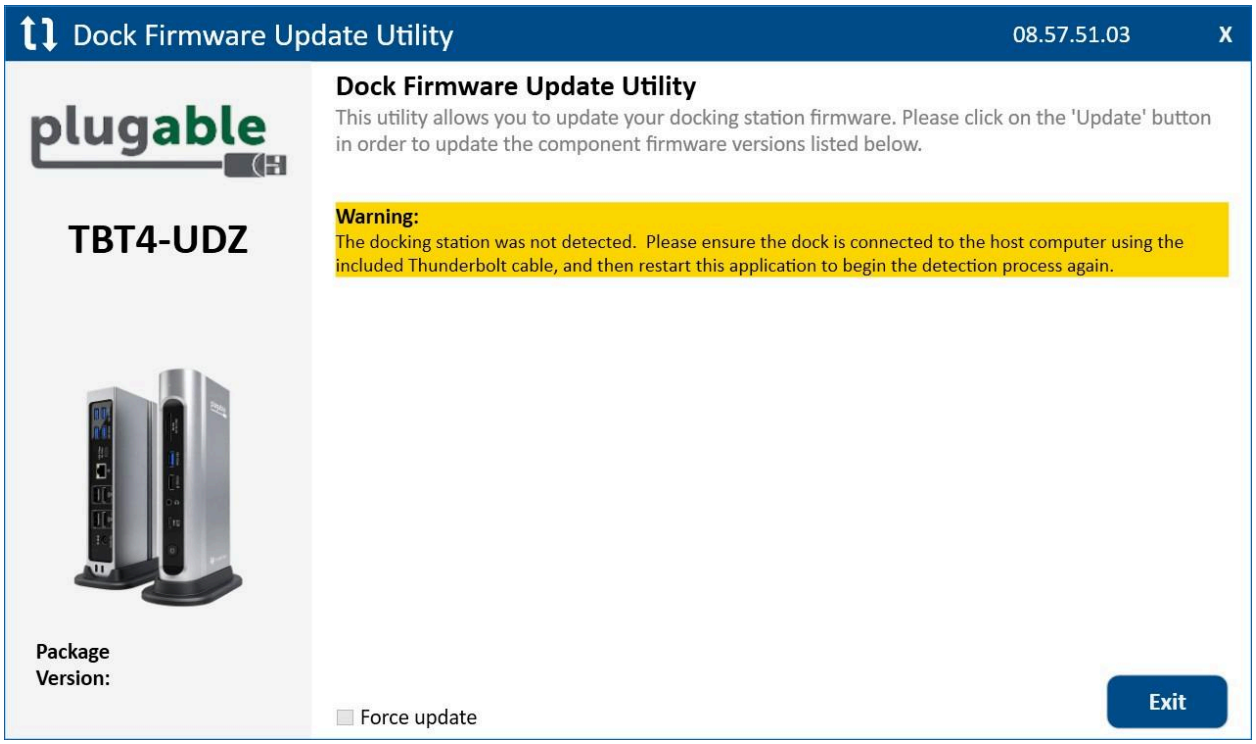
***** NOTE - This application is unsigned, so you may see an alert from Windows stating this fact. This condition is expected. *****

