

USB Fix Firmware Update Procedure V1.1

Are you having the USB lag issues in BOOTCAMP?

Root Cause:

Some HID device (Keyboard & Mouse) have too much EMI leakages and noises which will cause the interferences of the Mantiz Venus USB 3.1 Gen 1 2.4Ghz Band. There are few ways to solve this, easiest is to plug in the Mouse into the laptop or Do the Mantiz Venus FW update.

Laptop: Macbook Pro with Thunderbolt Port. 2016, 2017, (Not compatible in 2018)/
Native Windows 10 Laptop with Thunderbolt 3 ports.

OS Requirement: Bootcamp/Windows 10

Procedure:

- Turn off EGPU power, Plug out the EGPU from the Host and **remove the graphic card** (Macbook Pro Bootcamp User ONLY) from Mantiz Venus. (For Native Windows users, you don't have to remove the GPU)
- Go to Bootcamp/ Windows Make sure there's no thunderbolt software controller installed, if yes, **please uninstall it.**
- **MUST** Install the Thunderbolt software [HERE](#). (Version: 16.2.55.275) , after installed, leave it along, don't do anything.
- Download the the FW update software [HERE](#). Unzip the FWupdateapi.dll & FwUpdateTool_TBX-550CA_Mantiz.exe in the same folder.
- Plug in the eGPU w/o the Graphic card and run the FwUpdateTool_TBX-550CA_Mantiz.exe.
- Few Min later, Firmware update will be done, unplug the eGPU, restart. And test the USB device again.

Trouble shooting:

Error message: 0x266 Error

Solution: Please MUST install 16.2.55.275 Thunderbolt software before the Firmware update.

中文说明:

1. 将显卡盒子电源关机，并移出显卡（ MAC用户，且有BOOT CAMP者 ），纯 WINDOWS笔记本用户不需要移出显卡。
2. Windows 笔记本用户，请移除雷电软件，（ 搜寻 ‘ thunderbolt ‘ ，卸除此软件） 苹果用户，本来就没有此软件，故不需任何动作。
3. 务必将雷电程序安装与笔记本上（ MAC Bootcamp 用户，或是原生WINDOWS本都必须要做），下载链接[在此](#)。
4. 下载更新固件，链接[在此](#)。

5. 解压缩后，将FWupdateapi.dll & FwUpdateTool_TBX-550CA_Mantiz.exe 放置于同一个文件夹中。
6. 插入显卡盒子，执行FwUpdateTool_TBX-550CA_Mantiz.exe，大约三分钟后，系统会要求拔出缆线，重启之后就完成了。

问题排除：

1. 错误码：0X266 error. 原因：没有卸载原来的雷电软件，或是没有安装16.2.55.275 版本的雷电软件。