

dynabook USB-C™ Dock Firmware Update Tool

User Guide

[USB3.1 Gen2 Hub firmware: v1.1](#) | [USB3.1 Gen1 Hub firmware: v0.2](#)

Index

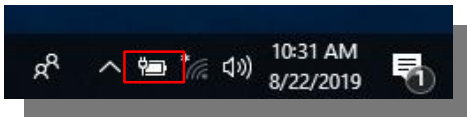
Document Revision: 1.0-DBE

1.	Outline	
2.	Guide for Update	
2.1	Launch Interface	
2.2	Main Interface	
2.3	Firmware update	
2.4	Firmware Active	
2.5	Ethernet Setting disable	
2.6	Close the tool	
2.7	Update failure case	
3.	Troubleshooting	
4.	Supported Model List	



1. Outline

This tool helps to update the dynabook USB-C Dock firmware. You can choose the related items and the tool will update automatically. Before running, place the PC and the USB-C 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 a USB Type-C cable. Make sure the dock is detected by the PC.



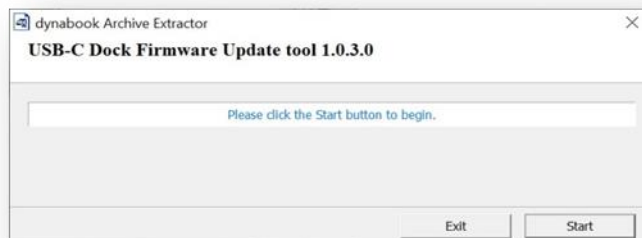
Warning

- Do NOT disconnect the AC adaptor or the USB Type-C cable during update.
- Do NOT connect the Keyboard Dock or the Travel Keyboard while you are using a Tablet PC to update.

2. Guide for Update

2.1 Launch Interface

- 2.1.1** Double click the "TCH0965100A.exe" and click the "Start" to extract the tool.

