

# dynabook Thunderbolt 4 Dock (PS0120)

## Firmware Update Tool (1.0.0.2)

MST Hub firmware for Video 1: v5.06.101 - MST Hub firmware for Video 2: v5.06.101

### OUTLINE:

This firmware update is for dynabook Thunderbolt 4 Docks (TBT4) that are experiencing random external video connection issues with Dynabook PCs.

### NOTES:

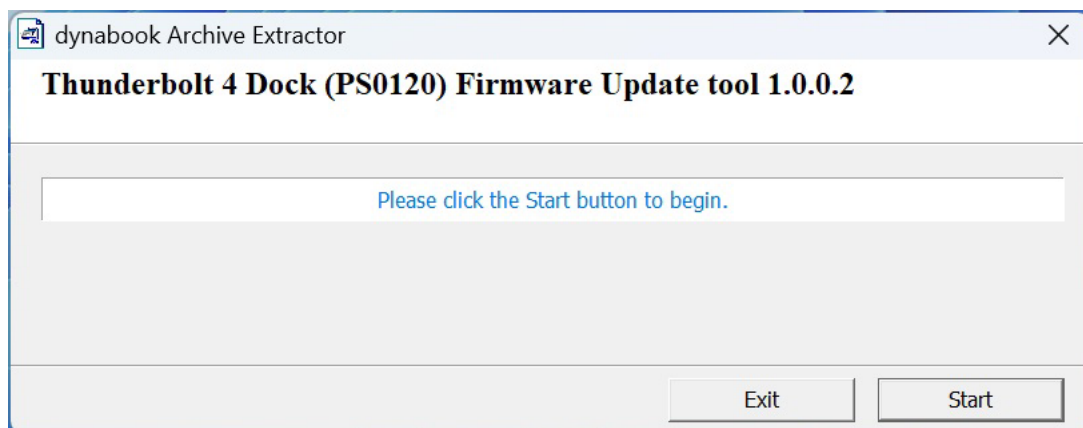
- **.Net 3.5 is required for the dynabook Thunderbolt 4 Dock Firmware Update Tool.**
- **Before updating the firmware:**
  - Make sure that all drivers (Network, Display, etc.) have been updated.
  - **Remove ALL connected peripheral devices from the Thunderbolt 4 Dock.**
  - Place the Dynabook PC and the dynabook Thunderbolt 4 Dock on a flat and stable surface.
- Connect the AC adaptor to the dock and plug the power cord into a live electrical outlet.
- Then connect the dock to the PC via the Thunderbolt cable.
- Make sure that the PC has detected the Thunderbolt 4 Dock.
- **Firmware Update will be completed in a two-step process. (Video Port Group 1) & (Video Port Group 2)**

### WARNING:

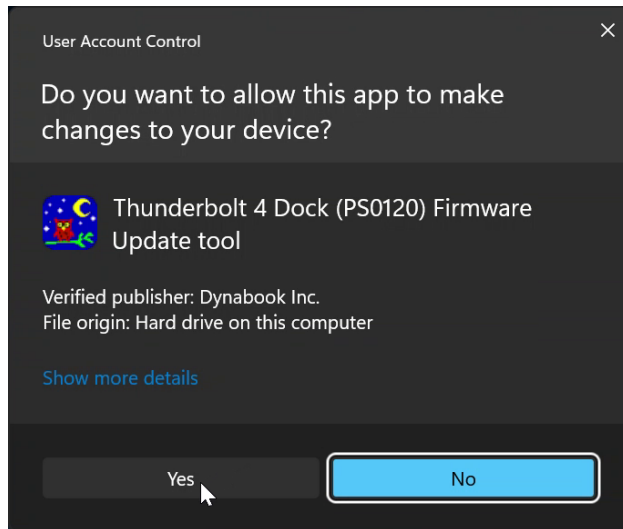
- Do NOT disconnect the AC adaptor or the Thunderbolt cable during update.

