

# Kensington® SD4839P Firmware Upgrade Tool

**Kensington P/N:** K33480 USB-C Triple Video Driverless Docking Station

**Issue Statement:** If you are experiencing video issues with monitors connected to SD4839P, we recommend upgrading the firmware on your K33480 USB-C Triple Video Driverless Docking Station as detailed below.

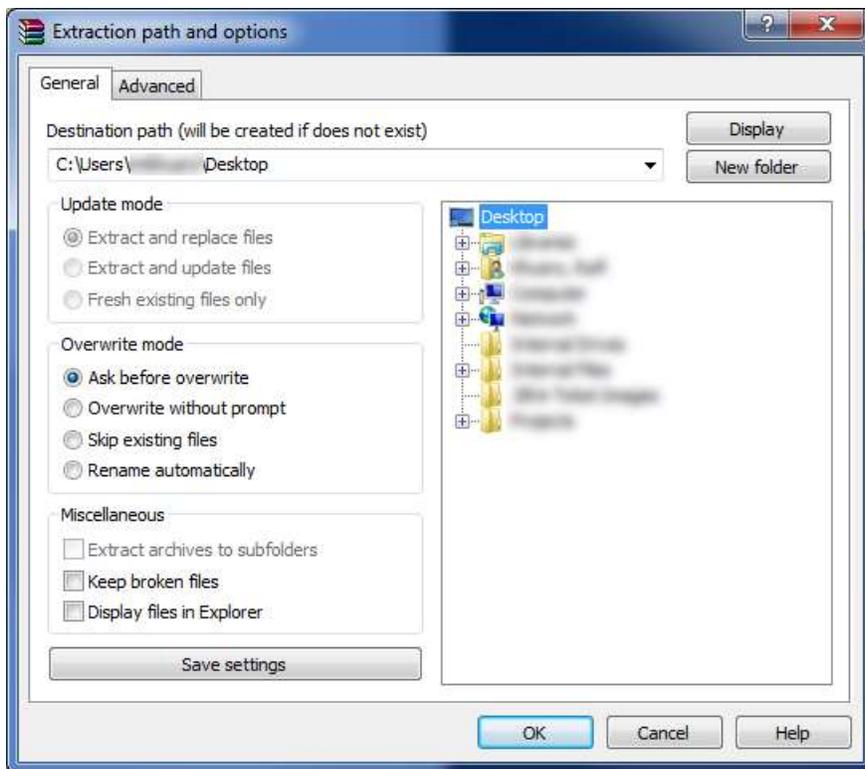
## Step 1

First, download the Firmware Upgrade Tool to your computer.

[Download Link](#)

## Step 2

Locate the downloaded content (typically found within your "Downloads" folder), right-click it, and unzip the folder to your "Desktop" for easy access (shown below).



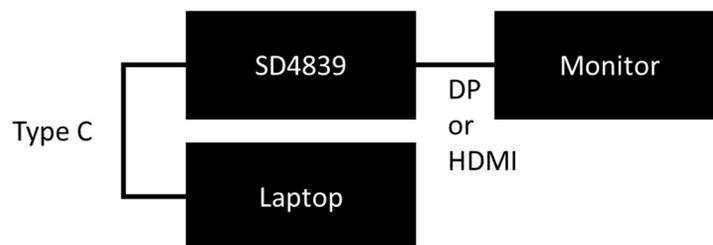
### Step 3

Connect SD4839P to a Windows computer running Windows 10, or Windows 11.

### Step 4

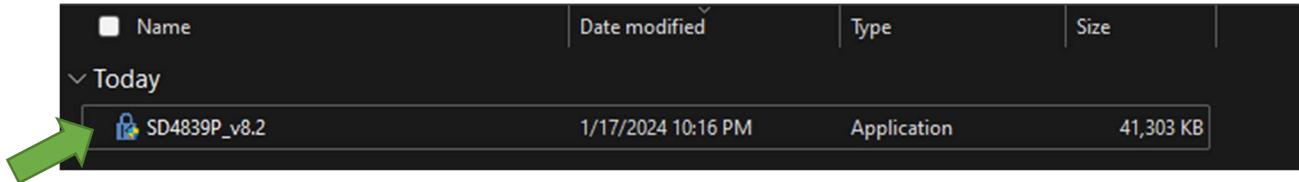
Connect **one** monitor to the docking station as shown below.

