

Kensington® SD4839P Firmware Upgrade Tool

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

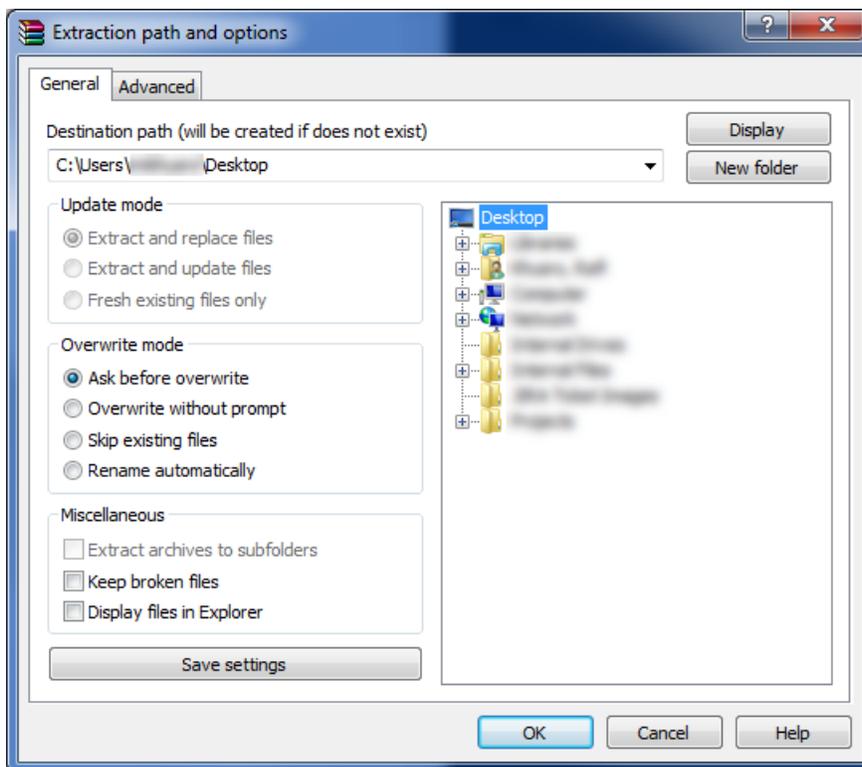
Issue Statement: If you are experiencing video issues with monitors connected to SD4839P, we recommend upgrading the firmware on your K33480 USB-C Triple Video Driverless Docking Station as detailed below.

Step 1

First, download the Firmware Upgrade Tool to your computer.

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).



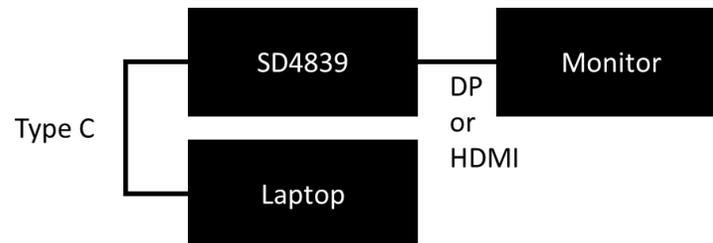
Step 3

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.



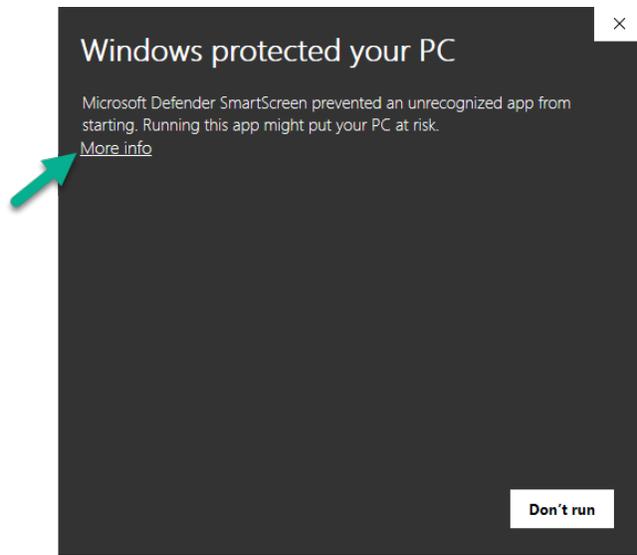
Step 5

Open the folder from your desktop and double-click the application file labeled "SD4839PV7_0".