### UPDATE GUIDE:

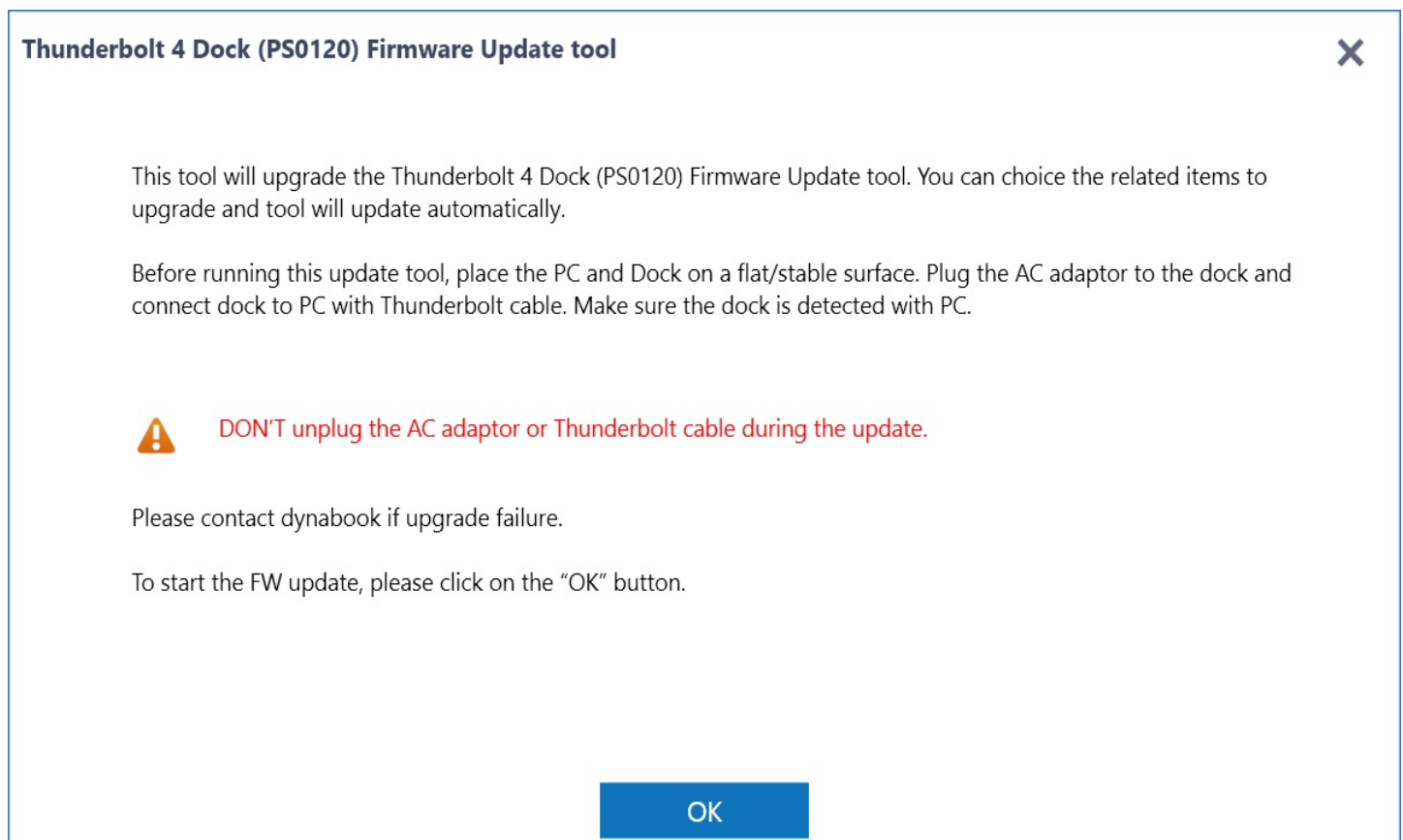
1. Download the Firmware Update Tool to a location on your desktop.
2. Firmware Update Process:
  - a. **Before starting firmware update process, verify that ALL connected peripherals have been removed from the Thunderbolt 4 Dock.**
  - b. Double click the "TCH1125600A.EXE" and click the "Start" to extract the tool.



- c. Click “Yes” in the User Account Control interface.



- d. The firmware update will launch as seen in the picture below.
- i. Read the presented information, then click “OK” to go to the main interface.



### 3. Choose the all-update items

- a. Click on “Check All” and then Click “Start” to begin the update process.
  - i. Do not close the tool during the update process.

**Thunderbolt 4 Dock (PS0120) Firmware Update tool**✕

**The following Firmware will be updated:**

☒ Check All

☒ MST Hub firmware for VIDEO 1

5.06.101

☒ MST Hub firmware for VIDEO 2

5.06.101

Start

#### 4. MST Hub Firmware Update Instruction for (Video 1)

Thunderbolt 4 Dock (PS0120) Firmware Update tool

The following Firmware will be updated:

