

Thunderbolt™ 3 Compatibility and Troubleshooting

Some of the first computers to include Thunderbolt™ 3 require firmware and software updates before they will work properly with accessories like adapters and docking stations. To get the latest updates for a particular Thunderbolt enabled system, please check the [Thunderbolt updates website](#) for a list of system vendors with links to their respective support websites.

While most Thunderbolt 3 PCs are full featured, a limited number of systems do not have some capabilities enabled in hardware, such as dual-monitor support through the Thunderbolt 3 port. This is because PC manufacturers can choose to implement some or all of Thunderbolt 3 capabilities, depending on their hardware design.

For such systems, there is no way to enable all Thunderbolt 3 capabilities through software and firmware. You should check with the PC manufacturer to determine which features have been enabled in the Thunderbolt 3 port to ensure the best experience with Thunderbolt 3 products from StarTech.com.

The following table describes the firmware and BIOS updates that are required to use Thunderbolt 3 accessories, and how many monitors are supported by each computer:

To check which version of the Thunderbolt software and firmware you are running in Windows®, do the following:

1. Click **Start**.
2. Type **Thunderbolt** and click on the search result.
3. In the system tray, right-click the **Thunderbolt** icon.
4. Click **Settings > Details**.

Review the versions of the software package, controller driver, NVM firmware, and PD firmware. If you are not running the latest versions, navigate to one of the following locations to download the latest versions:

- The links in the table below
- The manufacturer's website
- <http://thunderbolttechnology.net/updates>

Thunderbolt 3 Computer	Firmware Version and Link to Download	BIOS Version and Link to Download	Number of Monitors Currently Supported
Dell™ XPS™ 13 (9350)	16	1.4.4	
Dell XPS 15 (9550 - Intel GPU)	16	1.0.2.10	
Gigabyte™ GA-Z170X-Gaming 7	16	F7	
Gigabyte GA-Z170X-Gaming GT	16	F6	
Gigabyte GA-Z170X-UD5 TH	16	F5	
HP® Elite X2 1012 G1	16	01.15 Rev.A	
Intel® Skull Canyon NUC	16	--	
Lenovo™ ThinkPad™ P50	16	1.26	
Razer™ Blade Stealth	14	--	