



THUNDERBOLT 2 DOCK

User Guide



Introduction	1
1.1 Minimum System Requirements	
1.2 Package Contents	
1.3 About This Manual	
1.4 Front View	
1.5 Side View	
1.6 Rear View	
Support Resources	4
2.1 Connection	
2.2 Usage Notes	
2.3 Troubleshooting	
2.4 Contacting Technical Support	

INTRODUCTION

1.1 Minimum System Requirements

- Apple Mac with Thunderbolt™ or Thunderbolt 2 *
- OS X 10.9.4-10.11.6
- macOS 10.12 or later

NOTE: Windows® not supported.

* Thunderbolt 2 recommended for best performance. Thunderbolt 3 Macs require a Thunderbolt 3 to Thunderbolt 2 adapter. DisplayPort and other limitations may apply.

1.2 Package Contents



OWC Thunderbolt 2 Dock



Power supply and cable

IMPORTANT: Driver required for Apple SuperDrive support, Apple Keyboard Support, and for charging iPad 1/2/3 . Please see **Section 2.2 – Usage Notes** for more details.

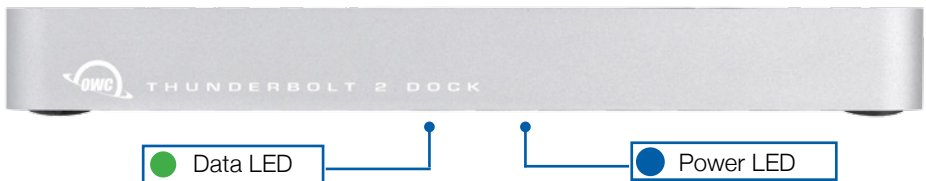
1.3 About This Manual

The images and descriptions may vary between this manual and the unit shipped. Functions and features may change depending on the firmware version and/or the driver, if applicable. OWC's Limited Warranty is not transferable and subject to limitations. Please visit the product web page(s) for the most current product information.

1.4 Front View

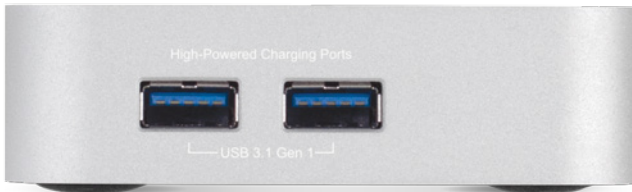
NOTE: There are two LEDs on the bottom of the OWC Thunderbolt 2 Dock near the front, which are not pictured. Their functionality is described below.

- **Data LED (green)** — This LED will glow green when the dock has an active data connection to a computer through the Thunderbolt cable. If the computer is powered off or in sleep mode, this LED will power off.
- **Power LED (blue)** — This LED glows blue when the dock receives power. Unlike some Thunderbolt devices, the Thunderbolt 2 Dock does not power off when disconnected from the computer or when the computer sleeps. As long as the dock receives power, the blue power LED will remain on.



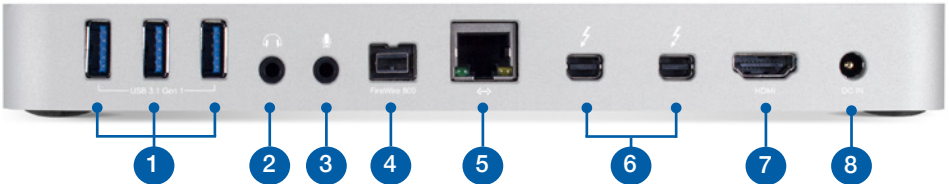
1.5 Side View

- **(2) USB 3.1 Gen 1 high-power ports** — These ports are each capable of providing up to 1.5A of power for charging devices such as the Apple iPad. These USB 3.1 Gen 1 ports are otherwise identical to the USB ports located on the rear of the dock.



1.6 Rear View

1. **(3) USB 3.1 Gen 1 ports** — Connect additional USB devices here.
2. **Audio out port** — Connect headphones or speakers here.
3. **Audio in port** — Connect a microphone or other audio input device here.
4. **FireWire 800 (1394b) port** — Connect a FireWire device here. You can daisy-chain additional FireWire devices off of the first FireWire device.
5. **Gigabit Ethernet port** — Connect an Ethernet cable here to access a wired network.
6. **(2) Thunderbolt 2 ports** — Connect one port to the Thunderbolt 2 port on your Mac. Use the other port to connect up to five additional Thunderbolt devices, plus a display. Thunderbolt™ 2 supports DisplayPort™ 1.2. Resolutions up to 4K @ 60Hz supported.
7. **HDMI port** — Connect an HDMI display or television here. Supports HDMI 1.4b (resolutions up to 4K @ 30Hz). **Certified 'HDMI High Speed' cable recommended.**
8. **DC power input** — Connect the included power supply here.