☒ Check All

☒ MST Hub firmware for VIDEO 1

5.06.101

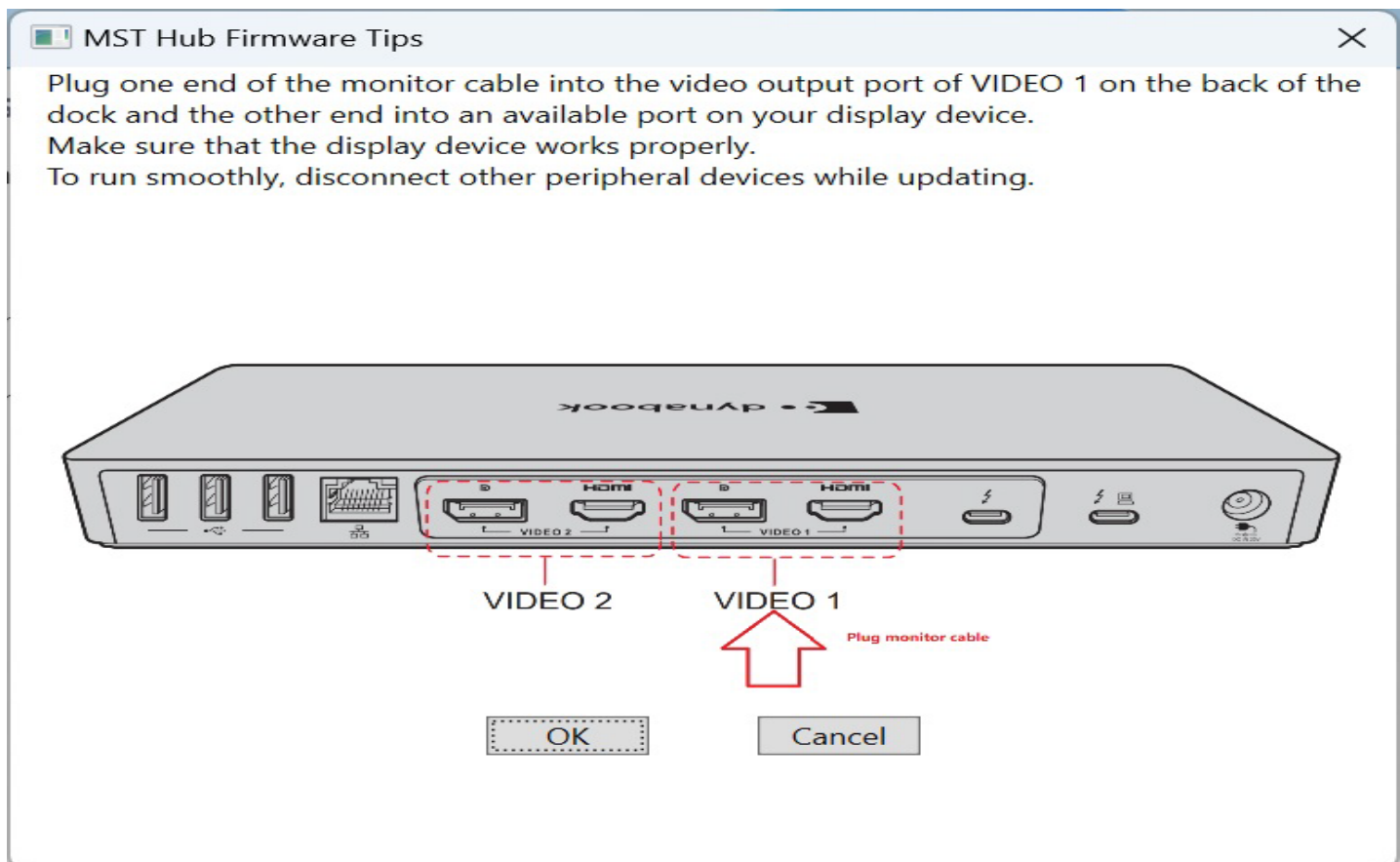
Updating

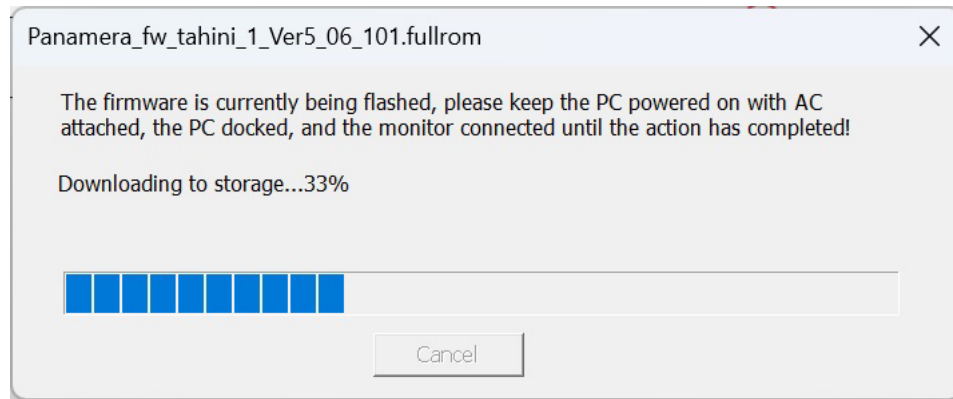
☒ MST Hub firmware for VIDEO 2