Name	Status	Date modified	Type	Size
SD4839 FW Upgrade SOP	✓	2/26/2023 11:51 AM	Adobe Acrobat D...	989 KB
SD4839PV7_0	✓	2/26/2023 11:51 AM	Application	41,519 KB

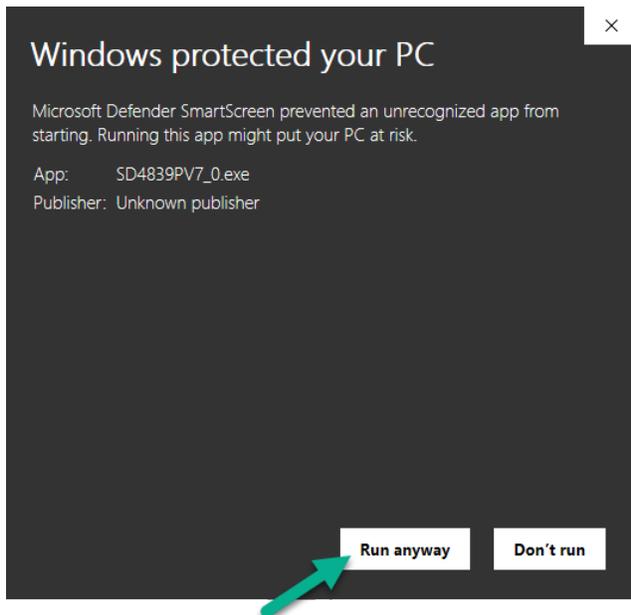
Step 6

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



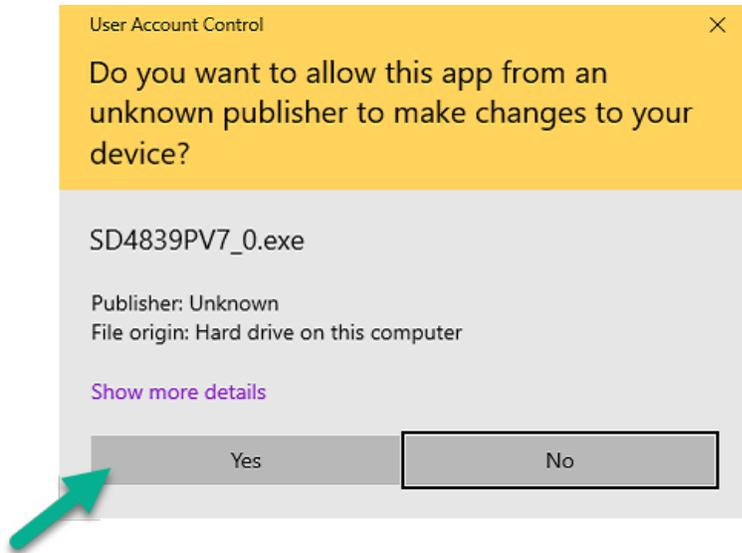
Step 7

Click "Run anyway".