- **Note:** Please make sure all other USB devices, and Ethernet, are disconnected from the docking station before proceeding.



### Step 5

Open the folder from your desktop and double-click the application file labeled "SD4839PV8.2".



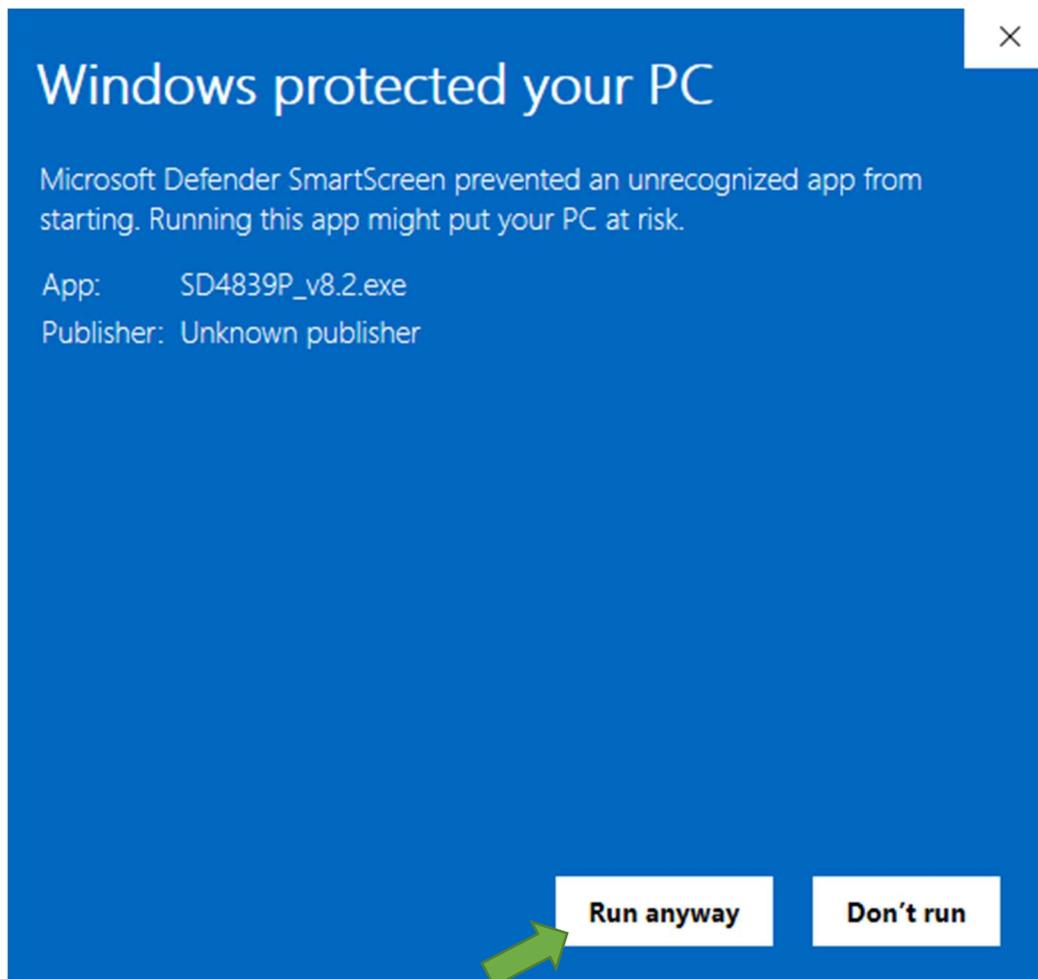
## Step 6

If prompted with the below message, click "More Info".