5.06.101

Start

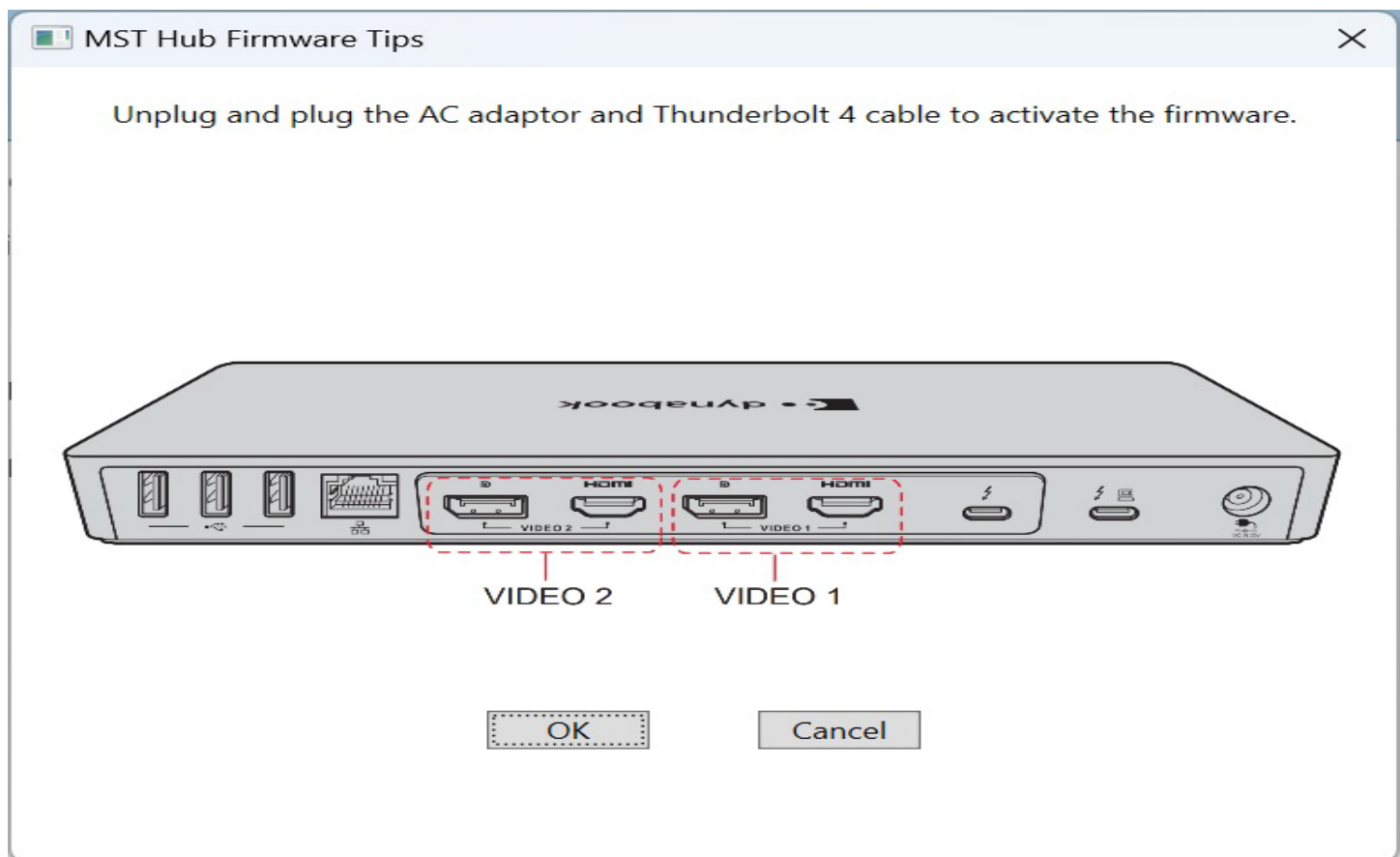
At this point the following message will appear to connect the display device to VIDEO 1



