OWC Thunderbolt Go Dock

Support Manual

Introduction

1.1 System Requirements

Operating System

- Mac

  : macOS 11 or later

- PC

  : Windows 10 or later

- Other

  : iPadOS, Chrome OS, Android, & Linux (latest version recommended)

Hardware

- Works with any Mac, PC, iPad, or Tablet with a Thunderbolt 4 (USB-C) port

Supported Flash Media

- SD (up to 4.0 UHS-II) cards

1.2 Package Contents

- OWC Thunderbolt Go Dock
- Thunderbolt Cable
- Power Adapter and Cable

1.3 Front View

A. (1) SD Media Slot **– Supports SD 4.0 in UHS-II (Ultra High Speed II) with bus speed up to 156 MB/s (full duplex) or 312 MB/s (half duplex).**

B. (1) **Combo Audio Port** - Connect microphone, headphone, or headset with a 3.5mm connector

C. (1) **USB 2.0 Type-A Port** - Supports USB devices with a Type-A connection

D (1) **OWC ClingOn-ready cable stabilizer mount** – Affix ClingOn to help prevent accidental cable disconnections (sold separately)

E. (1) **USB 3.2 Gen 2 (10Gb/s) Type-C Port** - Supports USB devices with a Type-C connection

1.4 Rear View

(2) – Affix ClingOn to help prevent accidental cable disconnections (sold separately)

B. (2) **-** Supports USB devices with a Type-C connection

C. (1) **HDMI 2.1 Port** - Supports devices with a HDMI connection

D. (1) 2.5 **Gb Ethernet port** – Left LED will show Green for 100M/1G/2.5G connections. Right LED will show orange for an established link and blink orange during network activity.

E. (2) **USB 3.2 Gen 2 (10Gb/s) Type-A Port** - Supports USB devices with a Type-A connection

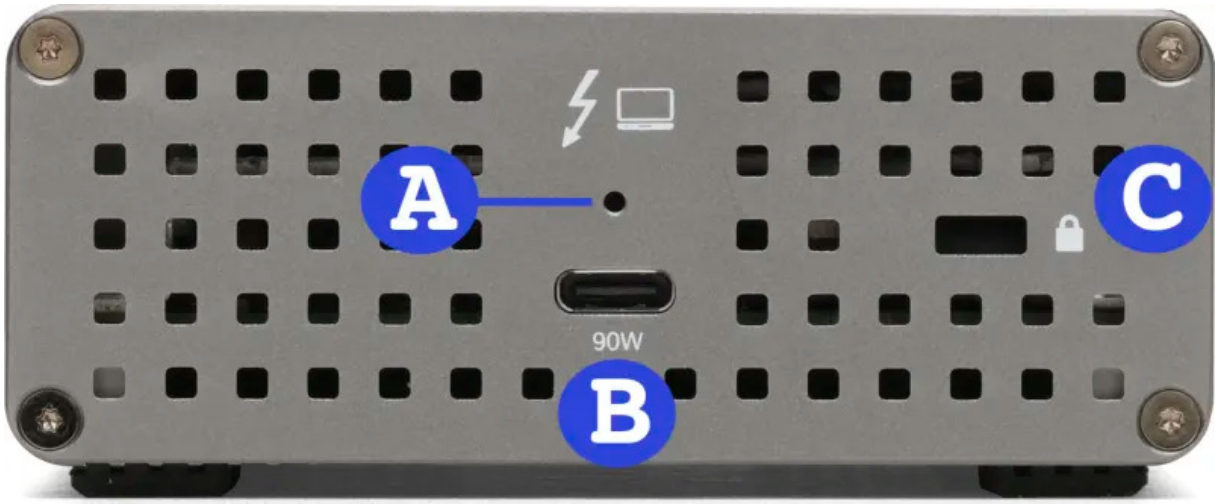
F. (1) **DC IN Power Port** - Connect 6-pin 12V power cable to power the device.

1.5 Side View

(1) **–** Affix ClingOn to help prevent accidental cable disconnections (sold separately)

B. (1) **90W Thunderbolt -** Connect to Thunderbolt host

C. (1) **Kensington Security slot** – Attach a Kensington Security lock.



1.6 Botton View

(1) **-** **=** Data Access Established (Read/Write)

B. (1) **Power Status LED** - **Solid White** = Power Established

Getting Started

2.1 Device Setup

This section describes the process of connecting the OWC Thunderbolt Go Dock.

1. Plug the power cable into the OWC Thunderbolt Go Dock DC IN power port located on the back and into a power outlet. The Power LED will illuminate a solid white.

2. Connect the included Thunderbolt cable into the 90W Thunderbolt Port located on the side of the device and into a system.

