UD-3900C4 Firmware Update Guide

The following procedure describes how to update the Synaptics VMM5200 DisplayPort MST chipset firmware to version **Ver5_06_106** within a [Plugable UD-3900C4 docking station](#) using a Windows host PC.

Please note:

1. The firmware update process cannot be performed using a Mac or Linux-based system. If you do not have access to a compatible Windows system to perform the firmware update, please contact us at 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, before updating multiple docks.

3. Updating the dock firmware will not help with other non-video-related issues. If you are experiencing other problems, please contact us at 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 UD-3900C4 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 UD-3900C4 docking station except for an HDMI display connected to either HDMI 3 or HDMI 4. This includes all USB devices, video cables, etc, attached to the other ports. The only connections that should remain connected are the docking station's power adapter, the USB-C cable, and a single HDMI display to HDMI 3 or 4.

3. Ensure that the UD-3900C4 docking station is connected to a USB-C, Thunderbolt 3, Thunderbolt 4, Thunderbolt 5, or USB4 port on the host computer running Windows 10 or Windows 11. (For USB-C systems to support the update process, they must support USB-C DisplayPort Alternate Mode.)

4. Download the firmware update .ZIP file: https://media.plugable.com/downloads/drivers/products/ud-3900c4/ud-3900c4_fw_vmm_ver5_06_106.zip

5. Extract the .ZIP file contents to a folder on the host computer's local disk drive.
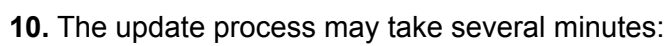
Please note:

