OWC StudioStack

Support Manual

Introduction

1.1 System Requirements

Operating System & Hardware

Works with any Thunderbolt 5 | Thunderbolt 4 | Thunderbolt 3 (Mac Only) | USB4 equipped:

- **Mac** : macOS 14.x or later
  - Thunderbolt 5 requires macOS 15.3.x or later
  - Thunderbolt 3 requires macOS 15.x or later
  - Intel based systems require macOS 15.x or later

- **PC** : Windows 11 or later
- **Chromebook:** current Chrome OS version recommended

Supported Drives

- 3.5"/2.5" SATA HDDs/SSDs
  - SATA drives connect via USB protocol
- NVMe M.2 SSD with a M-key connector and 2280 form factor

1.2 Package Contents

- (1) OWC StudioStack
- (1) 0.3M Thunderbolt 5 cable
- (1) External Power supply
- (1) 1.0M US Power cable
- (1) Getting Started QR insert card

1.3 Back View

A. (1) - Utilize the latest USB devices and accessories.

B. (4) **–** Affix ClingOn to help prevent accidental cable disconnections (sold separately).

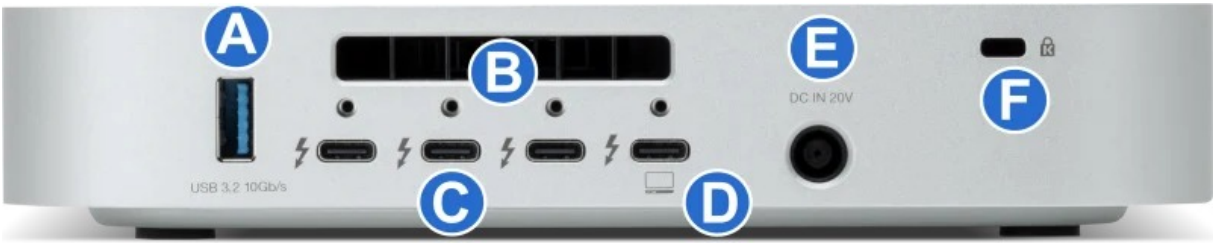
- OWC ClingOn-ready cable stabilizer mount usage limited to (2) non-adjacent Thunderbolt ports due to stabilizer width.

C. (3) **Thunderbolt 5 ports -** Connect Thunderbolt devices.

D. (1) **Thunderbolt 5 host port -** Connect a compatible host.

E. (1) **DC IN 20V Power Port -** Connect the power cable to power the device

F. (1) **–** Attach a Kensington Security lock.



1.4 Side View

A. (2) - Utilize the latest USB devices and accessories.

1.5 Bottom View

Power Status LED **-** **=** Solid White

(1) Data Link LED - **Data Connection** = Solid Blue

(1) SATA Drive Status LED - **Power & Data Connection** = Solid Green / **Drive Activity** = Flashing Green

(1) NVMe Drive Status LED - **Power & Data Connection** = Solid Green / **Drive Activity** = Flashing Green

Getting Started

2.1 Device Setup

This section describes the process of setting up the OWC StudioStack if purchased with pre-installed drives. The OWC StudioStack is available with several assembly and formatting variations.

- If the OWC StudioStack is assembled with (1) SATA HDD:
  - The SATA HDD is formatted as HFS+ for Mac.
- If the OWC StudioStack is assembled with (1) NVMe M.2 SSD:
  - The NVMe M.2 SSD is formatted as APFS for Mac.
- If the OWC StudioStack is assembled with (1) SATA HDD and (1) NVMe M.2 SSD:
  - The SATA HDD is formatted independently as HFS for Mac, and the NVMe M.2 SSD is formatted independently as APFS+ for Mac.

Apple OWC StudioStack Setup

- Connect the power cable into the power adapter.

    - Plug the power cable into the OWC StudioStack DC IN 20V power port located on the back and into a power outlet.

- The OWC StudioStack is configured as a Mac-formatted device allowing seamless plug-and-play experience between Mac and iPad systems.