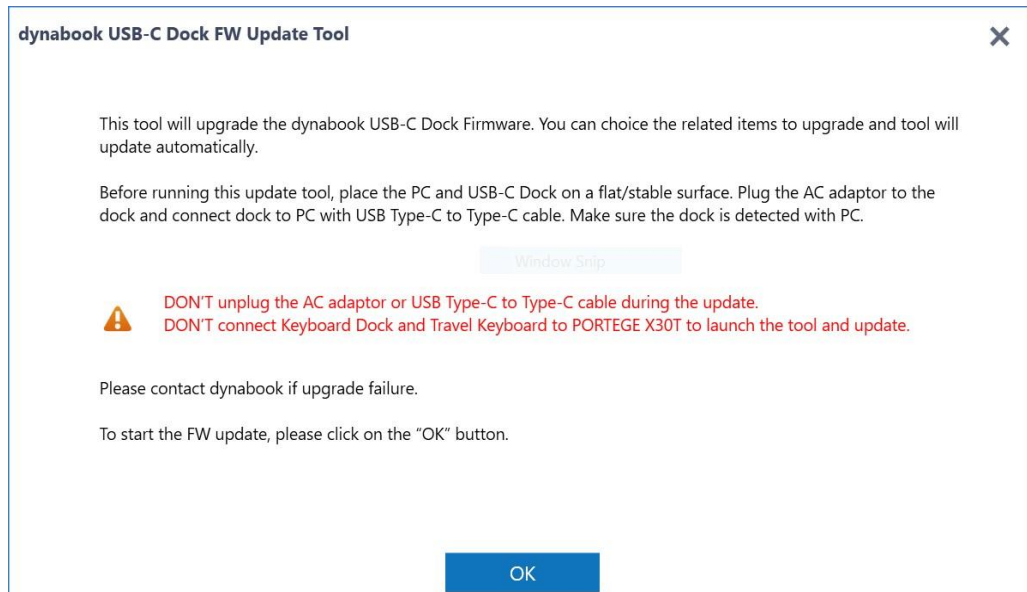


- 2.1.2** Click "Yes" in the User Account Control interface



2.1.3 The interface of firmware update tool will be launched as below picture.

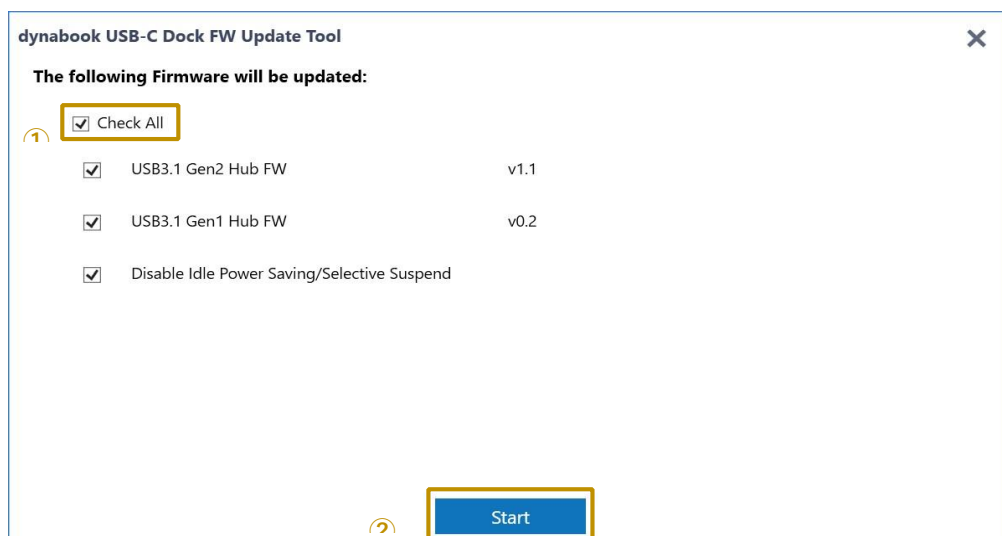
Please read the illustrate, then click "OK" to go to the main interface.



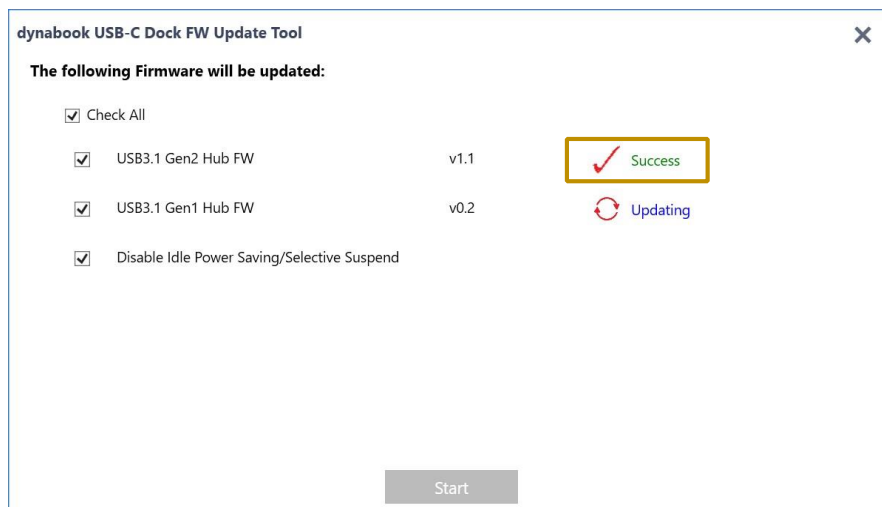
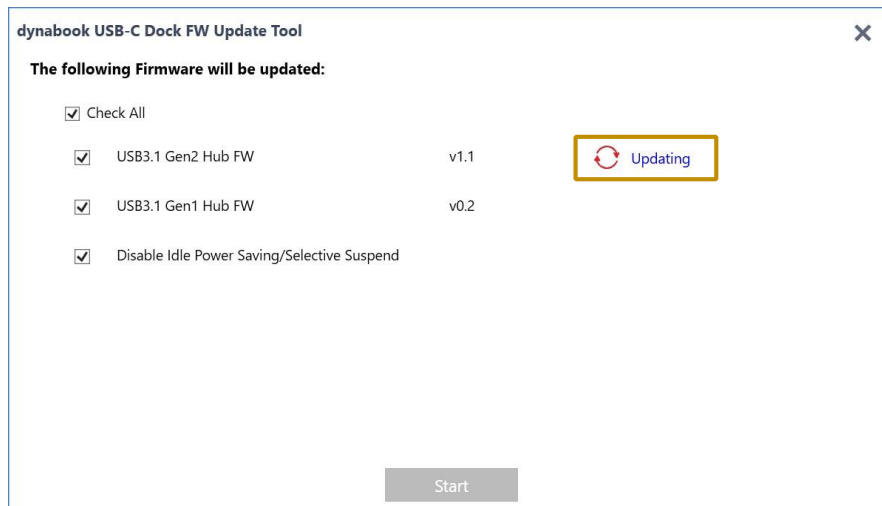
2.2 Main Interface

Choose the all update items. Then click the "Start" to launch the update process.

