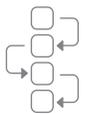# USB-C DOCK

User Guide

Workflow

Notebook and
Device Charging

Windows, Mac
and Chrome

CONTENTS

Introduction

Support Resources

INTRODUCTION

1.1 Minimum System Requirements

Mac Requirements
- Mac OS X: 10.10—10.11.6, macOS: 10.12 or later

Windows Requirements
- Windows 10 or later

Hardware Requirements
- 2015—2016 Mac laptop or a PC with a USB-C port

1.2 Package Contents

OWC USB-C Dock   USB 3.1 Gen 1 Type-C cable

IMPORTANT NOTES
- Power adapter and cable are included but not pictured.
- Space Gray model shown, requirements and usage identical for all models.
- 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: To enable support for 10G Ethernet you will need to install a driver www.owcdigital.com/support/software-drivers

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.

1.4 OWC Dock Ejector

This application safely ejects all drives connected to the OWC Thunderbolt 3 Dock with a single click, adding peace of mind to fast-paced mobile workflows. To install this app, please follow the steps below.

1. Download the installer file: For Mac download.owcdigital.com/dockejector/mac or for Windows download.owcdigital.com/dockejector/win

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.

To learn more about OWC Dock Ejector please visit: go.owcdigital.com/dockejector.

1.5 Front View

- There are two LEDs (not pictured) on the bottom of the OWC USB-C Dock, near the front of the device. Their functionality is described below.

- Data LED (green) — Glows green when the dock has an active data connection to a computer through the USB Type-C cable.

- Power LED (blue) — Glows blue when the dock has power. The USB-C Dock does not power off when disconnected from the computer or when the computer sleeps. As long as the dock receives power, this LED will remain on.

1. SD Card slot — Accepts SD media cards, commonly used in digital cameras.

2. Combo Audio Port — Accepts 3.5 mm microphone and headphone jacks. See Section 2.2 for more information.

3. High-Powered USB 3.1 Gen 1 Port — This USB Standard-A port allows you to recharge mobile devices such as iPods, iPads, and smart phones. This port is backward compatible with USB 2.0 devices.

1.6 Rear View

1. USB 3.1 Gen 1 Standard-A ports — Connect additional USB 3.1 devices here. These ports are backward compatible with USB 2.0 devices. The high-powered port can be used to recharge mobile devices.

2. USB 3.1 Gen 1 Type-C port — If your USB 3.1 device has a cable with a Type-C connector on the upstream end, you can connect it to this port.

3. Gigabit Ethernet port — Connect an Ethernet cable here to access a wired network. Ethernet driver required for OS X. See Section 2.2 – Usage Notes for more details.

4. USB 3.1 Gen 1 Type-C Computer Link — Connect this port to your computer.

5. Mini DisplayPort — Connect a Mini DisplayPort enabled display here.

6. DC IN — Connect the included power supply here.

2.1 Connection

1. Connect the USB-C Dock to the power supply using the included cable.

2. Connect the Computer Link port to the USB Type-C port on your computer.

3. Connect your devices to the appropriate ports on the dock.

2.2 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: To enable support for Ethernet you will need to install a driver. www.owcdigital.com/support/software-drivers

-   There is no power switch on the dock. As long as it is connected to power and to a computer, the dock will function. If the computer turns off or enters a sleep state, the dock will remain powered on, but all other devices connected via the dock will power off or sleep as if they were connected directly to the computer.

-   The high-power USB 3.1 Gen 1 ports on the dock will remain on and provide power to any connected device, even if the dock is not connected to a computer or if the computer is turned off. The remaining USB 3.1 Gen 1 ports will provide power only if the dock is connected to the computer and the computer is awake.

-   All dock ports support hot-plugging. To ensure no data is lost, always eject or unmount connected storage devices from your OS before disconnecting them from your dock (or before disconnecting the dock from the computer).

-   The Combo Audio port on the dock is analog. Headphone output is stereo, the microphone input is mono. This port also accepts headsets — the audio output to the headphones will be in stereo, the microphone input will be mono.

-   The SD Card slot supports SD, SDHC, and SDXC card types up to 2TB, at speeds up to 70MB/s for cards that support the UHS-1 specification.

-   All USB ports are bootable via OS X, however the Ethernet port does not support booting (for example during system installs or upgrades).

-   The USB Type-C port, between the Ethernet and USB Standard-A ports, is for data and power only; it does not support video signals or video adapters.

-   The dock is not compatible with Apple's USB-C Digital AV Multiport Adapter or the Apple USB-C VGA Multiport Adapter. It is compatible with Apple's USB-C to USB Adapter.

2.2 Usage Notes continued

Mini DisplayPort

- Supports up to 4K resolution @ 30Hz

- Supports DP++ (dual-mode)

- Does not support MST (multi-stream transport)

2.3 Troubleshooting

Begin by verifying that the power supply is connected to the USB-C Dock and to a power source. If the power supply is connected to a power strip, make sure that the power switch on the strip is activated. Then, verify that both ends of the USB Type-C cable are properly plugged into the computer and the dock. If the dock is still not working, try using a different USB Type-C cable.

When using OS X or macOS you can verify if the dock is communicating with the computer by checking the System Report and clicking on the 'USB' category in the left sidebar. If the dock is seen by the computer but one or more connected devices are not, troubleshoot each device individually.

When using Windows you can verify the dock is communicating with the PC by opening the Device Manager, then expanding the 'Sound, video, and game controllers' section. You should see an item that is listed as 'OWC USB-C Dock.'

Our FAQs can be found at: www.owcdigital.com/support/faq

3.1 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 A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference with radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

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.

Health And Safety Precautions:

- Read this user guide carefully and follow the correct procedures when setting up the device.
- 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, contact OWC 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 device, as they may spill into its openings. Doing so increases the risk of electrical shock, short-circuiting, fire or personal injury.

General Use Precautions:

- To avoid damage, do not expose the device to temperatures outside the range of 5° C to 40° C (41° F to 104° F).

- 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 device near other electrical appliances such as televisions, radios or speakers. Doing so may cause interference which will adversely affect the operation of the other products.

- Do not place objects on top of the device.

- 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.

- For up-to-date product and warranty information, please visit the product web page.

Warranty:

The OWC USB-C Dock has a 2 Year OWC Limited Warranty. For up-to-date product and warranty information, please visit the product web page.

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