    - Connect the included Thunderbolt cable into the Host Thunderbolt (USB-C) port located on the back of the OWC StudioStack and into a Mac or iPad. The Drive Status LEDs will illuminate a solid green for each drive type installed.

Windows, Chrome, and Android OWC StudioStack Setup

- Connect the power cable into the power adapter.

    - Plug the power cable into the OWC StudioStack DC IN 20V power port located on the back and into a power outlet.

- Using the OWC StudioStack with either a Windows, ChromeOS, or Android operating system requires the pre-installed drives to be reformatted before they can be used. The following options will allow the Mac-formatted OWC StudioStack to work as a Windows, ChromeOS, or Android formatted device.

    - Reformat the Mac-formatted device using OWC Drive Guide for Windows. This application is only available for devices assembled and shipped from OWC.

        - Download OWC Drive Guide for Windows to begin the process of reformatting the OWC StudioStack to work with Windows.

        - Please consult the OWC Drive Guide Support Manual for instructions.

    - The Mac formatted OWC StudioStack can be used in Windows through the purchase and installation of OWC MacDrive11. OWC MacDrive11 allows access to Mac-formatted drives in Windows without reformatting.

        - Please visit OWC MacDrive Product Details or OWC MacDrive Support for more information.

    - ChromeOS and Android users should consult the support article "OWC Drive Setup for Windows, Chrome, and Android Platforms" for instructions regarding reformatting the OWC StudioStack to work with ChromeOS or Android operating systems.

2.2 Assembly Steps

- This section describes the process of installing SATA and NVMe drives into the OWC StudioStack. The images and descriptions may vary slightly between this manual and the unit shipped.

Opening the OWC StudioStack

1. Carefully place the OWC StudioStack upside-down on a static-free surface.

- Remove the (4) case screws on the bottom side of the outer case (PH0 screwdriver recommended). Safely store the screws for reassembly.

2. Insert a nylon pry tool into the divot located on the front of the device.

- Lift slowly to remove the bottom tray from the top case exposing the internal drive connections.

SATA Drive Installation

1. Loosen the (4) screws securing the SATA drive tray to the top case of the OWC StudioStack (PH0 screwdriver recommended). Safely store for reassembly.

2. Lift the SATA drive tray out of the OWC StudioStack.

3.5-Inch Drive Installation

1. Place the drive tray over the 3.5-Inch drive ensuring the "SATA CON" marking on the drive tray lines up with the SATA drive connection.

- Secure the drive to the drive tray using (4) included silver screws (PH0 screwdriver recommended).

2. Connect the drive into the SATA connector on the circuit board. Ensure the drive is fully seated.

3. Secure the drive tray using the (4) screws removed from earlier (PH0 screwdriver recommended).

2.5-Inch Drive Installation

1. Place the drive tray over the 2.5-Inch drive ensuring the "SATA CON" marking on the drive tray lines up with the SATA drive connection.

- Secure the drive to the drive tray using (4) included black screws (PH0 screwdriver recommended).

2. Connect the drive into the SATA connector on the circuit board. Make sure the drive is fully seated.

3. Secure the drive tray using the (4) screws removed from earlier (PH0 screwdriver recommended).

NVMe Drive Installation

1. Remove the NVMe M.2 SSD mounting screw and safely store for reassembly (PH00 screwdriver recommended).

- Insert a NVMe M.2 SSD fully into the connector at a slight angle. The drive should not be forced if resistance is felt. Remove and carefully re-align the drive's connectors.

2. Press the NVMe M.2 SSD down so the drive’s notch fits around the mounting post and secure the drive using the NVMe M.2 SSD mounting screw removed earlier (PH00 screwdriver recommended).

Closing the OWC StudioStack

1. Carefully place the bottom tray back on the top case. Ensure the divot is facing the front of the OWC StudioStack.

2. Secure the bottom tray to the top case using the (4) screws removed earlier (PH0 screwdriver recommended).

- Note the screw diagram marks by each mounting hole. The longer screws should get secured in the back while the shorter screws get secured in the front.

