Thunderbolt 3 Pro Dock

User Guide

USB

CFast 2.0

SD 4.0

| 10Gb Ethernet | CFast | SD Card | Dual 4K / Single 5K Display Support | Dock Ejector App | Thunderbolt 3 | Windows and Mac |

CONTENTS

Introduction

Support Resources

INTRODUCTION

1.1 Minimum System Requirements

Mac Requirements
- macOS 10.13.6 or later
- Driver required for Apple Super Drive and Keyboard

PC Requirements
- Windows 10 or later
- Driver required for 10Gb Ethernet use

Hardware Requirements
- Works with any Thunderbolt 3 equipped Mac or Windows PC

1.2 Package Contents

OWC Thunderbolt 3 Pro Dock   Thunderbolt 3 cable

IMPORTANT NOTES:
- Power adapter and cable are included but not pictured.
- Mac: To enable support for the Apple Super Drive, Apple USB Keyboard, and charging for iPad 1/2/3 generation devices on the dock's 'high-power' ports, please install the Dock Ejector application for Mac. This application includes a driver that enables support for these devices and charging functions. go.owcdigital.com/dockejector
- Windows: To enable support for 10G Ethernet you will need to install a driver www.owcdigital.com/support/software-drivers

1.3 About This Manual

The images and descriptions may vary slightly between this manual and the unit shipped. Functions and features may change depending on the firmware version. The latest product details and warranty information can be found on the product web page. OWC's Limited Warranty is not transferable and subject to limitations.

1.4 OWC Dock Ejector

This application safely ejects all drives connected to the OWC Thunderbolt 3 Pro Dock with a single click, adding peace of mind to fast-paced mobile workflows. To install this app, please follow the steps below.

1. Download the installer file: For Mac download.owcdigital.com/dockejector/mac or for Windows download.owcdigital.com/dockejector/win

2. Launch the installer and follow the prompts. No restart is required.

3. Once the app is running an icon like the one shown below will appear in the macOS menu bar, or System Tray on Windows.

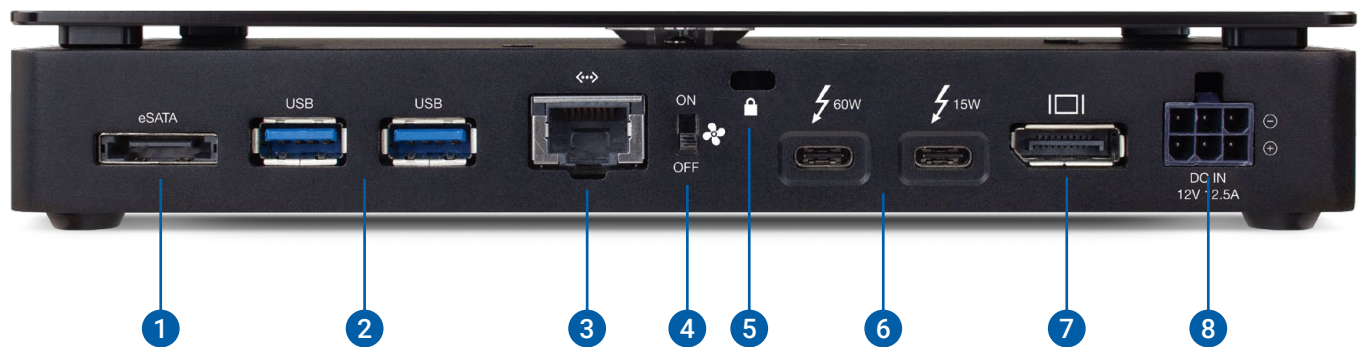To learn more about OWC Dock Ejector please visit: go.owcdigital.com/dockejector.

1.5 Front View

1. Power Status LED — a white light indicates the device has power and a blue light indicates an active host link.

2. Fan Status LED — a red light here indicates the fan is OFF.

3. USB 3.1 Gen 1 port — connect bus-powered USB 3.1 Gen 1 devices here.

4. SD media slot (UHS-II) — connect SD-compatible media here.

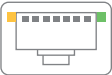5. CFast media slot — connect CFast media here.

1.6 Rear View

1. eSATA port – connect eSATA devices here.
2. (2) USB 3.1 Gen 1 ports – connect bus-powered USB 3.1 Gen 1 devices here.
3. 10Gb Ethernet port – connect to Ethernet here.
4. Fan switch – temporarily disable fan here for silent operation.
   IMPORTANT: We recommend that the device not be used continuously for more than 30 minutes with the fan powered off. See Section 2.2 Usage Notes for details.
5. Security slot – connect a security tether here.
6. (2) Thunderbolt 3 ports – connect your Thunderbolt 3 host and any additional Thunderbolt 3 devices here. See Section 2.2 Usage Notes for power delivery recommendations.
7. DisplayPort 1.2 – connect to a DisplayPort display here.
8. 12V DC port – connect 6-pin 12V power cable here.

