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OWC Thunderbolt 5 Hub Instruction Manual

**OWC Thunderbolt™ 5 Hub
Support Manual**

Contents

Introduction

1.1 System Requirements

Works with any Thunderbolt 3 (Mac Only) | Thunderbolt 4 | Thunderbolt 5 | USB4 equipped:

- Mac : macOS 14.x or later
    - Thunderbolt 5 requires macOS 15.x or later
    - Thunderbolt 3 requires macOS 15.x or later
    - Intel based Mac systems require macOS 15.x or later
- PC : Windows 10 or later
    - Thunderbolt 5 requires Windows 11 or later
- Linux : current Ubuntu version recommended
- iPad Pro : current iPadOS version recommended
- Chromebook/Surface : current Chrome OS version recommended

1.2 Package Contents

- OWC Thunderbolt TM 5 Hub
- Thunderbolt Cable
- Power Adapter and Cable

1.3 Front View
A. – Connect USB peripheral devices.
B. Thunderbolt 5 port – Connect compatible Thunderbolt 3 or later | USB-C devices.
C. OWC ClingOn-ready cable stabilizer mount – Affix ClingOn to help prevent accidental cable disconnections (sold separately)

1.4 Rear View
D. – Connect a Kensington security tether.
E. DC IN 21V Power Port – Connect the included power supply.
F. Thunderbolt 5 Host Port – Connect the included Thunderbolt 5 cable to the hub and compatible host system. Provides up to 140W of Power Delivery for laptop battery charging.
G. (3) OWC ClingOn-ready cable stabilizer mount – Affix ClingOn to help prevent accidental cable disconnections (sold separately)
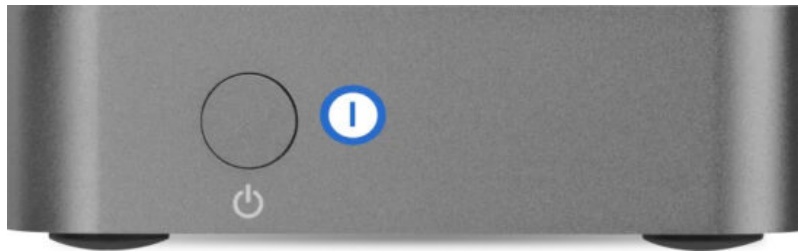H. (2) Thunderbolt 5 Ports – Connect compatible Thunderbolt 3 or later | USB-C devices.

1.5 Side View
I. Power Button – Press and hold to power the hub.

- Power Status LED (located on the bottom)
    - Solid white when there is power.
- Activity Status LED (located on the bottom)
   - Solid blue when there is a data connection.

Getting Started

2.1 Device Setup
This section describes the process of connecting the OWC Thunderbolt TM 5 Hub.

1. Plug the power cable into the OWC Thunderbolt TM

   5 Hub DC IN power port located on the back and into a power outlet. The Power Status LED will illuminate a solid white.
2. Connect the included Thunderbolt cable into the Thunderbolt Host Port located on the front of the OWC Thunderbolt TM

   5 Hub and into a system.
3. Connect other devices to the appropriate ports on the dock. All connected devices will be available immediately for use on your system.

Mac Users : 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
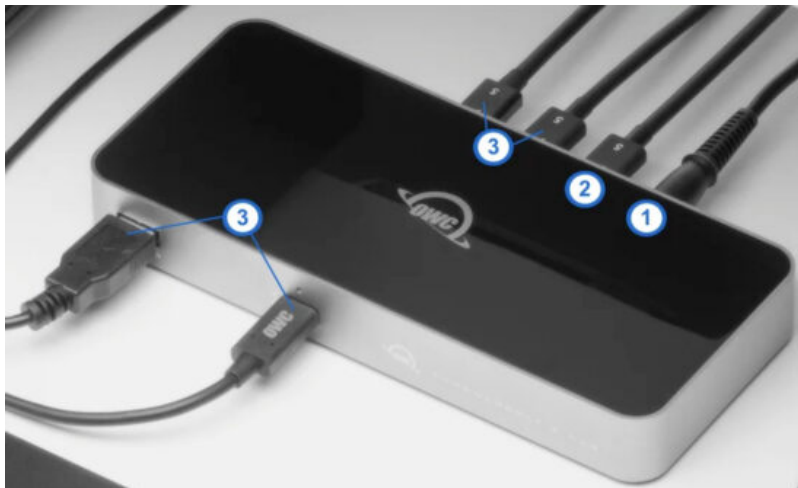
Device Management

3.1 Unmounting Devices
To ensure no data is lost during normal use, always eject or unmount the corresponding disk(s) from your operating system before powering off the device.
Unmounting options are provided below.

OWC Dock Ejector
This application safely ejects all drives connected to the OWC Thunderbolt TM 5 Hub with a single click, adding peace of mind to fast-paced mobile workflows. To install this app, please follow the steps below.
NOTE : Enables 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. This application includes a driver that enables support for these devices

and charging functions.

1. Download the installer file for Mac or Windows: **go.owc.com/dockejector**
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. Clicking on the icon will provide options to unmount the OWC Gemini.
4. Full user manual can be viewed by visiting **go.owc.com/dockejector/manual**

Manually Unmounting Devices
macOS

- Drag the icon for the device you wish to unmount to the trash can; OR
- Right-click the device icon on the desktop, then click "Eject"; OR
- Highlight the device on your Desktop and press Command-E.

