



THUNDERBOLT 3 10G ETHERNET ADAPTER

User Guide



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INTRODUCTION

1.1 Minimum System Requirements

Operating System

- macOS 10.13.4 or later
- 64-bit Windows 10 or later
 - Version 1709 or later

Hardware

- Any computer with a Thunderbolt 3 port

Compatible RJ-45 Connection Types

- 10GbE, 5GbE, GbE, 100MbE

1.2 Package Contents

- OWC Thunderbolt 3 10G Ethernet Adapter
- Thunderbolt 3 cable (captive)
- Quick Start Guide

1.3 About This Guide

The images and descriptions may vary slightly between this guide and the unit shipped. Functions and features may change depending on the firmware version. Please visit the product web page for the most current information. OWC's Limited Warranty is not transferable and subject to limitations.

2.1 macOS Usage Notes

- The drivers required to support the OWC Thunderbolt 3 10G Ethernet Adapter are installed as part of macOS 10.13.4 and later. The adapter is ready for use when you power on your computer.
- Fine-tuning System Preferences for maximum performance (requires connected network switch or router to support the settings mentioned):
 1. Open System Preferences, and then click Network.
 2. In the Network preferences panel, click the OWC 10G adapter (Thunderbolt Ethernet, Slot x) in the left panel, and then click Advanced; a new panel appears.
 3. In the new panel, click Hardware. From the Configure drop-down menu, select “Manually”. In the Speed drop-down menu, leave the setting at or select “10GbaseT” (or “5000baseT” or “2500baseT” if either is the top speed your network connection supports). In the Duplex drop-down menu, select “full-duplex” (not “full duplex, flow-control”). In the MTU drop-down menu, select “Jumbo (9000)” or select “Custom,” and then enter “9000” in the box below.
 4. When you’ve finished changing the settings, click OK.
 5. Back in the main Network window, click Apply after you’ve completed changing the settings.

2.2 Windows Usage Notes

- After starting your computer, the drivers that enable the Thunderbolt 3 10G Ethernet Adapter should be installed automatically.
- The first time you connect the adapter to the computer, an ‘Approve New Thunderbolt Devices’ window will appear. From the drop-down menu select ‘Always Connect,’ then click OK.

2.3 General Usage Notes

- Due to the adapter’s design, the case may become very warm to the touch while transferring large files or transferring data over an extended period of time. **This is normal** and does not indicate a malfunction. The adapter may also operate at a higher-than-expected temperature when connected to a long cable run.

2.4 Cable Replacement

If you experience problems with the OWC Thunderbolt 3 10G Ethernet Adapter, and they cannot be resolved with the information in this guide, please contact our Technical Support team. They may determine that the Thunderbolt 3 cable needs to be replaced. In that case, once you have the recommended replacement cable (not all Thunderbolt 3 cables will fit inside the case), please use the steps shown below to replace the original cable.

Note: you do not need to return the original cable to OWC unless the Technical Support team requests that you do so.

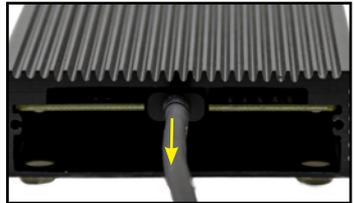
1. Remove the two screws on the back of the device (shown at right).



2. Note that the cover has a cut-out on one side; separate the cover from the cable, then set the cover aside.



3. Carefully unplug the Thunderbolt 3 cable then connect the approved replacement cable in the same location. Note: this device only accepts Thunderbolt 3 cables with plugs that are 7/8 inch (~ 2.2 cm) long. Other Thunderbolt 3 cable plug types will not fit.



4. Reseat the cover on the back of the device so that the cable is sitting within the cut-out, then re-affix the two screws you removed in Step 1. This completes the cable replacement process.



SUPPORT RESOURCES

Customer 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

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