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

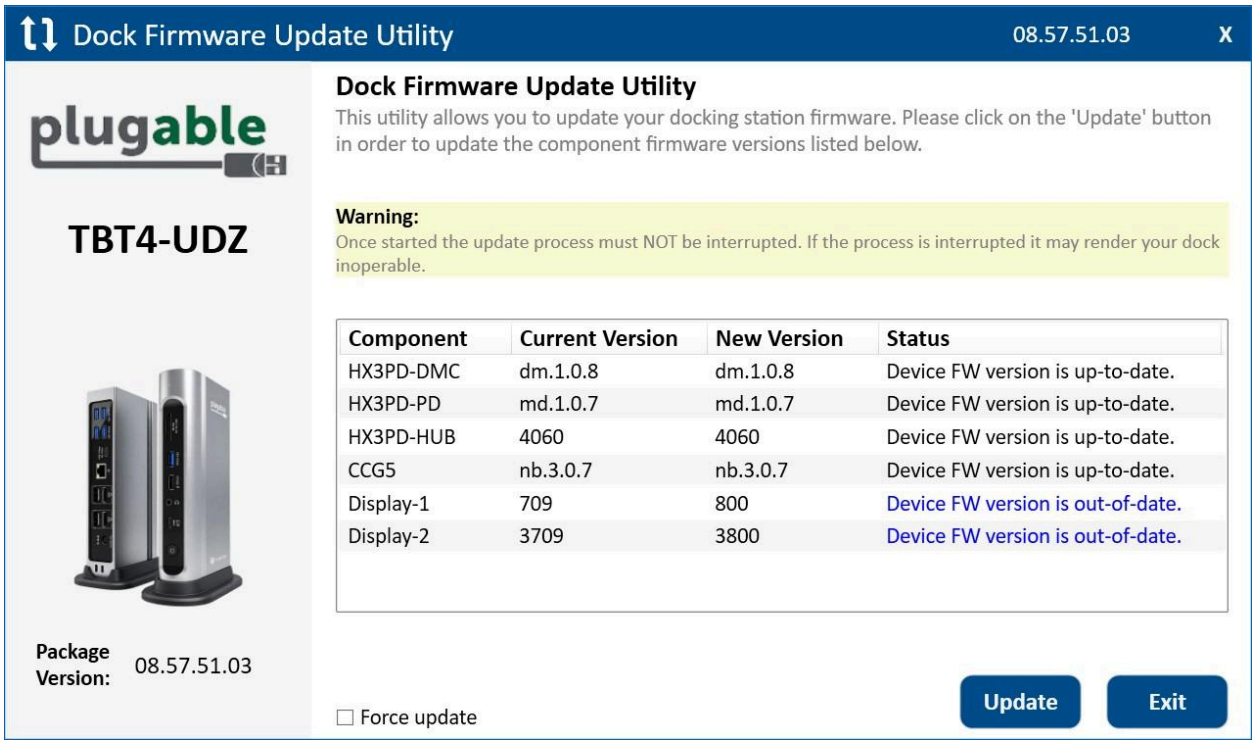
7. The main application window will appear, and will automatically read the current versions of both the USB hub firmware and DP-MST hub firmware, similar to the example below:



Note - the application will inform you if the TBT4-UDZ is not being detected, similar to the example below:



8. Once the TBT4-UDZ has been detected and the current firmware versions have been determined, the application will notify you which firmware versions (if any) require updates, similar to the example below:



9. Click the ‘Update’ button in order to initiate the required firmware updates.

Note - Please be aware that the update process can take several minutes, and the process should NOT be interrupted. If the process is interrupted, it can render the TBT4-UDZ inoperable.

Note - Placing a checkmark next to the ‘Force update’ option will force the utility to re-flash all of the firmware components presented, even if they are already up to date. Plugable recommends that you do so only if directed by a Plugable support associate.

10. The application will inform you of the firmware update progress, similar to the examples below:

Dock Firmware Update Utility 08.57.51.03 X

plugable

TBT4-UDZ



Package Version: 08.57.51.03

Dock Firmware Update Utility

This utility allows you to update your docking station firmware. Please click on the 'Update' button in order to update the component firmware versions listed below.

Warning:
Once started the update process must NOT be interrupted. If the process is interrupted it may render your dock inoperable.

Component	Current Version	New Version	Status
HX3PD-DMC	dm.1.0.8	dm.1.0.8	Device FW version is up-to-date.
HX3PD-PD	md.1.0.7	md.1.0.7	Device FW version is up-to-date.
HX3PD-HUB	4060	4060	Device FW version is up-to-date.
CCG5	nb.3.0.7	nb.3.0.7	Device FW version is up-to-date.
Display-1	709	800	Installing ...
Display-2	3709	3800	Installing ...

Installing 1 of 2 .