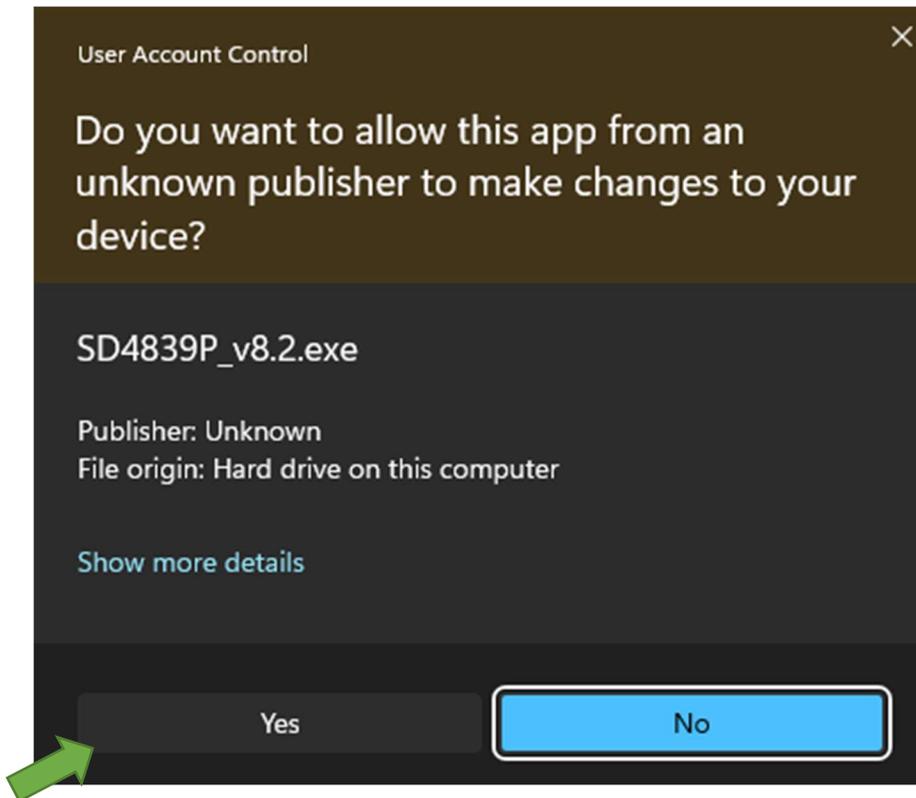
## Step 7

Click "Run anyway".



## Step 8

At the User Account Control screen, click "Yes" to proceed.



## Step 9

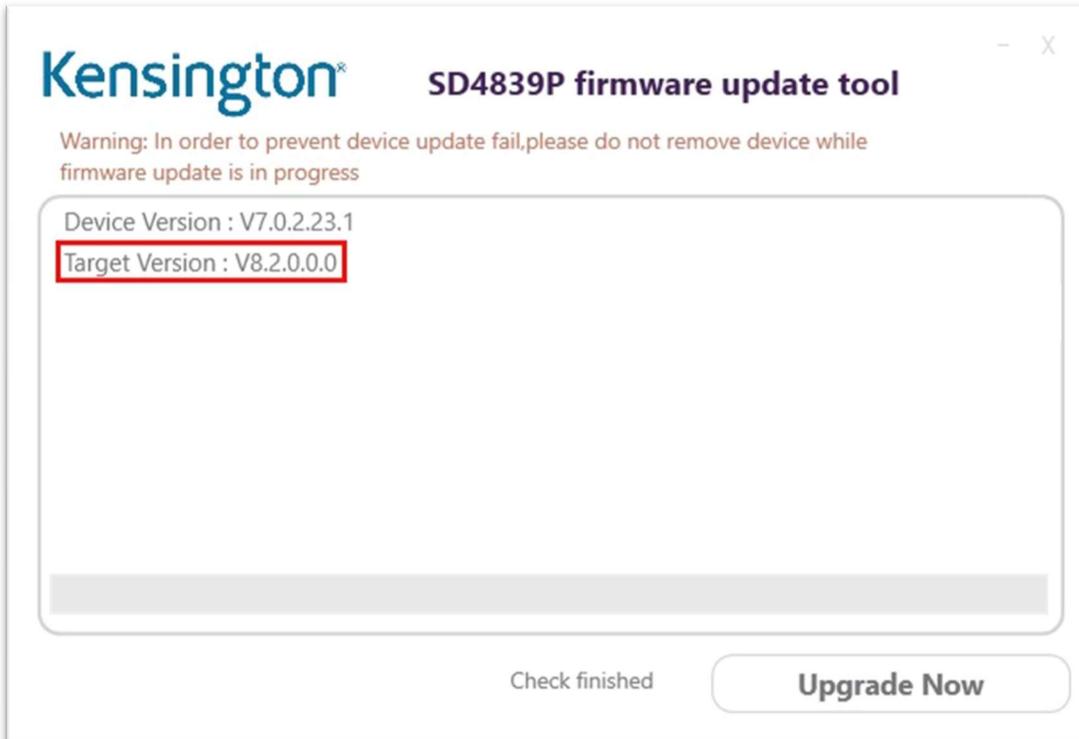
Once the Firmware Upgrade Tool is launched, both the Device Version and Target Version are displayed.