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

4. Download appropriate device drivers.

2.2 Device Drivers

Mac Users

Driver required to enable "Apple Super Drive", "Apple USB Keyboard", and charging for "iPad generations 1/2/3". The driver is packaged with the OWC Dock Ejector application download. Dock Ejector safely ejects all drives connected to the OWC Thunderbolt Pro Dock with a single click. OWC Dock Ejector can be download by visiting: go.owc.com/dockejector See additional information regarding OWC Drive Ejector in section 3.1 "Unmounting Drives".

PC Users

The OWC Thunderbolt Go Dock requires a driver to work properly with Windows or Linux. Locate your operating system and download the appropriate driver by visiting Realtek Driver Support Users are instructed to finish the on-screen instructions for completing the driver download.

Device Management

3.1 Unmounting Drives

To ensure no data is lost during normal use, always eject or unmount the corresponding disk(s) from your operating system before powering off the device. Unmounting options are provided below.

OWC Dock Ejector

This application safely ejects all drives connected to the OWC Thunderbolt Go Dock with a single click, adding peace of mind to fast-paced mobile workflows. To install this app, please follow the steps below.
NOTE : Enables 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. This application includes a driver that enables support for these devices and charging functions.

1. Download the installer file for Mac or Windows:

   go.owc.com/dockejector

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 menubar, or, System Tray on Windows. Clicking on the icon will provide options to unmount the OWC Gemini.

4. Full user manual can be viewed by visiting

   go.owc.com/dockejector/manual

Manually Unmounting Drives

macOS

- Drag the icon for the device you wish to unmount to the trash can; OR
- Right-click the device icon on the desktop, then click "Eject"; OR

- Highlight the device on your Desktop and press Command-E.

Windows

- Windows 10 build 1809 (October 2018) or later:
    - Eject the drive by clicking the ‘Show hidden items’ menu in the Taskbar, then clicking ‘Safely Remove Hardware and Eject Media’, and last select the ‘Eject’ option for this volume.
- Windows 10 build 1803 and earlier:
    - Go to the System Tray (located in the lower right corner of your screen). Click on the “Eject” icon (a small green arrow over a hardware image).
    - A message will appear, detailing the devices that the “Eject” icon controls, i.e., “Safely remove...” Click on this prompt.
    - You will then see a message that says, “Safe to Remove Hardware.” It is now safe to disconnect the device from the computer.

3.2 OWC Innergize Software

A software application included with OWC Atlas media cards that currently provides three basic functionalities to the user: Health, Sanitize and Field Firmware Upgradability.

- The Health function allows the user to know how much life is left on their OWC Atlas media card
- Sanitize removes ghost data on OWC Atlas media cards which will allow the media cards to perform at their peak and out of factory condition performance in matter of seconds
- Field Firmware upgradability allows OWC to deliver live updates to our memory cards without the hassle of sending them in for an update.

Installing OWC Innergize

- Download OWC Innergize application based on the system:
    - OWC Innergize for Mac
    - OWC Innergize for PC
- Open the downloaded Innergize.dmg file to begin and complete the installation process.

- For additional information regarding OWC Innergize please consult the support manual "

  OWC Innergize User Guide

  "

3.3 Thunderbolt™ Share

- Enjoy an assured optimal computing experience when you pair the OWC Thunderbolt Go Dock with an Intel EVO certified laptop. With Thunderbolt™ Share, the ultimate digital KVM, you can easily share devices and content between two Thunderbolt equipped computers from one Thunderbolt port. Additional details are available by visiting the

  Thunderbolt™ Share product detail page

3.4 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

  : A driver is required for Windows users. Downloaded the required driver by visiting:

  www.marvell.com/support/downloads.html#

  Instructions for downloading the driver are located in section 2.2 "Device Drivers".

- For the best Power Delivery (charging) performance, connect the host computer to the Thunderbolt port labeled '90W’ located on the side of the device. 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.

- With a USB host (such as an USB-C equipped MacBook, iPad, Chromebook, Android device, or PC), this device works as a USB hub. Bandwidth is reduced to USB speeds, Thunderbolt devices are not supported, and additional functionality will vary depending upon the host port's capabilities.
    - With a USB-C host, displays and power delivery support will depend upon the host port's capabilities.
    - With a USB-A host, displays and power delivery are not supported. Requires a USB-C to USB-A adapter (available separately).
- Recommended performance of 2.5Gb/s Ethernet requires compatible hardware components and cabling (i.e. Cat 5e cable minimum, Cat 6 or later strongly recommended). Components that aren’t rated at 2.5Gb/s Ethernet speed will reduce the system’s Ethernet performance while connected to the Thunderbolt Go Dock (i.e. 1Gb/s).
- This docking station does not have built-in storage.
- SD cards inserted into the OWC Thunderbolt Go Dock will not be recognized by Windows Disk Management or applications after being safely removed. Power cycle the entire OWC Thunderbolt Go Dock by disconnecting the power source. This will allow the OWC Thunderbolt Go Dock to create a new card session resulting in Windows recognizing the SD card.
- 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 10Gb (or other) network via Thunderbolt; it does not allow connected devices to function as Network Attached Storage (NAS).
- Thunderbolt 2/Thunderbolt compatibility requires a certified

