



DRIVE DOCK

User Guide



Introduction

| | |
|--------------------------------------|---|
| 1.1 Minimum System Requirements..... | 1 |
| 1.1.1 Apple Mac Requirements | |
| 1.1.2 PC Requirements | |
| 1.1.3 Supported Drives | |
| 1.2 Package Contents | 1 |
| 1.3 About This Manual..... | 1 |
| 1.4 Top View | 3 |
| 1.5 Rear View..... | 3 |

Device Setup

| | |
|----------------------|---|
| 2.1 Quick Start..... | 4 |
| 2.2 Usage Notes..... | 4 |

Support Resources

| | |
|--|---|
| 3.1 Formatting | 5 |
| 3.2 Unmounting Drives | 5 |
| 3.3 Troubleshooting | 5 |
| 3.4 About Data Backup | 5 |
| 3.5 Frequently Asked Questions..... | 5 |
| 3.6 Contacting Technical Support | 5 |

1.1 Minimum System Requirements

1.1.1 Apple Mac Requirements

- USB 3.1 Gen 1: OS X 10.6-10.11.6, macOS 10.12 or later
- Thunderbolt™ or Thunderbolt 2: OS X 10.10-10.11.6, macOS 10.12 or later

1.1.2 PC Requirements

- USB 3.1 Gen 1: Windows® XP or later
- Thunderbolt or Thunderbolt 2: Windows 7 SP1 or later

1.1.3 Supported Drives

- Any 2.5 inch or 3.5 inch SATA drive

1.2 Package Contents



OWC Drive Dock



Thunderbolt cable



USB 3.1 Gen 1 cable
(Standard-A to Standard-B)



Power cable

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.



General Use Precautions

- Do not place objects on top of the device.
- To avoid damage, do not expose the device to temperatures outside the following ranges: 41° - 95° F (operating) or -4° - 122° F (non-operating)
- 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 product near electrical appliances such as televisions, radios or speakers. Doing so may cause interference which can adversely affect the operation of the appliances.
- Do not place the device near sources of magnetic interference, such as computer displays or speakers. Magnetic interference can affect the operation and stability of hard drives.
- 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.



Safety Precautions

- Use proper anti-static precautions while installing your SATA drives into this drive enclosure. Failure to do so can cause damage to the drives and/or the enclosure.
- Read this guide carefully and follow the recommended steps for assembly.
- 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, please contact 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 dock as they may spill into its openings. Doing so increases the risk of electrical shock, short-circuiting, fire or personal injury.

1.4 Top View



- A. Drive 1 power button
- B. Drive 2 power button
- C. Drive 1 power / activity LED
- D. Drive 2 power / activity LED

1.5 Rear View



- 1. AC power port
- 2. Power switch
- 3. USB 3.1 Gen 1 port
- 4. Thunderbolt 2 ports

2.1 Quick Start

1. Plug the power cable into an outlet and the Drive Dock.
2. Plug in the data cable from the computer to the Drive Dock.
3. Seat a 2.5" or 3.5" SATA drive into one or both drive bays.
4. Switch the power on (back of the Drive Dock).
5. Press the power button(s) and wait a few seconds for the drive(s) to mount.
6. Begin using the Drive Dock.

2.2 Usage Notes

- If there is no active data connection, the LEDs will not function. When there is an active data connection and the Drive Dock is powered on, the LEDs will show blue for power and pink for drive activity. A red LED indicates the bay is powered on but no drive has been detected.
- To power on a drive, press and release the corresponding power button. To power off a drive, press and hold the power button for three seconds.
- When you use the power switch on the back of the Drive Dock to shut off power, the next time you switch the power on, neither drive bay will receive power. You will need to press the power button for the drive(s) you want to use during that session.
- After unmounting the drive(s) and powering off the drive bay(s), the drives will still be visible to the Thunderbolt bus for 7-8 seconds. If a drive is added and powered on during this time, the new drive will not mount. This scenario does not apply when connecting via USB.
- When connected via Thunderbolt, you can power each drive bay on and off independently (and swap out either of the drives) without affecting the other drive. When connected via USB, it is possible to unmount either drive from the OS without impacting the other drive, but you cannot power a bay on or off, or physically connect or disconnect one of the drives, without causing the other drive to temporarily unmount. This is a limitation of the USB port multiplier technology. Depending on the hard drive, it may take several seconds for it to remount.
- Hot-swapping is supported via Thunderbolt in all circumstances except when booting from a drive that is physically mounted in the drive dock. Hot-swapping is not supported via the USB connection due to port-multiplier limitations.
- In order for the computer to access volumes larger than 2TB, the OS must support large volumes (i.e. Windows Vista and above).
- To safely remove your drive(s) and to ensure that no data is lost, always eject or unmount the drive(s) from your operating system before powering off the drive(s). Please see **Section 3.2** for more information.

3.1 Formatting

For instructions on how to format your OWC Drive Dock for Mac or PC, please visit:

www.owcdigital.com/format

3.2 Unmounting Drives

To properly unmount an external disk from your computer, you can use one of the methods described below.

Mac: There are several methods, including:

- You can drag the disk icon from the Desktop to the trash can
- Right-click the disk icon on the Desktop then click “Eject”.
- Eject the disk from the sidebar of a Finder window
- Highlight the disk icon on your Desktop and press Command-E.

PC:

1. Go to the System Tray (lower right corner of your screen). Click on the ‘Eject’ icon.
2. A message appears, detailing the devices that the ‘Eject’ icon controls; click on this prompt.
3. The next message will say, ‘Safe to Remove Hardware.’ Now you can disconnect the Drive Dock.

3.3 Troubleshooting

Begin your troubleshooting by verifying that the power cable is connected to the OWC Drive Dock and to a power source. If the power cable is connected to a power strip, make sure that the power strip is switched on. Next, verify that both ends of the data cable are properly plugged into the computer and the Drive Dock. If you are still having trouble, try connecting a different type of data cable and see if the Drive Dock works properly. You can also connect the device to a different computer. If problems persist, **Section 3.6** provides information for contacting technical support.

3.4 About Data Backup

To ensure your files are protected and to prevent data loss, we strongly suggest that you keep two copies of your data: one copy on the drive used with the OWC Drive Dock and a second copy on either your internal drive or another storage medium, such as an optical backup, or another external storage unit. Any data loss or corruption while using the OWC Drive 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.

3.5 Frequently Asked Questions

To access our FAQs, please visit: www.owcdigital.com/faq

3.6 Contacting Technical Support



Phone: M–F, 8am–5pm Central Time
(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:

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.

Warranty:

The OWC Drive Dock has a 2 Year OWC Limited Warranty.

Copyrights and Trademarks:

Copyrights and Trademarks:

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior written consent of OWC.

© 2018 OWC. All rights reserved.

OWC and the OWC logo are trademarks of New Concepts Development Corporation, registered in the U.S. Patent and Trademark Office and/or in Canada. Apple, Mac, macOS, and OS X are trademarks of Apple Inc., registered in the United States and other countries. Thunderbolt and the Thunderbolt logo are trademarks of Intel Corporation or its subsidiaries in the U.S. and/or other countries. Microsoft and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. Other marks may be the trademark or registered trademark property of their owners.