3. The installed drives are ready to be formatted. Please visit go.owc.com/storage/formatting for formatting options.

Device Management

3.1 OWC Disk Performance

As of Windows 10 v. 1809 the default Disk Removal Policy is ‘Quick removal’ instead of ‘Better performance’.

NOTE : OWC storage solutions that are experiencing slow read/write speeds should consider checking and changing the Windows disk removal policy. Changing from "Quick removal" to "Better performance" can increase disk performance. OWC offers the application OWC Disk Performance to help change the Disk Removal Policy. Changing from "Quick removal" to "Better performance" can also be changed manually.

Please review the support article Storage Solutions: OWC Disk Performance for more detail.

3.2 Manually Unmounting Volumes

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

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

- In the system tray area of the taskbar, right-click on the **Safely Remove Hardware and Eject Media** icon. If the **Safely Remove Hardware and Eject Media** icon isn't visible, select **Show hidden icons** first, and then right-click the **Safely Remove Hardware and Eject Media** icon.
    - **NOTE** : If the **Safely Remove Hardware and Eject Media** icon still isn't visible after selecting **Show hidden icons** , then see the section Add the Safely Remove Hardware and Eject Media icon to the system tray in this article to add it to the system tray.
- In the menu that pops up, select **Eject <device>** for the hardware device that needs to be removed.
- The notification **Safe To Remove Hardware** displays and the hardware device disappears from the **Safely Remove Hardware and Eject Media** menu. The hardware device can be safely removed.

3.3 Usage Notes

- NVMe SSDs with a heatsink will not fit and are not supported.
- OWC ClingOn-ready cable stabilizer mount usage limited to (2) non-adjacent Thunderbolt ports due to stabilizer width.
- Thunderbolt 5 is capable of supporting up to three displays from a single computer host port dependent on the host computer's capability. This includes up to three 8K displays @ 60Hz, or two 8K displays @ 120Hz. Presently Apple has only enabled support for a maximum of up to two native displays per connected Apple Mac Thunderbolt host port. Software driver based technologies, such as DisplayLink (as supported by the OWC USB-C Dual HDMI 4K Display Adapter), may enable additional display support.
    - Please review the Apple silicon External Display Support support article for more details regarding how many displays can be connected to an Apple silicon Mac system.

    - Displays that do not have Display Stream Compression (DSC) will experience lower refresh rates.

- SATA drives connect via USB protocol.

- Some internal drives may not support LED status function.

Support Resources

4.1 Troubleshooting

- If your computer does not recognize the OWC StudioStack when it is connected:

    - Verify the Thunderbolt cable is securely connected between the OWC StudioStack and computer.

    - Connect the OWC StudioStack and computer with a different Thunderbolt cable.

    - Connect the OWC StudioStack to a different computer.

- Windows users experiencing slow read/write speeds should consider checking and changing the Windows disk removal policy. Please review the support article Storage Solutions: OWC Disk Performance for additional details.

- We are very sorry If issues continue to occur. Please know that OWC support is here to help. Contact information for our support can be found in **section 4.4 "Contacting Support"** Please have your serial number ready which is located on the bottom of the OWC StudioStack and printed on the original packaging.

4.2 Online Resources

Support Articles:

- OWC Disk Performance Support Article

- Drive Formatting Support Article

- Data Migration Support Article

- OWC Drive Setup for Windows, Chrome, and Android Platforms Support Article

Support Guide Pages:

- OWC MacDrive Support Page
- OWC StudioStack Support Page
- Windows Formatting Support Page

Downloads :

- OWC Drive Guide for Windows Download
- OWC Disk Performance Download

Product Pages :

- OWC StudioStack Product Page
- OWC ClingOn Product Page

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: one copy on your OWC StudioStack and a second copy 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 StudioStack 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 StudioStack if purchased with out drives comes with a 1-Year Limited WarrantyThe OWC StudioStack if purchased with drives comes with a 3-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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