☐ Force update

Exit

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TBT4-UDZ



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This utility allows you to update your docking station firmware. Please click on the 'Update' button in order to update the component firmware versions listed below.

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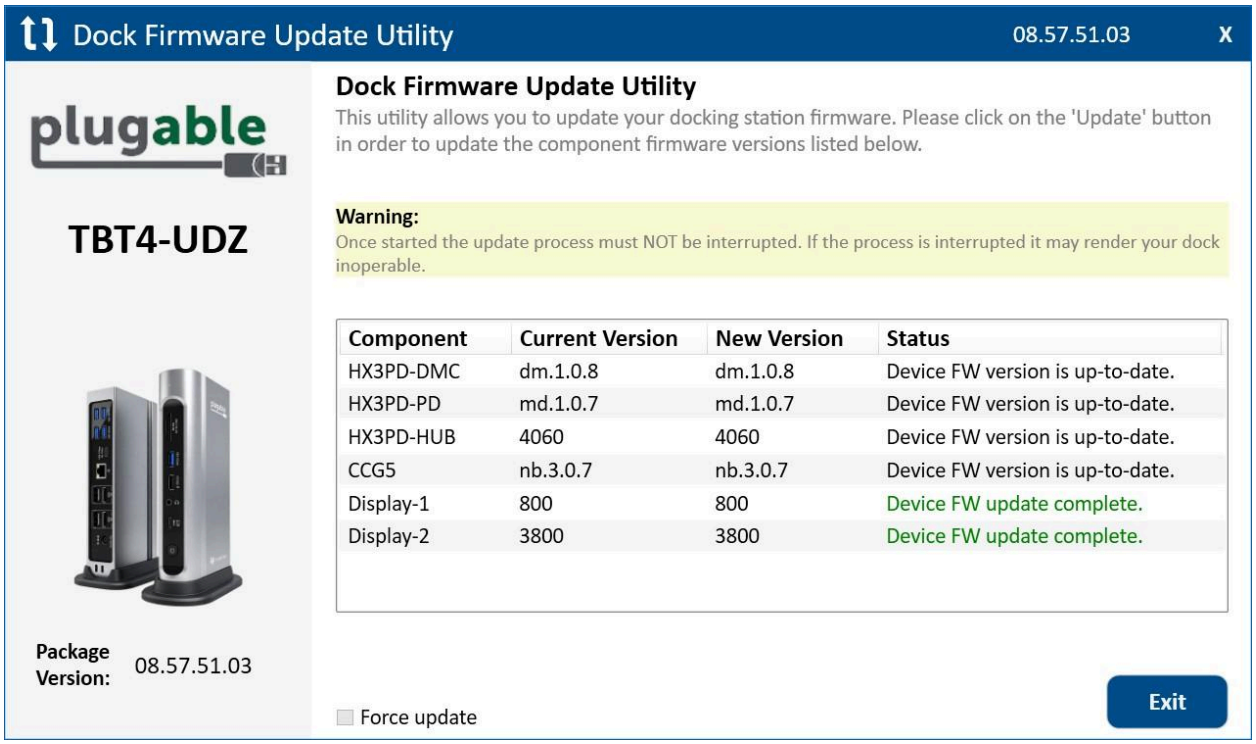
Component	Current Version	New Version	Status
HX3PD-DMC	dm.1.0.8	dm.1.0.8	Device FW version is up-to-date.
HX3PD-PD	md.1.0.7	md.1.0.7	Device FW version is up-to-date.
HX3PD-HUB	4060	4060	Device FW version is up-to-date.
CCG5	nb.3.0.7	nb.3.0.7	Device FW version is up-to-date.
Display-1	800	800	Device FW update complete.
Display-2	3709	3800	Installing ...

Installing 2 of 2 .

☐ Force update

Exit

11. Once the firmware update process has been completed, you should see a ‘Device FW update complete’ result, similar to the example below:



12. Close the firmware update application by clicking the ‘X’ in the upper right corner of the application.

13. 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.

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

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

16. Reconnect the docking station to the host computer.

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