Link Speed Indicator
100M / 1G / 2.5G / 5G = Green
10G = Orange

Link Activity Indicator
Flashing green = Network activity

3

2.1 Connection

1. Connect the Thunderbolt 3 Pro Dock to power using the included power supply and cable.

2. Connect the dock to a Thunderbolt 3 port on your computer using either one of the Thunderbolt ports on the dock.

3. Connect other devices to the appropriate ports on the dock. All connected devices will be available immediately for use on your computer.

2.2 Usage Notes

- Mac: To enable support for the Apple Super Drive, Apple USB Keyboard, and charging for iPad 1/2/3 generation devices on the dock's 'high-power' ports, please install the Dock Ejector application for Mac. This application includes a driver that enables support for these devices and charging functions. go.owcdigital.com/dockejector

- Windows: To enable support for 10G Ethernet you will need to install a driver www.owcdigital.com/support/software-drivers

- For the best Power Delivery (charging) performance, connect the host computer to the Thunderbolt 3 port labeled '60W'. This should be sufficient to charge applicable 15 inch MacBook Pro models that come with an 87W power supply, when the dock is the only thing connected to the host. When you have peripherals connected to both the dock and the host, it may not charge as expected, depending on the configuration.

- This docking station does not have built-in storage.

- USB 3.1 Gen 1 ports support UASP for better performance.

- It is not possible to access data on connected drives through the Ethernet interface. The network interface behaves like a network adapter that allows you to connect your computer to a 10G (or other) network via Thunderbolt 3; it does not allow connected devices to function as Network Attached Storage (NAS).

- The eSATA port supports port multiplier capabilities.

- This product was designed for use with the fan on and passed engineering tests with the fan on. We have added a switch that can power off the fan when a low-noise environment is needed. However, the device should be used for only short periods of time with the fan in the OFF position. Prolonged use without the fan may cause: the device to overheat; data integrity issues; reduced system stability; longevity issues with various electrical components. We recommend that the device not be used continuously for more than 30 minutes with the fan in the OFF position.

- The eSATA port and the CFast reader share a single PCIe Gen 2 lane, as do the USB ports and the SD card reader. The maximum transfer rate for a single PCIe Gen 2 lane is about 370MB/s, which means that any device connected to these interfaces cannot go faster than 370 MB/s and when multiple devices are used simultaneously, the bandwidth is shared.

- The DisplayPort does not support DP++. When using a DisplayPort to HDMI adapter, make sure to use an active adapter.

2.3 Contacting Technical Support

Phone: M–F, 8am–5pm Central Time
1.866.692.7100 (N. America)
+1.815.338.4751 (Int'l)

Chat: M–F, 8am–8pm Central Time
www.owcdigital.com/support

Email: Answered within 48 hours
www.owcdigital.com/support

Changes:

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FCC Statement:

Warning! Modifications not authorized by the manufacturer may void the user's authority to operate this device.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference with radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.

Health And Safety Precautions:

- Read this user guide carefully and follow the correct procedures when setting up the device.
- Do not attempt to disassemble or modify the device. To avoid any risk of electrical shock, fire, short-circuiting or dangerous emissions, never insert any metallic object into the device. If it appears to be malfunctioning, contact OWC technical support.
- Never expose your device to rain, or use it near water or in damp or wet conditions. Never place objects containing liquids on the device, as they may spill into its openings. Doing so increases the risk of electrical shock, short-circuiting, fire or personal injury.

General Use Precautions:

- To avoid damage, do not expose the device to temperatures outside the range of 5° C to 40° C (41° F to 104° F).
- Always unplug the device from the electrical outlet if there is a risk of lightning or if it will be unused for an extended period of time. Otherwise, there is an increased risk of electrical shock, short-circuiting or fire.
- Do not use the device near other electrical appliances such as televisions, radios or speakers. Doing so may cause interference which will adversely affect the operation of the other products.
- Do not place objects on top of the device.
- Protect your device from excessive exposure to dust during use or storage. Dust can build up inside the device, increasing the risk of damage or malfunction.
- For up-to-date product and warranty information, please visit the product web page.

Warranty:

The OWC Thunderbolt 3 Pro Dock has a [3 Year OWC Limited Warranty](). For up-to-date product and warranty information, please visit the [product web page]().

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