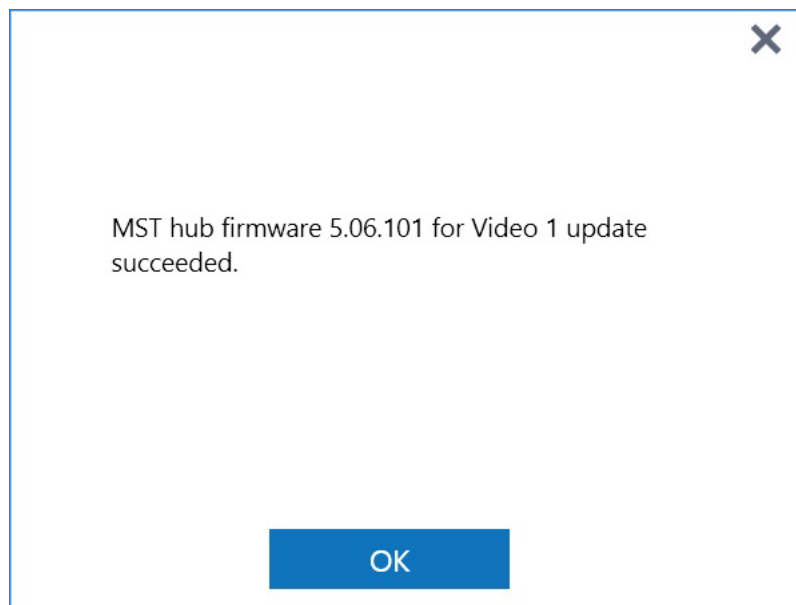


**5. To complete the firmware update for Video 1:**

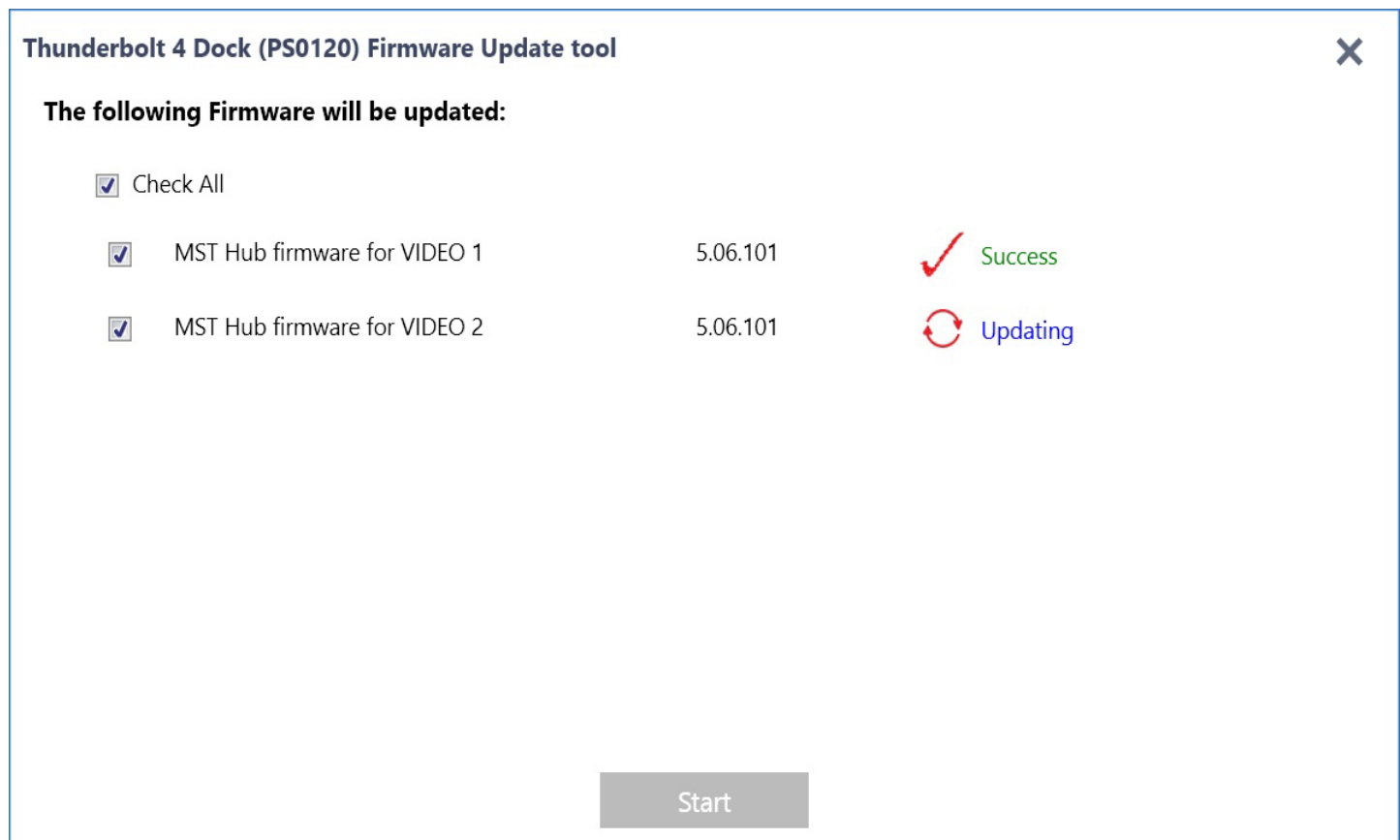
- a. Unplug the AC Adapter from the Thunderbolt 4 Dock.
- b. Unplug Thunderbolt 4 Cable from the Thunderbolt 4 Dock.
- c. **Please wait for about 3 minutes before re-connecting the AC Adapter.**
- d. Plug in both Thunderbolt 4 AC Adapter and Thunderbolt 4 Cable to activate the firmware.