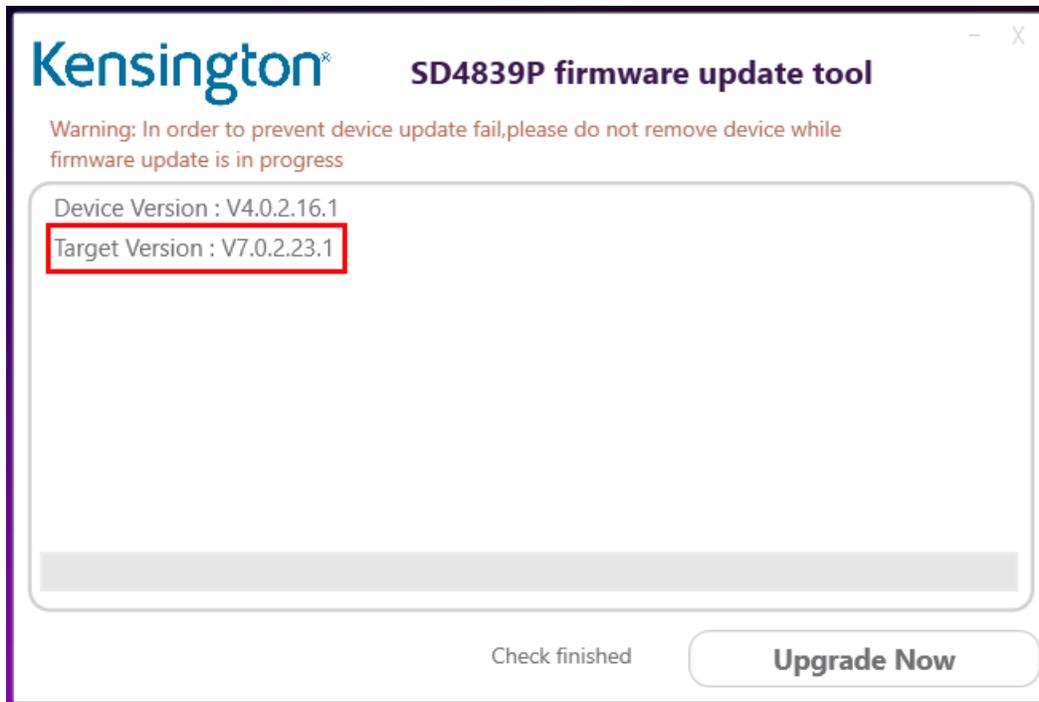
Step 8

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



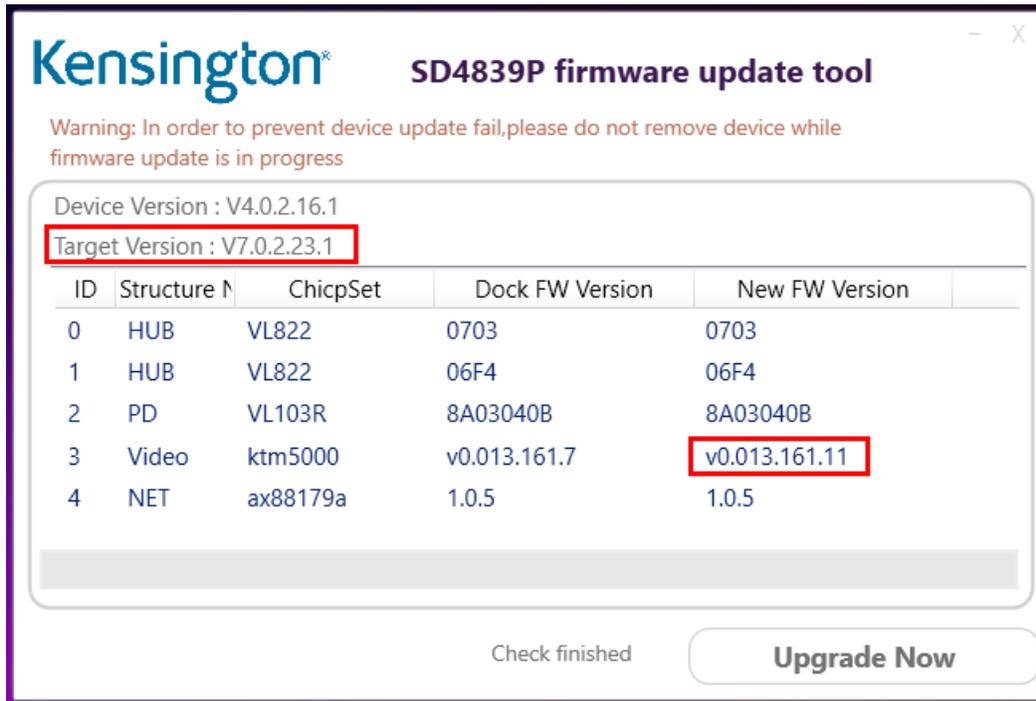
Step 9

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



Step 10