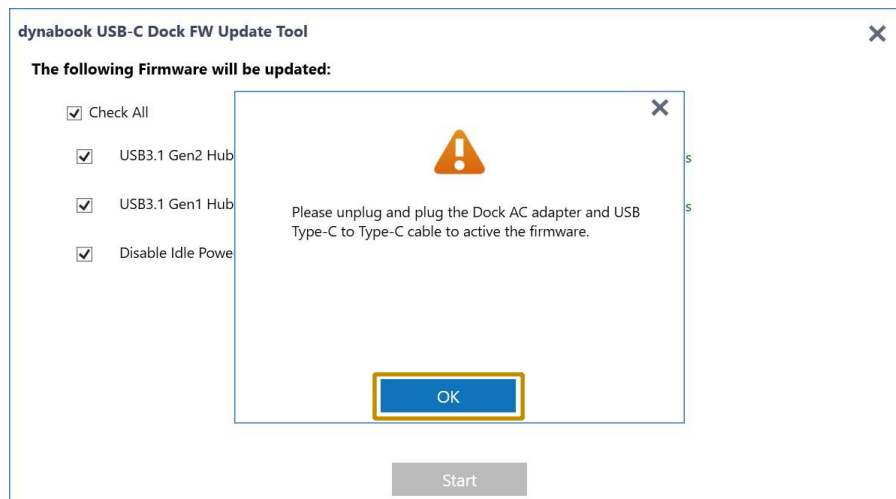
IMPORTANT: Please don't close the tool during the update process.



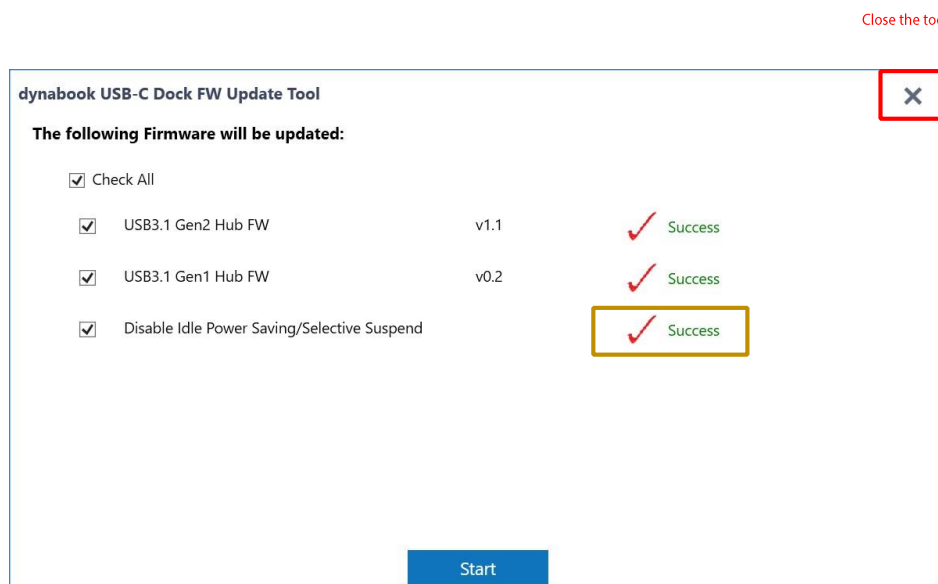
2.3 The firmware will be update one by one automatically. Will show the success information after process is done.



2.4 Active the firmware as the illustrate of dialog box, click “OK” after complete the actions.

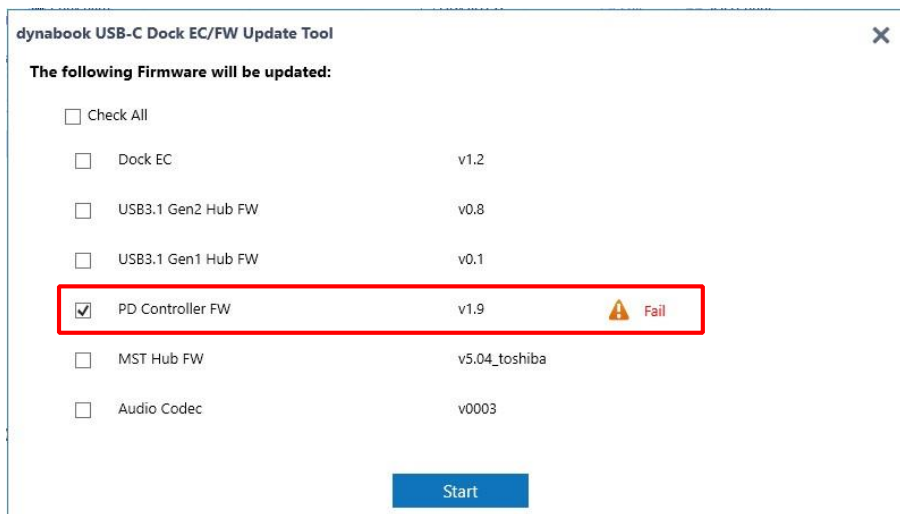


2.5 The setting of “Idle Power Saving” and “Selective Suspend” will be updated from “Enabled” to “Disabled” for dynabook USB-C Dock Ethernet automatically. Will show the success information after process is done.



