DRIVE **DOCK**
High-speed access to your data from SATA drives

SSD

2.5-inch & 3.5-inch
HDDs & SSDs

Up to 10Gb/s

USB 3.1 Gen 2
Type-C

OS

Windows, Mac
and Chrome

TABLE OF CONTENTS

INTRODUCTION

1.1 SYSTEM REQUIREMENTS

Operating System:
- Mac OS X 10.6.8 or later, macOS 10.12.6 or later,
  iPadOS 13 or later, Windows 7 or later, Chrome OS

Hardware:
- Any Mac, PC, Chromebook, or tablet with a USB-C or Thunderbolt (USB-C) port.
  Compatible with USB Type-A ports (Type-C to Type-A cable included)

1.2 PACKAGE CONTENTS

OWC Drive Dock	USB (10Gb/s) Type-C cable	USB (5Gb/s) Type-C to Type-A cable	AC 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

To avoid damage, do not expose the device to temperatures outside the following ranges:

Environmental (Operating)

- Temperature (ºF): 32º — 104º
- Temperature (ºC): 0º — 40º

Environmental (Non-Operating)

- Temperature (ºF): -4º — 158º
- Temperature (ºC): -20º — 70º

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 the device near sources of magnetic interference, such as computer displays, televisions or speakers. Magnetic interference can affect the operation and stability of hard drives.

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.

Do not block any ventilation openings on the device. These help to keep the device cool during operation. Blocking the ventilation openings may cause damage to the device and cause an increased risk of short-circuiting or fire.

Safety Precautions

Read this user guide carefully and follow the recommended steps for assembly.

Use proper anti-static precautions while installing drives into this enclosure. Failure to do so can cause damage to your drive mechanisms and/or the enclosure.

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 drive, as they may spill into its openings. Doing so increases the risk of electrical shock, short-circuiting, fire or personal injury.

1.4 TOP VIEWS

1. Drive 1 power button
2. Drive 2 poer button
3. Drive 1 power / activity LED
4. Drive 2 power / activity LED

1.5 REAR VIEWS

1. AC power port
2. Power switch
3. USB 3.1 Gen 2 port

DRIVE SETUP

2.2 USAGE NOTES

- NOTE: The Drive Dock is fully compatible with Thunderbolt 3 host ports. RAID configurations are not recommended.

- Plug the power cable into the Drive Dock and into a power outlet.

- Plug in the data cable from the Drive Dock to the host.

- Seat a 2.5-inch or 3.5-inch SATA drive into one or both drive bays.

- Switch the power on (back of the Drive Dock).
    a. To power on a drive, press and release the corresponding power button.
    b. Pressing power Button 1 will activate port 1 on the dock.
    c. Pressing power button 2 will activate port 2 on the dock.
    d. To power off a drive, press and hold the power button for three seconds.

- NOTE: If there is no active data connection, the LEDs will not function.
    a. The Drive Dock LEDs will show red when there is an active data connection, the Drive Dock is powered on, but no drive is installed.
    b. The LEDs will show blue when there is an active data connection, the Drive Dock is powered on, but no drive activity is detected.
    c. The LEDs will blink blue and pink when there is an active data connection, the Drive Dock is powered on, and drive activity is present.

- 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).

- 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 numbered power button(s) for the drive(s) you want to use during that session.

- The two drives operate completely independent of one another. You can unmount, power off, and remove one drive without affecting the other drive.

- NOTE: We recommend that a drive be unmounted before physically removing from the Drive Dock. The plates inside the drive will still be spinning after unmounting. Wait a few moments before pulling the drive out of the Drive Dock.

SUPPORT RESOURCES

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.

WINDOWS:

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.

CHROME:

- Go to the My Files browser and click the Eject button, or tap the button if using a touch-screen.

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–6pm CT
1.866.692.7100 (N. America) | +1.815.338.4751 (Int'l)

Chat: M–F, 8am–6pm, Sat 9am–5pm CT
www.owc.com/support

Email: Answered within 48 hours
www.owc.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.

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

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