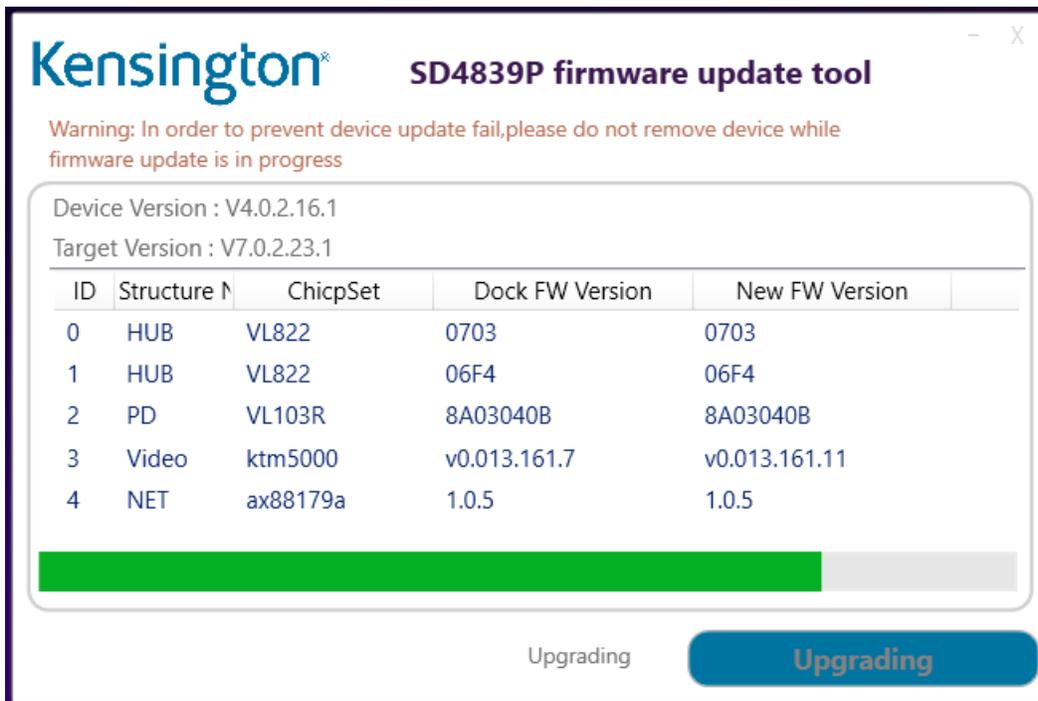
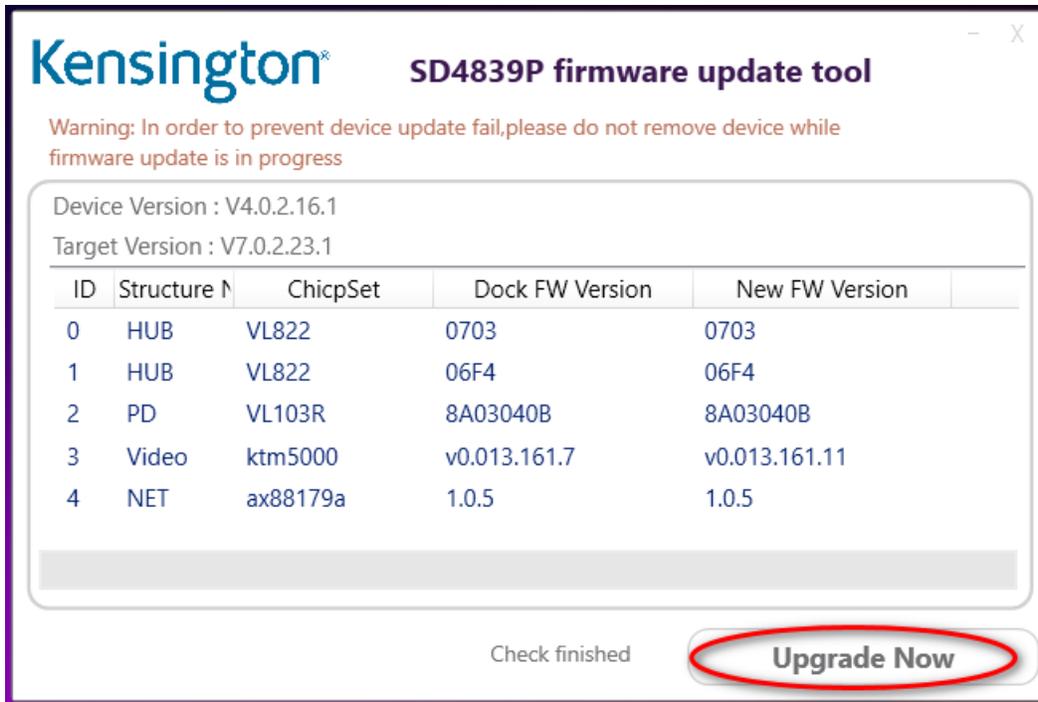
Press “F2” on your laptop’s keyboard to display details of the FW update. Within this view, double check that the new FW version for **Video** is listed as **v0.013.161.11**.