  Thunderbolt 3 (USB-C) to Thunderbolt 2 (mDP) adapter

  and a Thunderbolt 2 cable (available separately). This configuration provides data transfer at up to 20Gb/s) but does not support notebook charging.
- Router and/or Network Switch must support AVB.
- Actual display support varies upon computer specifications. Supported Intel-based Apple Mac models and Thunderbolt 4 PCs support two displays over a Thunderbolt port. Apple silicon M1 and M2 Mac models support a single display over a Thunderbolt port.

Support Resources

4.1 Troubleshooting

- Begin by verifying that the power cable and brick connections are all secure. Then verify that the Thunderbolt cable is connected to the OWC Thunderbolt Go Dock. Next, verify the other end of the Thunderbolt cable is properly plugged into a system. If issues persists, try connecting a different Thunderbolt cable and see if the OWC Thunderbolt Pro Dock works properly. Connecting to a different system is also an option to verify the issue.

- If issues continue to occur, please know that OWC support is here to help. Contacting support information can be found in section 4.4 "Contacting Support". Please have your serial number ready which is located on the bottom of the OWC Thunderbolt Pro Dock and printed on the original packaging.

4.2 Online Resources

- OWC Thunderbolt Go Dock Product Page
- OWC Thunderbolt Go Dock Support Guide Page
- Dock Ejector

- Dock Ejector Manual
- Drive Guide Manual
- Drive Formatting
- Data Migration
- Thunderbolt 3 (USB-C) to Thunderbolt 2 (mDP) adapter

4.3 About Data Backup

To ensure that your files are protected and to prevent data loss, we strongly suggest that you keep two copies of your data on either your internal drive or another storage medium, such as an optical backup, or on another external storage unit. Any data loss or corruption while using the OWC Thunderbolt Go Dock is the sole responsibility of the user, and under no circumstances may OWC, its parents, partners, affiliates, officers, employees, or agents be held liable for loss of the use of data including compensation of any kind or recovery of the data.

4.4 Contacting Support

- Phone, Chat, and Email support is available by visiting (owc.com/support)

4.5 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

General Use Precautions

- To avoid damage, do not expose the device to temperatures outside the following ranges:
    - Environmental (Operating)
        - Temperature (ºF): 41º — 95º
        - Temperature (ºC): 5º — 35º
    - Environmental (Non-Operating)
        - Temperature (ºF): -4º — 140º
        - Temperature (ºC): -20º — 60º
- 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.
- Protect your device from excessive exposure to dust during use or storage. Dust can build up inside the device, increasing the risk of electrical shock, short-circuiting, or fire.
- Do not block any ventilation openings on the device. These help to keep the device cool during operation. Blocking the ventilation openings may increase the risk of electrical shock, short-circuiting, or fire.

Safety Precautions

- Use proper anti-static precautions when handling this device. Failure to do so can increase the risk of electrical shock or short-circuiting.
- Never expose your device to rain, or use it near water, or in damp wet conditions. Never place objects containing liquids on the device, as they may spill everywhere and into the openings. This will increase the risk of electrical shock, short-circuiting, fire, or personal injury.

- To avoid any risk of electrical shock, short-circuiting, fire, or dangerous emissions, never insert any metallic object into the device.
- Please cease use of the device and contact

  OWC Support

  if it appears to be malfunctioning.

Terms & Conditions of Sale

Warranty

OWC's products are subject to OWC's Terms & Conditions of Sale located at Terms of Sale or other applicable terms. The OWC Thunderbolt Go Dock comes with a 2-Year Limited Warranty. Additional warranty information can be viewed by visiting Hardware Warranties

Changes

The material in this document is for information purposes only and subject to change without notice. While reasonable efforts have been made in the preparation of this document to assure its accuracy, OWC, its parent, partners, affiliates, officers, employees, and agents assume no liability resulting from errors or omissions in this document, or from the use of the information contained herein. OWC reserves the right to make changes or revisions in the product design or the product manual without reservation and without obligation to notify any person of such revisions and changes.

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.

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