Initial release - V4.0.2.16.1

First patch - V7.0.2.23.1 (Video chipset and Power Delivery)

Second patch - V8.1.0.0.1 (Video chipset update)

Third patch - V8.2.0.0.0 (Stability and Power Delivery update)



## Step 10

Press "F2" on your laptop's keyboard to display details of the FW update. Within this view, double check that the new FW version for

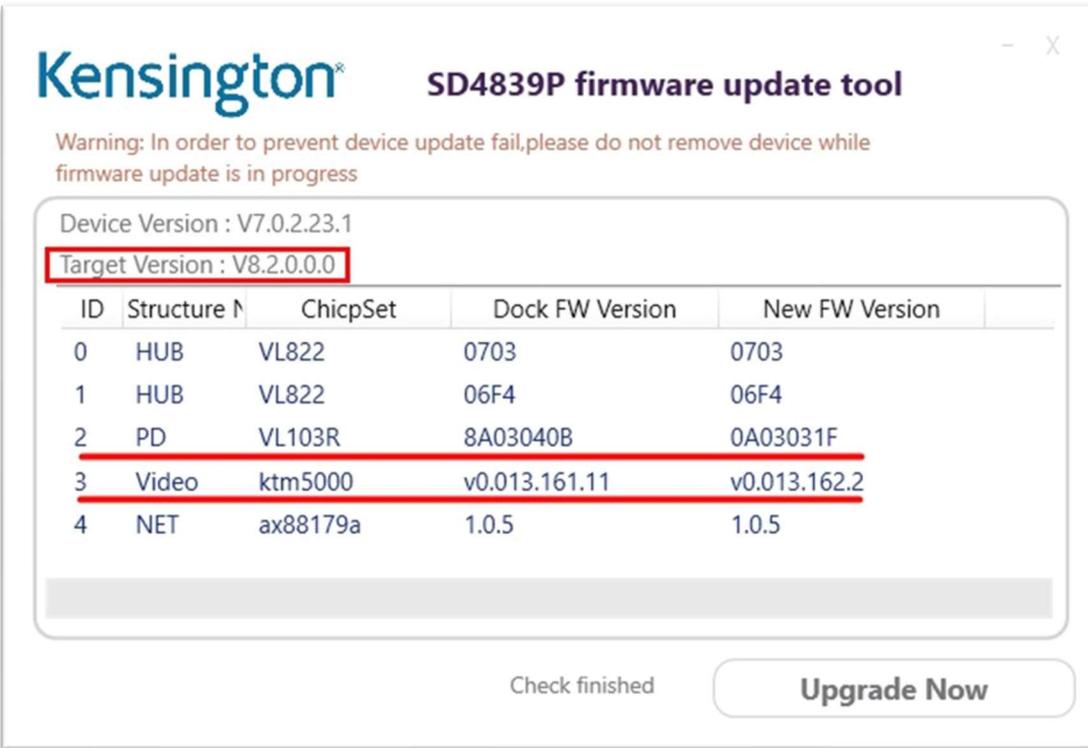
**Video** is listed as:

V0.013.161.11 for FW V7.0.2.23.1

V0.013.162.11 for FW V8.1.0.0.1

V0.013.162.2 for FW V8.2.0.0.0

**PD (Power Delivery)** is updated from 8A03040B to 0A03031F



## Step 11

Click "Upgrade Now" to proceed.