Windows

- Windows 10 build 1809 (October 2018) or later:
  - Eject the drive by clicking the 'Show hidden items' menu in the Taskbar, then clicking 'Safely Remove Hardware and Eject Media', and last select the 'Eject' option for this volume.
- Windows 10 build 1803 and earlier:
  - Go to the System Tray (located in the lower right corner of your screen). Click on the "Eject" icon (a small green arrow over a hardware image).
  - A message will appear, detailing the devices that the "Eject" icon controls, i.e., "Safely remove…" Click on this prompt.
  - You will then see a message that says, "Safe to Remove Hardware." It is now safe to disconnect the device from the computer.

3.3 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.
- 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 hub (or before disconnecting the hub from the host computer).
- Thunderbolt device chains can support up to six Thunderbolt devices, thus a total of five additional Thunderbolt devices can be chained to the Thunderbolt Hub. It is not possible to chain five devices to each available Thunderbolt 4 port. In addition, a Thunderbolt 4 or Thunderbolt 3 display (or a display connected via a USB-C display adapter) can be added to the end of a device chain.
- It is possible to connect other types of displays such as HDMI and DisplayPort to an available Thunderbolt 5 port, so long as you have the appropriate USB-C display adapter (e.g. a USB-C to HDMI cable, or a USB-C to DisplayPort cable).

- The OWC Thunderbolt TM 5 Hub supports DisplayPort 2.1 capabilities, so long as the connected host and display also support it. For use with a single display, Thunderbolt 5 supports resolutions up to 8K @ 120Hz or 4K @ 144Hz. For dual display configurations, the two applicable ports support up to 8K @ 60Hz.
- Apple silicon M1/M2/M3 Pro, M1/M2/M3 Max, and M1/M2 Ultra Mac models, Apple Intel-based Mac models, and Thunderbolt 4 PCs can support up to two displays at up to 4K @ 60Hz via Thunderbolt.
- Apple silicon M1/M2/M3 Mac models can support one external display up to 4K @ 60Hz via Thunderbolt.

Support Resources

4.1 Troubleshooting

- Begin by verifying that the power cable and brick connections are all secure. Then verify that the Thunderbolt cable is connected to the OWC Thunderbolt TM
5 Hub. Next, verify the other end of the Thunderbolt cable is properly plugged into a system. If issues persists, try connecting a different Thunderbolt cable and see if the OWC Thunderbolt 5 Hub works properly. Connecting to a different system is also an option to verify the issue.
- If issues continue to occur, please know that OWC support is here to help. Contacting support information can be found in section 4.4 "Contacting Support". Please have your serial number ready which is located on the bottom of the OWC Thunderbolt TM
5 Hub and printed on the original packaging.

4.2 Online Resources

- OWC Thunderbolt 5 Hub Product Page
- OWC Thunderbolt 5 Hub Support Guide Page
- Dock Ejector Download
- Dock Ejector Support Manual

4.3 About Data Backup
To ensure that your files are protected and to prevent data loss, we strongly suggest that you keep two copies of your data on either your internal drive or another storage medium, such as an optical backup, or on another external storage unit. Any data loss or corruption while using the OWC Thunderbolt TM 5 Hub 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.

4.4 Contacting Support

- Phone, Chat, and Email support is available by visiting (owc.com/support)

4.5 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

General Use Precautions

- To avoid damage, do not expose the device to temperatures outside the following ranges:
  - Environmental (Operating)
  - Temperature (ºF): 41º — 95º
  - Temperature (ºC): 5º — 35º
- Environmental (Non-Operating)
  - Temperature (ºF): -4º — 140º
  - Temperature (ºC): -20º — 60º
- 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.
- Protect your device from excessive exposure to dust during use or storage. Dust can build up inside the device, increasing the risk of electrical shock, short-circuiting, or fire.
- Do not block any ventilation openings on the device. These help to keep the device cool during operation. Blocking the ventilation openings may increase the risk of electrical shock, short-circuiting, or fire.

Safety Precautions

- Use proper anti-static precautions when handling this device. Failure to do so can increase the risk of electrical shock or short-circuiting.
- Never expose your device to rain, or use it near water, or in damp wet conditions.
  Never place objects containing liquids on the device, as they may spill everywhere and into the openings. This will increase the risk of electrical shock, short-circuiting, fire, or personal injury.
- To avoid any risk of electrical shock, short-circuiting, fire, or dangerous emissions, never insert any metallic object into the device.
- Please cease use of the device and contact
  OWC Support
  if it appears to be malfunctioning.

Terms & Conditions of Sale

Warranty
OWC's products are subject to OWC's Terms & Conditions of Sale located at Terms of Sale or other applicable terms. The OWC Thunderbolt TM 5 Hub comes with a 2-Year Limited Warranty. Additional warranty information can be viewed by visiting Hardware Warranties

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.

Copyrights and Trademarks

Documents / Resources

	OWC Thunderbolt 5 Hub [pdf] Instruction Manual Thunderbolt 5 Hub, 5 Hub, Hub

References

- 🕹 **Dock Ejector - OWC Software Store**
- 🕹 **Support**
- **User Manual**