Step 11

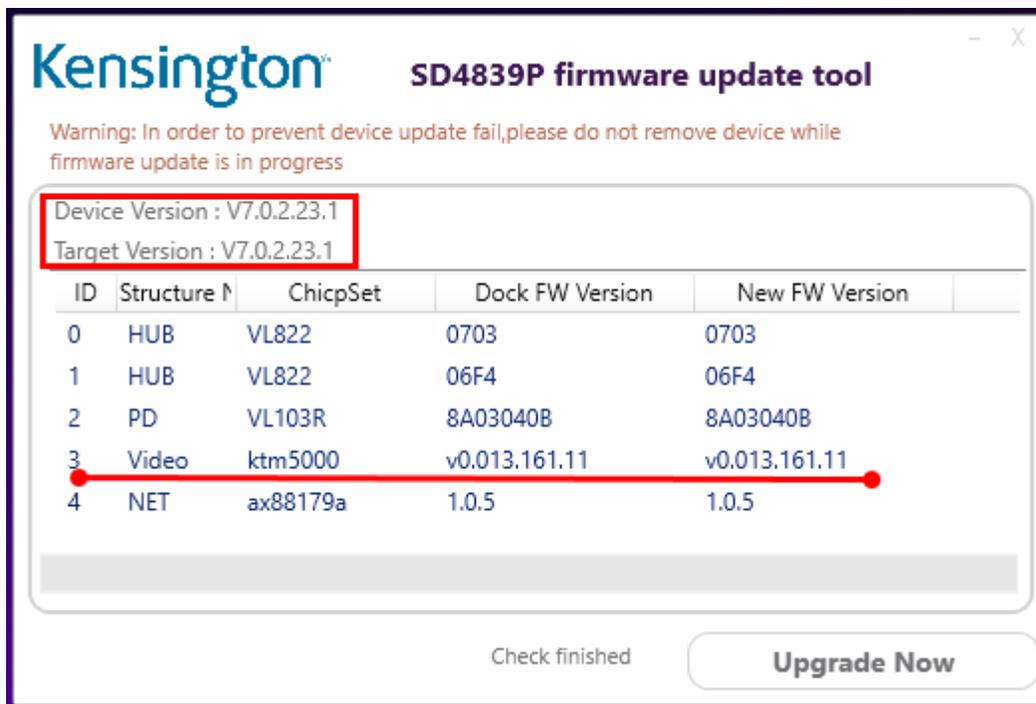
Click “Upgrade Now” to proceed.

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



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 for any reason you are still experiencing issues, please contact our Technical Support team for further assistance.