- **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 "VmmDPTool64.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 is open, click the "Debug" tab, then click on the "FW version" button at the bottom left. Within the "Status" window, we should see that the current dock firmware version will be read:
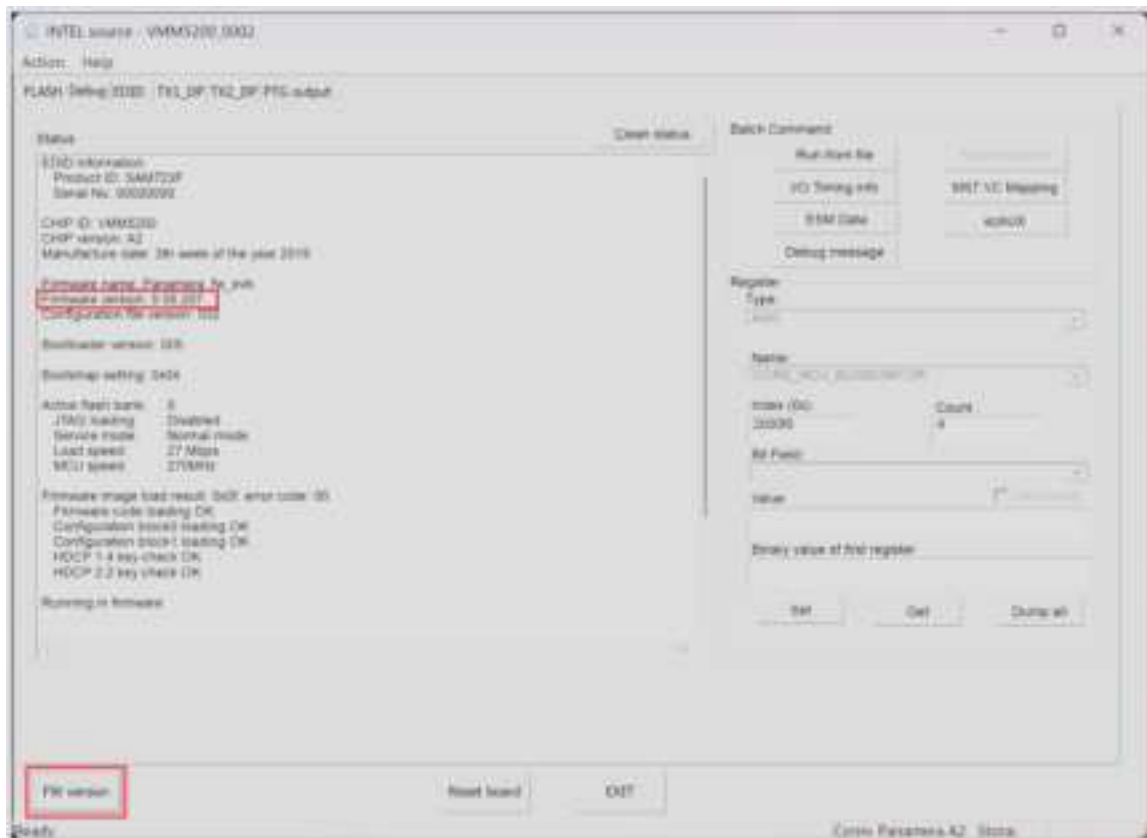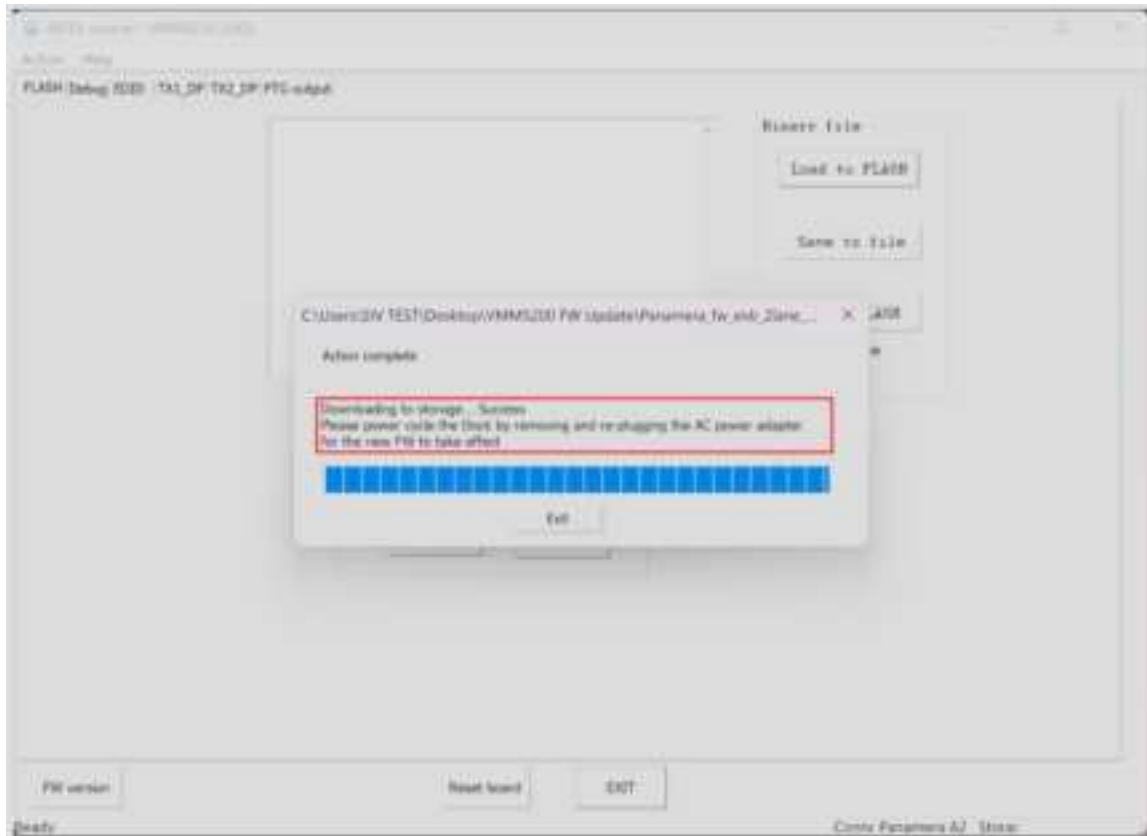

