



U S B - C D O C K

USER GUIDE



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INTRODUCTION

1.1 Minimum System Requirements

- Any computer with a USB-C port

Notes:

- Computers that charge via the USB Computer Link port (described on **Page 3**) and which require a power supply greater than 60W may charge more slowly than other computers, or not at all.
- 2017 MacBook and MacBookPro models are compatible but have a known issue relating to the dock's power connection. If a connection is made to the dock and the ports are not recognizing connected devices afterward, please update the firmware as shown in [this support article](#).
- For Mac hosts, the Ethernet port requires a driver. It can be found here: www.owcdigital.com/support/software-drivers.html

1.2 Package Contents



OWC USB-C Dock *

Not pictured:

- USB 3.1 Gen 1 Type-C cable
- Power supply and cable

* Space Gray model shown, requirements and usage details identical for all models.

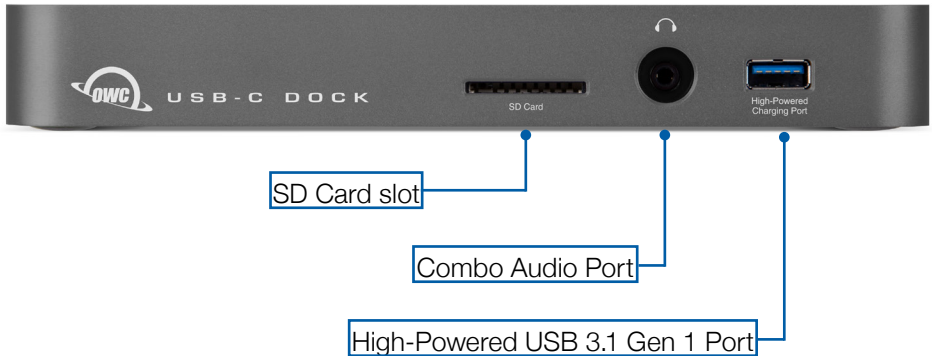
1.3 About This Manual

The images and descriptions may vary slightly between this manual and the unit shipped. Functionality 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 Front View

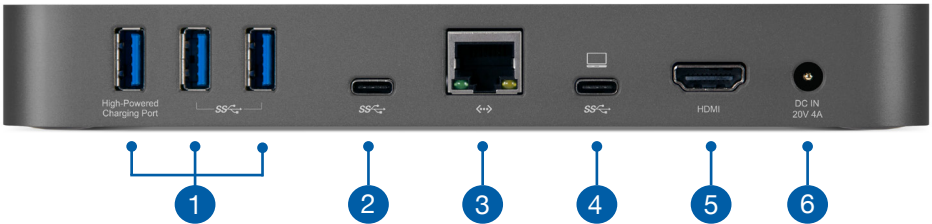
NOTE: There are two LEDs (not pictured) on the bottom of the OWC USB-C Dock, near the front of the device. Their functionality is described below.

- **Data LED (green)** — will blink green when the dock is powered on.
- **Power LED (blue)** — will glow 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.
- **SD Card slot** — accepts SD media cards, commonly used in digital cameras.
- **Combo Audio Port** — accepts 3.5 mm microphone and headphone jacks. See Section 2.2 for more information.
- **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.



1.5 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. **HDMI port** — connect an HDMI 1.4b enabled display or television here. HDMI High Speed cable required for resolutions at or above 1080p.
6. **DC IN** — connect the included power supply here.



SUPPORT RESOURCES

2.1 Connection

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

- **IMPORTANT:** when using a Mac host, the Ethernet port works only if the host has already booted and is not in sleep mode. If you require an active Ethernet connection at all times, please install the Ethernet driver first. This will allow the dock to receive an IP address when the computer boots and when waking from sleep. www.owcdigital.com/support/software-drivers.html
- 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 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.

2.3 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 you can verify if the dock is communicating with the computer by checking the System Report and clicking on the 'USB' category in the sidebar at left. 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 if the dock is communicating with the computer 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'.

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 Central Time
(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:

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 and its officers and employees assumes 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:

- Do not place objects on top of the device.
- 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.
- 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.

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