



DOCK EJECTOR

User Guide



OWC DOCK EJECTOR

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1.1 Overview

OWC Dock Ejector allows you to eject all volumes attached through an OWC or Akitio brand dock.

This application only ejects volumes attached through an OWC or Akitio brand dock. It will not eject volumes connected directly to the computer, network volumes, or volumes attached to a different brand dock. It also does not eject volumes that come from disk image files.

1.2 Basic Usage

To use OWC Dock Ejector simply locate the icon. On a Mac the icon is located in the menu bar at the top of the screen, on Windows the icon is in the System Tray icon in the lower right corner.



Mac

If menu item says “Safe to Unplug Dock” instead of “Eject Volumes”, then you can safely disconnect your OWC Dock as all volumes connected to it are unmounted.

If menu item says “No OWC Dock Attached”, then you do not have an OWC Dock attached to your machine currently.

Windows

To safely eject connected devices, open the Notification area in the lower right corner and then right-click the OWC Dock Ejector icon and select “Safely disconnect disks on OWC Docks”.

1.3 High-Powered Ports

When you install this app, a driver is also included for the dock’s high-power USB ports. The driver enables use of the Apple SuperDrive and USB Keyboard on these ports, and should enable them to charge 1st, 2nd, and 3rd generation iPads as well.

2.1 Preferences/Settings

Preferences (Mac), Settings (Windows) can be set when clicking the Dock Ejector icon.

- The “Automatically check for updates” option will check for updates once a week.
- The “Check for Updates Now...” button checks for new updates immediately.
- The “Help improve OWC Dock Ejector” checkbox sends OWC anonymous usage information that helps OWC improve the applications for you and other users. No personal information is collected; we do not collect your name, email address, IP address, MAC address, serial number, etc. For more information on the usage information OWC collects, click [here](#).

3.1 Why won't my volume unmount?

An application is still using the volume

If you get a dialog box telling you that a volume is still in use by a specific application, you should go to that application, save your all your changes and quit the application. You can then try ejecting the volume again. If you get a dialog box saying the same application is running on the volume after you have already quit it, you have the option to Force Unmount.

WARNING: If you force unmount a volume with files still in use, the volume can be corrupted and data loss could occur.

If no application name is displayed in the dialog box, most likely there is a background process using the volume. Examples for macOS include but are not limited to things like Spotlight updating the volume index, or TimeMachine creating a backup. For these scenarios, wait 60 seconds and then try to eject the volume again. If you receive the same message, save any open work, shut down the host computer, disconnect the dock, and then restart the host.

In some macOS scenarios, the process holding things up might be related to the Finder app. In that case make sure the volume in question is not selected in the Finder Sidebar or otherwise displayed in the Finder window, then try again to eject the volume.

Your startup volume is attached through the dock

If your startup volume is attached to your OWC dock and you would like to disconnect the dock from your computer, save your work in all open applications, shutdown your machine, disconnect the dock, and restart your machine.

If Force Unmount fails

If you use Force Unmount to unmount a volume and receive a message that it has failed, shut down your machine, disconnect the dock, and restart your machine.

3.2 Uninstalling OWC Dock Ejector

Mac

To uninstall OWC Dock Ejector, download OWC Dock Ejector Installer from [here](#). Once it has downloaded, run the installer, go to “OWC Dock Ejector Installer” in the menu bar, and select “Uninstall”. This will stop OWC Dock Ejector from running and move it to trash.

Windows

To uninstall OWC Dock Ejector, right click the Windows flag in the lower left corner and select “Apps and Features”. Then search for “OWC Dock Ejector” and click the icon to start the uninstall process.

NOTE: This process will also uninstall OWC Dock Charging Support driver.

3.3 Online Resources

To access our online knowledge base, please visit: www.owcdigital.com/faq

3.4 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.

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