2.1 Connection

1. Connect the Thunderbolt 2 Dock to power using the included power supply and cable.
2. Connect the dock to a Thunderbolt port on your computer using either one of the Thunderbolt ports on the dock.
3. Connect others devices to the appropriate ports on the dock. All connected devices will be available immediately for use on your computer.

2.2 Usage Notes

- **IMPORTANT:** To enable support for the Apple SuperDrive, the Apple USB keyboard, and iPad 1/2/3 charging, please install the driver that is found on this page: 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 powers off or sleeps, the dock will remain powered on, but all other devices connected through the dock will power off or sleep, as if they were connected directly to the computer.
- If you are connecting only one display to the dock, you can do so via the following connection types: Thunderbolt, Mini Displayport, HDMI. **HOWEVER**, if you intend to connect two displays simultaneously, you **MUST** use **BOTH** a native Thunderbolt display and a native HDMI display. Other combinations or adapters will not work.
- The high-power USB 3.1 Gen 1 ports on the side of 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 USB 3.1 Gen 1 ports on the rear of the dock will only provide power if the computer is on or in a sleep state.
- All ports support hot-plugging. To ensure no data is lost, always eject or unmount any connected storage devices from your operating system before disconnecting them from your dock (or before disconnecting the dock from the Mac).
- The Audio In and Audio Out ports on the dock are analog. Additionally, the Audio In (mic) port uses mono sound rather than stereo sound. Note the audio output on this dock is not pre-amplified, lower volume levels may sound more quiet than expected.
- Thunderbolt 2 is backwards compatible with Thunderbolt, but any devices connected in a Thunderbolt chain after a Thunderbolt device will operate at original Thunderbolt speed (10Gb/s) rather than Thunderbolt 2 speed (20Gb/s). If mixing Thunderbolt 2 and original Thunderbolt devices, make sure all Thunderbolt 2 devices are in front of the Thunderbolt devices (i.e. computer>Thunderbolt 2 devices>Thunderbolt devices).
- Thunderbolt device chains can support up to six Thunderbolt devices, thus five additional Thunderbolt devices can be chained to the Thunderbolt 2 Dock. A Thunderbolt or DisplayPort monitor can be added to the end of the device chain.
- USB 3.1 Gen 1 ports are bootable only on Mid 2013 and later Macs using OS X 10.9.4 or later. Thunderbolt, FireWire, and Ethernet are bootable on all Macs with a Thunderbolt port.

2.3 Troubleshooting

Begin your troubleshooting by verifying that the power cable is connected to the OWC Thunderbolt 2 Dock and to a power source. If the power cable is connected to a power strip, make sure that the power switch on the strip is turned on.

Next, verify that both ends of the Thunderbolt cable are properly plugged into the computer and the dock. If the dock is still not working properly, try using a different Thunderbolt cable or using another Thunderbolt port on the computer or the dock.

You can verify if the dock is communicating with the computer by going into System Information and clicking on the 'Thunderbolt' category on the left. If the dock is seen by the computer but one or more connected devices are not, troubleshoot each device individually. If problems persist, see **Section 2.4** to contact OWC technical support. Our FAQs can be found at: www.owcdigital.com/support/faq

2.4 Contacting Technical Support



Phone: M–F, 8am–5pm CST
(866) 692-7100 (N. America) | +1 (815) 338-4751 (Int'l)



Chat: M–F, 8am–8pm CST
www.owcdigital.com/support



Email: Answered within 48 hours
www.owcdigital.com/support

Changes:

The material in this document is for information 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 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.

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.

© 2017 OWC. All rights reserved.

OWC is a trademark of New Concepts Development Corporation, registered in the U.S. Patent and Trademark Office and/or in Canada. The OWC logo is a trademark of New Concepts Development Corporation. Apple, FireWire, iPad, Mac, and OS X and are trademarks of Apple Inc., registered in the U.S. and other countries. macOS is a trademark of Apple, Inc. Microsoft and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. Thunderbolt and the Thunderbolt logo are trademarks of Intel Corporation or its subsidiaries in the U.S. and/or other countries. DisplayPort is a trademark owned by the Video Electronics Standards Association (VESA®) in the United States and other countries. Other marks may be the trademark or registered trademark property of their owners.