- **Note:** The upgrade process may take several minutes to complete. During this time please do not disconnect SD4839P from your computer.

**Kensington** SD4839P firmware update tool

Warning: In order to prevent device update fail, please do not remove device while firmware update is in progress

Device Version : V7.0.2.23.1  
Target Version : V8.2.0.0.0

ID	Structure N	ChicpSet	Dock FW Version	New FW Version
0	HUB	VL822	0703	0703
1	HUB	VL822	06F4	06F4
2	PD	VL103R	8A03040B	0A03031F
3	Video	ktm5000	v0.013.161.11	v0.013.162.2
4	NET	ax88179a	1.0.5	1.0.5

Check finished **Upgrade Now**

**Kensington** SD4839P firmware update tool

Warning: In order to prevent device update fail, please do not remove device while firmware update is in progress

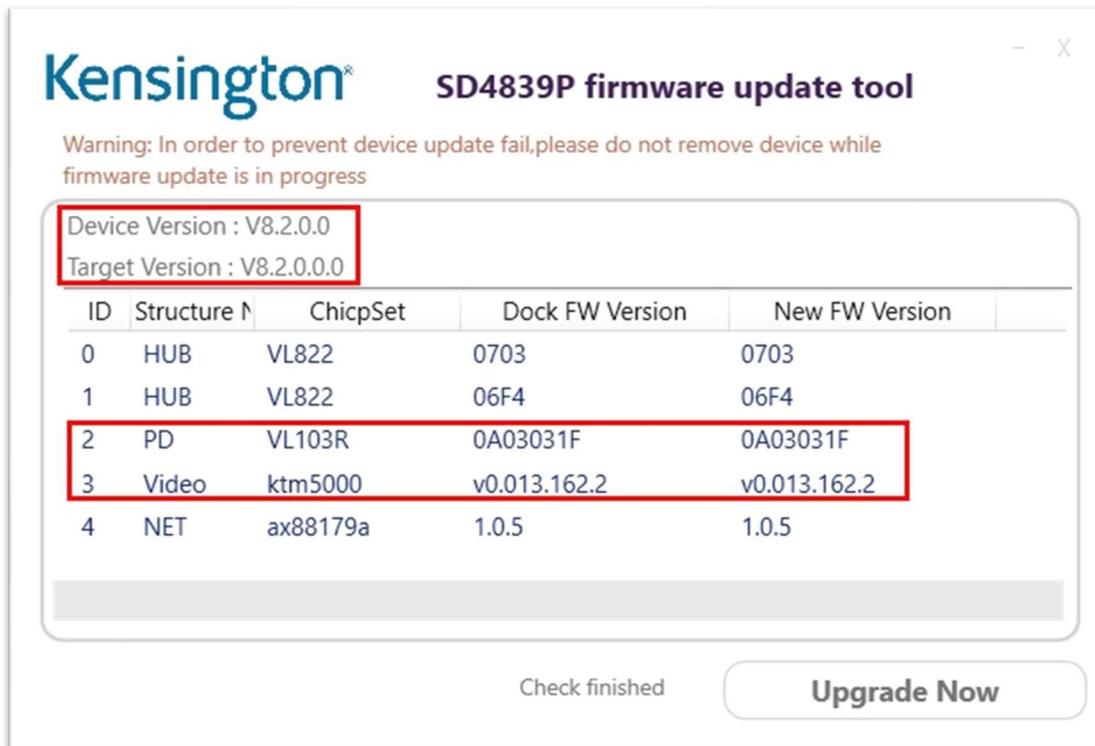
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Upgrading **Upgrading**

## Step 12

When the firmware upgrade is complete, please verify that the dock version matches the new firmware version as shown below.



## Step 13

Once confirmed, power cycle your docking station by clicking the power button on the front of the docking station.

## Step 14

Disconnect the DC power plug from the back of the docking station, wait five seconds, and then reconnect DC power to the docking station.

## Step 15

The firmware upgrade is now complete, and your video issues should be resolved.

- **Note:** If tool displays unknown. Please update to the latest video drivers.
- **Note:** If for any reason you are still experiencing issues, please contact our Technical Support team for further assistance.