8. Click the "FLASH" tab, then click "Load to FLASH" to the right:
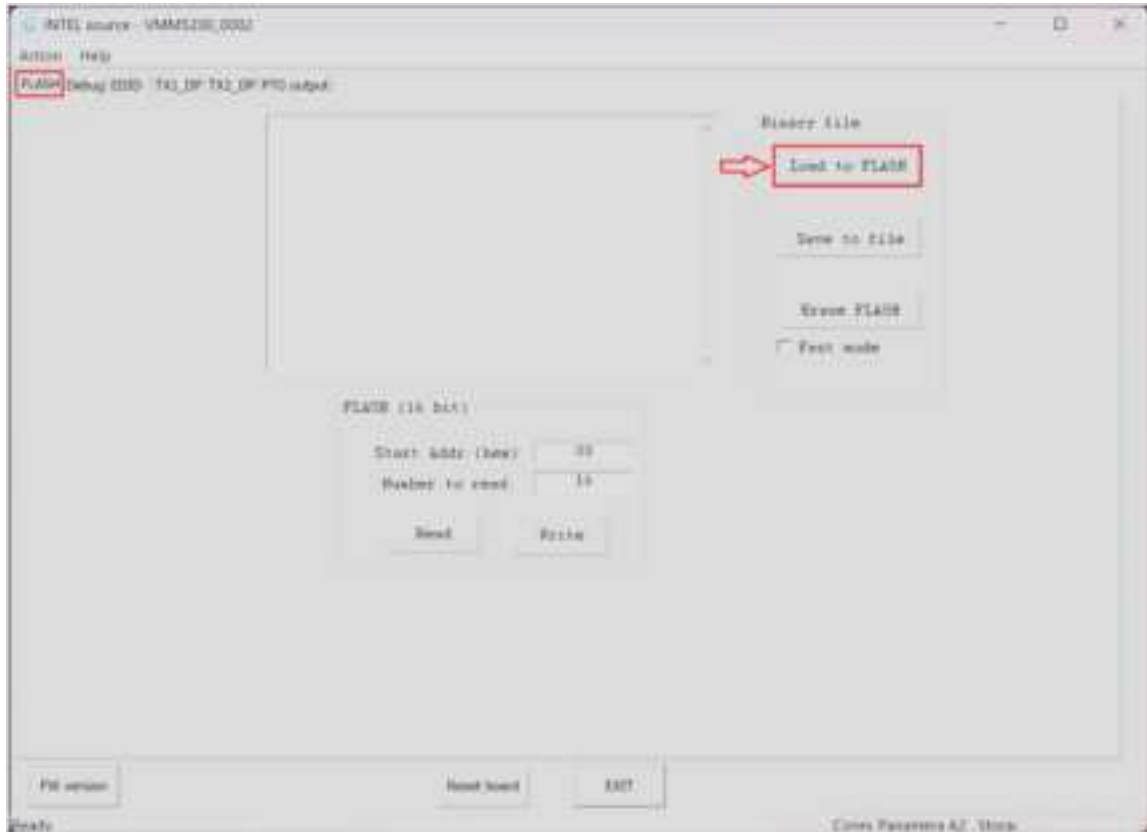
9. You must now select the firmware file to be flashed. Navigate to the files that were extracted from the .ZIP file earlier, then select the "Panamera_fw_evb_2lane_Ver5_06_106.fullrom" file and click "Open":

10. The update process may take several minutes:

Please note:
- **Do not** interrupt the update process, or the dock may be rendered unusable.

11. When the process is complete, click "Exit".

12. Power cycle the dock via these steps:
1. Unplug the USB-C 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 USB-C cable last.

13. The firmware update process is complete. You may now reconnect any other devices removed from the host system or dock earlier.