THUNDERBOLT HUB

Adds three Thunderbolt 4 ports and one USB port to Thunderbolt 4 PCs

Thunderbolt™ 4
Compatible with Thunderbolt 4 PCs

Connect and Charge
Use all your favorite Thunderbolt and USB devices

Thunderbolt Cable
Transfer data, run a display and power your notebook – all from one cable!

USB 3.2 10Gb/s

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INTRODUCTION

1.1 SYSTEM REQUIREMENTS

Operating System:

- PC: Windows 10 or later

Hardware:

- PC with a Thunderbolt 4 port

1.2 PACKAGE CONTENTS

| OWC Thunderbolt Hub | Power adapter and cable | Thunderbolt 4 cable | Quick start guide |

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 Hub with a single click, adding peace of mind to fast-paced mobile workflows. To install this app, please follow the steps below.

Download the installer file: for Windows download.owcdigital.com/dockejector/win

1. Launch the installer and follow the prompts. No restart is required.

2. Once the app is running an icon like the one shown below will appear in the macOS menu bar, or System Tray on Windows.

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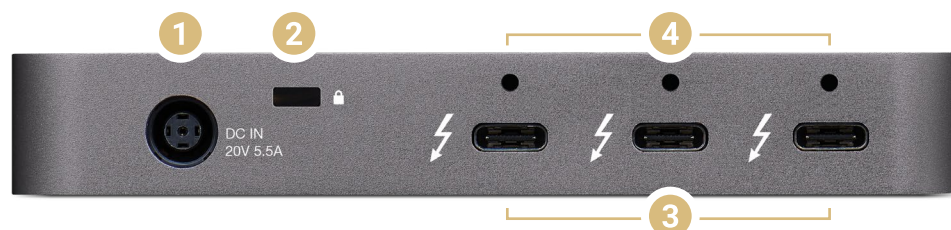
1.5 FRONT / TOP VIEWS

1. Thunderbolt host port – connect to a Thunderbolt 4 port on a PC. Provides up to 60W of Power Delivery for laptop battery charging.

2. ClingOn mounting point – if you are using an OWC ClingOn to secure the Thunderbolt host cable, affix it here.

3. USB 3.2 10Gb/s port – connect USB peripheral devices here.

4. LED – OWC logo will glow white when there is power but no data connection or when the device enters Sleep mode. The logo will glow blue when there is power and an active data connection.

5. LED Brightness control – by default the LED is set to a high brightness level. You can switch the LED to a lower brightness, or turn off the LED, by inserting the end of a paperclip to press the internal button. Minimal force is required. If you unplug the OWC Thunderbolt Hub from power, the LED will be reset to the default brightness level when power is reconnected.

1.6 REAR VIEW

1. DC power in – connect the included power supply here.

2. Kensington Nano Security slot – connect a Kensington security tether here.

3. Thunderbolt 4 ports – connect compatible Thunderbolt 4, Thunderbolt 3, or USB-C devices here. See Section 2.2 for display notes. Thunderbolt or Thunderbolt 2 devices can be connected via the Apple Thunderbolt 3 (USB-C) to Thunderbolt 2 adapter.

4. ClingOn mounting points – if you are using one or more OWC ClingOn anchors to secure the Thunderbolt or USB-C device cable(s), affix them here.

CONNECTION & USAGE NOTES

2.1 CONNECTION

1. Connect the Thunderbolt Hub to power using the included power supply and cable.

2. Connect the hub to a Thunderbolt 4 port on PC. PC users will need to approve the connection in the Thunderbolt Software dialog.

3. Connect other devices to the appropriate ports on the hub. All connected devices will be available for immediate use; on PC additional Thunderbolt devices will need their connections approved in the Thunderbolt Software dialog. Please see Section 2.2 below for display-related notes.

2.2 USAGE NOTES

- Keeps the Power Flowing. Whether you're taking a short break or are done for the day, the OWC Thunderbolt Hub keeps you powering ahead. No matter if your machine goes into sleep mode, the Thunderbolt 4 and USB ports continue to power and/or charge connected devices.

- 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).

- All downstream Thunderbolt ports on this device provide up to 15W bus power for compatible Thunderbolt and USB-C peripherals.

- 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.

DISPLAY NOTES

- Note that it is possible to connect other types of displays such as HDMI and DisplayPort to an available Thunderbolt 4 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 Thunderbolt Hub supports DisplayPort 1.4 capabilities, so long as the connected host and display also support it. For use with a single display, Thunderbolt 4 supports resolutions up to 8K @ 60Hz or 4K @ 120Hz. For dual display configurations, the two applicable ports support up to 4K @ 60Hz.

SUPPORT RESOURCES

3.1 TROUBLESHOOTING
Begin troubleshooting by verifying that the power cable is connected to the OWC Thunderbolt Hub 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 4 cable are properly plugged into the computer and the hub. If the hub is still not working properly, try using a different Thunderbolt 4 cable or using another Thunderbolt port on the computer.

You can verify if the hub is communicating with the computer by opening System Information and clicking on the 'Thunderbolt' category in the sidebar. If the hub is seen by the computer but one or more connected devices are not, troubleshoot each device individually. If problems persist, please contact OWC Support.

3.2 CONTACTING TECHNICAL SUPPORT

Phone: M–F, 8am–8pm CT
1.866.692.7100 (N. America) | +1.815.338.4751 (Int'l)

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

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

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 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 -25° C to 60° C (-4° F to 140° 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 Thunderbolt Hub 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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