Click OK to proceed

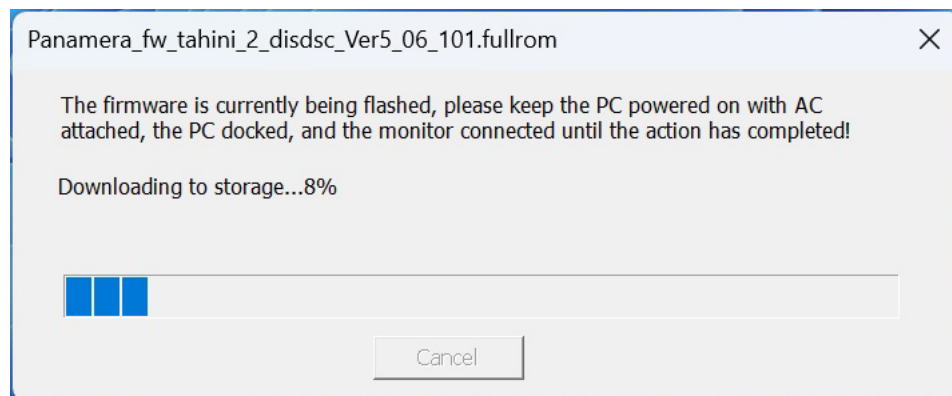
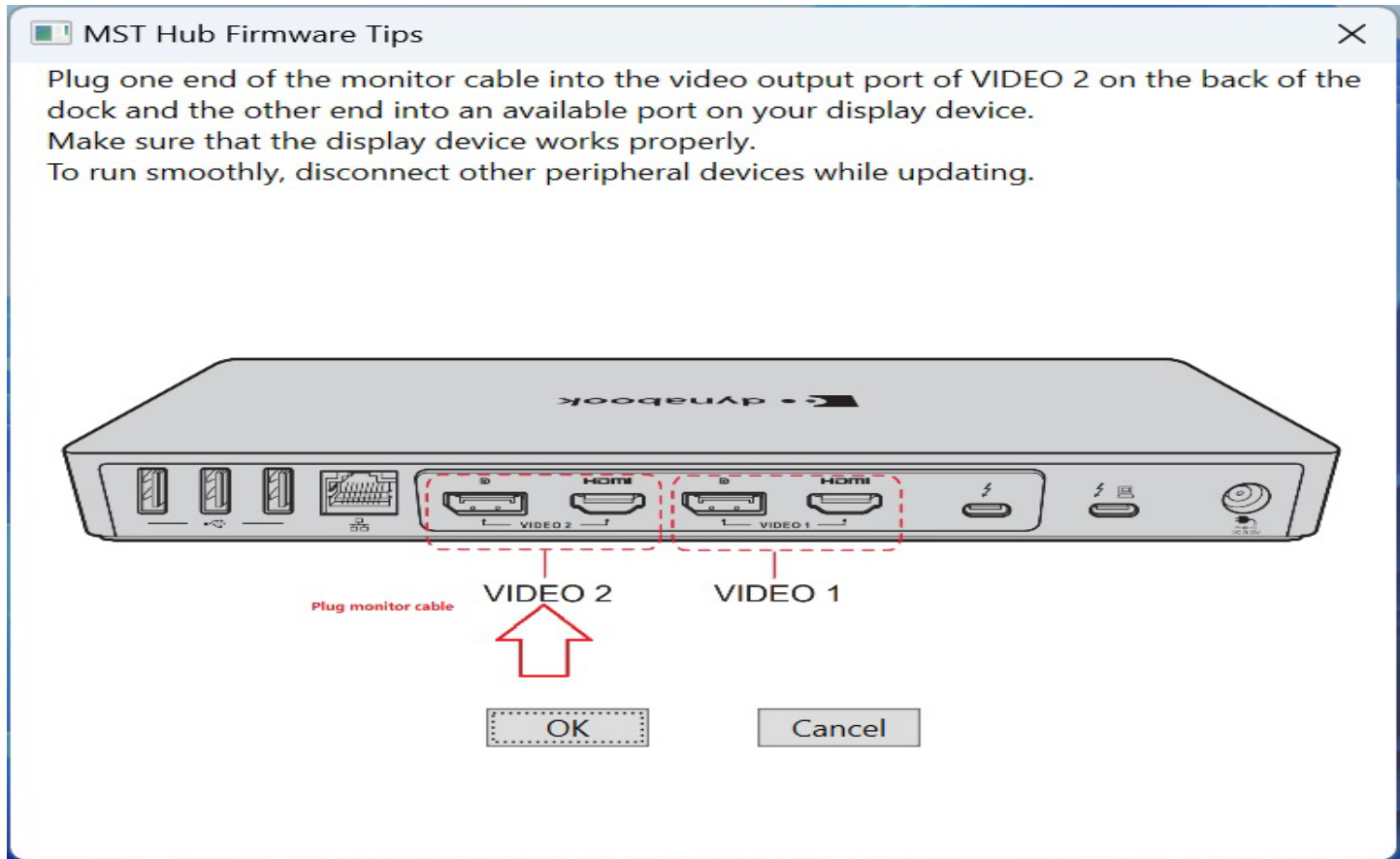