2.6 Close the tool after all update processes are succeed.

2.7 Update failure, will show "Fail" on main interface if upgrade failure.



3. Troubleshooting

In case the firmware update tool failed:

- Confirm the USB Type-C to Type-C cable connection between dock and PC
- Confirm if dock is detected by PC (charging to PC, detect USB device)
- Confirm the update step on "2.1~2.5"
- Choose failure item and upgrade once more

4. Supported Model List

Dynabook USB-C Dock Supported Model list:

[Short Model Part Numbers]

PCR10	PT17H	PS569	PT377
PCR11	PT241	PS56A	PT379
PCR12	PT243	PS56C	PT381
PCR13	PT245	PS56D	PUR30
PCR14	PT248	PS56E	PUR31
PCR15	PT24A	PS56H	PUR32
PCR17	PT24C	PS56J	PUR33
PDA11	PT24K	PS56M	PUR34
PDA13	PT251	PS571	PUR41
PDA14	PT253	PS572	PUR43
PDA15	PT254	PS573	PUR44
PDA16	PT255	PS575	PUZ20
PLR30	PT256	PS576	PUZ21
PLR31	PT258	PS577	PUZ22
PLR32	PT261	PS579	PUZ24
PLR33	PT263	PS57A	PYS10
PLR34	PT264	PS57B	PYS11
PLR41	PT265	PS57D	PYS12
PLR43	PT266	PS57E	PYS20
PLR44	PT272	PS57H	PYS21
PLZ20	PT274	PS57K	PYS22
PLZ21	PT282	PS57M	PYS23
PLZ22	PT284	PS581	PYS24
PML10	PT291	PS582	PYS25
PML11	PT292	PS585	PYS26
PML12	PT293	PS586	PYS27
PML13	PT294	PS587	PYS28
PML15	PT295	PS588	PYS30
PML16	PT296	PS589	PYS31
PMM10	PT297	PS58A	PYS32



PMM11	PT298	PS58B	PYS33
PMM12	PT2A1	PS58M	PYS34
PMM13	PT382	PS591	PYS35
PMM14	PT383	PS592	PYS36
PMM15	PT384	PS595	PYS37
PMM16	PT385	PS596	PYS38
PMR30	PT387	PS597	PZ5A1
PMR31	PT389	PS599	PZ5A2
PMR32	PT38B	PS59A	PZC51
PMR33	PT444	PS59B	PZC52
PMR41	PT449	PS59M	PZC54
PMR43	PT44F	PS59R	PZC5H
PMZ10	PT44G	PS5A1	PZC5J
PMZ11	PT44H	PS6A1	
PMZ12	PT454	PSZ10	
PMZ13	PT459	PSZ11	
PMZ14	PT45F	PSZ12	
PMZ20	PT45G	PSZ14	
PMZ21	PT461	PSZ20	
PMZ22	PT463	PSZ21	
PMZ23	PT465	PSZ22	
PMZ24	PT472	PSZ23	
PPH11	PT474	PSZ24	
PPH13	PT482	PSZ30	
PRT10	PT484	PSZ31	
PRT12	PT571	PSZ34	
PRT13	PT573	PSZ35	
PRT14	PT577	PSZ37	
PRT20	PT581	PT15A	
PRT21	PT583	PT15B	
PRT22	PT591	PT15C	
PRT23	PT593	PT15D	
PRT24	PT5A1	PT16A	
PS461	PT5A2	PT16B	
PS462	PT5A3	PT16C	



PS463	PT5A4	PT16D	
PS464	PT5B1	PT16J	
PS465	PT5B2	PT17A	
PS466	PT5B3	PT17B	
PS481	PT5B5	PT17C	
PS482	PT5B7	PT17D	
PS483	PT5C1	PT17E	
PS484	PT5C2	PT17F	
PS485	PT5C3	PT17G	
PS486	PT5C4	PT361	
PS561	PT5C5	PT363	
PS562	PT5C7	PT364	
PS563	PT5C8	PT365	
PS564	PT2A2	PT367	
PS565	PT2A3	PT369	
PS566	PT2A4	PT373	