After clicking OK, the following screen will appear:



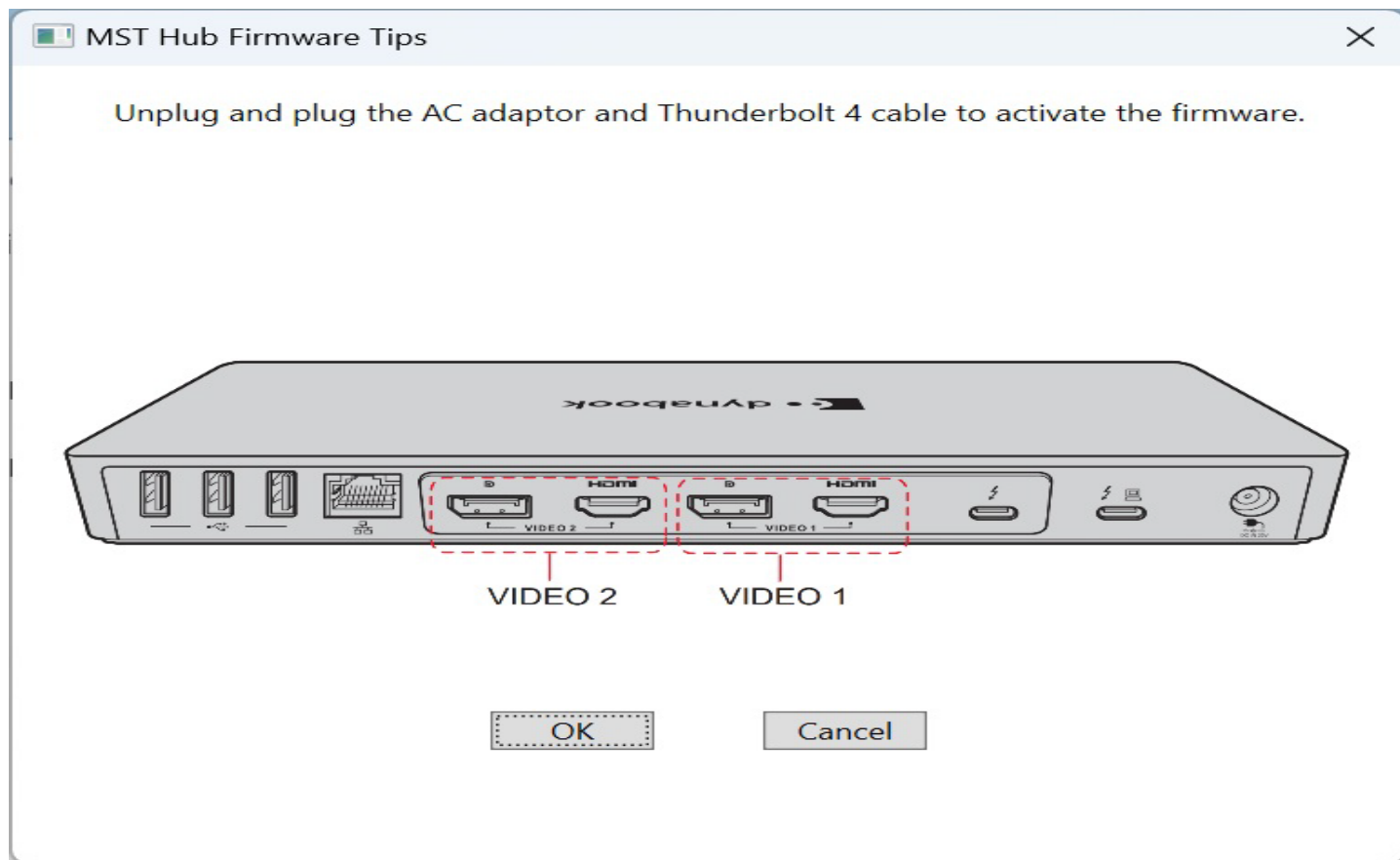
## 6. MST Hub Firmware Update Instruction for (Video 2)

At this point the following message will appear to connect the display device to VIDEO 2

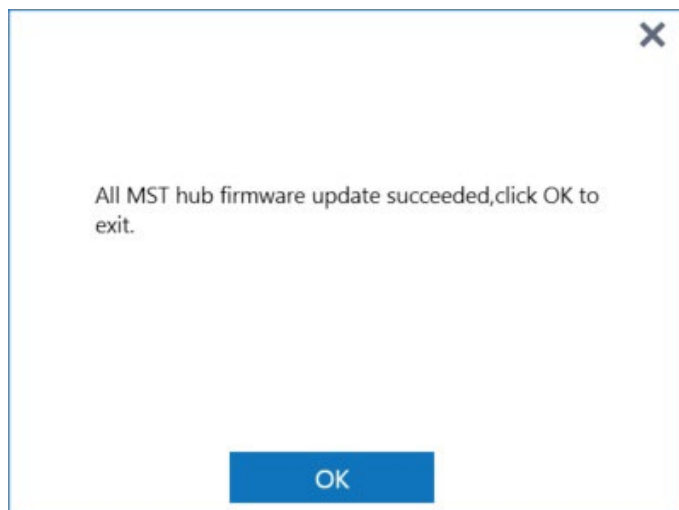
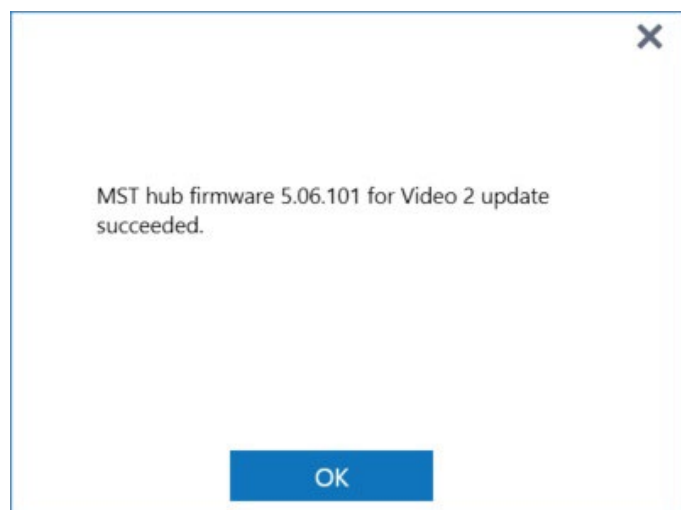


## 7. To complete the firmware update for Video 2:

- Unplug the AC Adapter from the Thunderbolt 4 Dock.
- Unplug Thunderbolt 4 Cable from the Thunderbolt 4 Dock.
- Please wait for about 3 minutes before re-connecting the AC Adapter.**
- Plug in both Thunderbolt 4 AC Adapter and Thunderbolt 4 Cable to activate the firmware.



Click OK to proceed



Click OK to both prompts to complete the entire Firmware Update

#### 8. IN CASE OF FIRMWARE UPDATE FAILURE:

- Confirm that the Thunderbolt 4 Cable is connected to the Thunderbolt 4 Dock and dynabook PC.
- Confirm that the Thunderbolt 4 dock has been detected by PC.
- Confirm that ALL peripheral devices have been removed from the Thunderbolt 4 Dock.
- Run the Firmware Update Tool and follow the instructions carefully.