

OWC 11-Port Thunderbolt 5 Dock

Support Manual



Introduction

1.1 System Requirements

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

- **Mac** : macOS 14.x or later
 - Thunderbolt 5 requires macOS 15.3.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
- **Chromebook** : current ChromeOS version recommended
- **iPad Pro** : current iPadOS version recommended
- **Android** : current Android version recommended

Supported Flash Media

- SD (up to 4.0 UHS-II) cards

1.2 Package Contents

- OWC 11-Port Thunderbolt 5 Dock
- 1.0M (39") Thunderbolt 5 Cable
- External Power Supply and Power Cable
- OWC Thunderbolt 5 Hub Getting Started QR Insert

1.3 Front View

A. (1) Power Status LED - Solid White = Powered On

B (1) Power Button - Automatically turns on when the power is connected. Press the power button to turn off and on the OWC 11-Port Thunderbolt 5 Dock after connecting the power adapter

C. (1) OWC ClingOn-ready cable stabilizer mount – Affix ClingOn to help prevent accidental cable disconnections (sold separately)

D (1) Thunderbolt 5 Port - Utilize the latest Thunderbolt devices and accessories. (Up to 15W power delivery)

E (1) USB 3.2 Gen 2 (10Gb/s) Type-A Port- Utilize the latest USB devices and accessories

F (1) 3.5mm combo Audio in/out Port

G. (1) microSD Media Slot – Supports microSD 4.0 in UHS-II (Ultra High Speed II) with bus speed up to 156 MB/s (full duplex) or 312 MB/s (half duplex).

H. (1) SD Media Slot – Supports SD 4.0 in UHS-II (Ultra High Speed II) with bus speed up to 156 MB/s (full duplex) or 312 MB/s (half duplex).



1.4 Rear View

A. (1) Kensington Security slot – Attach a Kensington Security lock.

B. (1) DC IN Power Port - Connect external power supply to power the device. (**AC Input** : 100-240V, 50/60Hz 2.5A | **DC Output** : 21V/8.58A | **Wattage** : 140W)

C. (1) RJ45 (2.5GbE) Ethernet port – Left LED will show Green for 100M/1G/2.5G connections. Right LED will show green for an established link and blink green during network activity.

D (3) OWC ClingOn-ready cable stabilizer mount – Affix ClingOn to help prevent accidental cable disconnections (sold separately)

E. (1) 140W Thunderbolt 5 Host Port - Connect included Thunderbolt cable to a compatible system

F. (1) USB 3.2 Gen 1 (5Gb/s) Type-A ports – Supports USB devices with a Type-A connection

G. (2) Thunderbolt 5 Ports - Utilize the latest USB devices and accessories. (Up to 15W power delivery)

H. (1) USB 3.2 Gen 2 (10Gb/s) Type-A ports– Supports USB devices with a Type-A connection



Getting Started

2.1 Device Setup

This section describes the process of connecting the OWC 11-Port Thunderbolt 5 Dock.

1. Plug the power cable into the OWC Thunderbolt 5 Dock DC IN power port located on the back and into a power outlet. The Power LED will illuminate a solid white.
2. Connect the included Thunderbolt cable into the 140W Thunderbolt 5 Host Port located on the back and into a system.
3. Download appropriate device drivers.
4. Connect other devices to the appropriate ports on the dock. All connected devices will be available immediately for use on your system.



2.2 Device Drivers

Mac Users

- A software driver is required to enable Apple Super Drive, Apple USB Keyboard, and enables high power support for charging and powering USB bus powered devices.
- The driver is included in the [OWC Dock Ejector](#) software download package.
- **NOTE** : Connect an Apple SuperDrive directly to a USB port if the device doesn't respond when connected through an external display or USB Hub.
- **NOTE** : OWC Dock Ejector for Mac includes USB charge support driver in version 1.1.9. The current version of OWC Dock Ejector (version 2.0.2) has the USB charge support driver disabled. Users can not charge or bus power devices over external powered USB ports at high power.
- Users should roll back OWC Dock Ejector by uninstalling version 2.0.2 and [downloading version 1.1.9](#) if the USB charge support driver is needed. Please review **Section 2.2 “Uninstall OWC Dock Ejector”** in the OWC Dock Ejector Support Manual for instructions.

PC Users

- Downloading and installing a Realtek driver is required for enabling proper network function.
- Please visit [Realtek Driver Support](#) and download the appropriate driver based on the operating system version currently in use. Complete the on-screen instructions provided by the download to complete the driver installation.
- **Chipset** : Realtek (RTL8156B)

Device Management

3.1 Unmounting Drives

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 software application safely ejects all connected drive volumes with a single click. Complete the steps below to download and install OWC Dock Ejector.
- **NOTE** : Enables support for the Apple Super Drive, Apple USB Keyboard, and enables high power support for charging and powering USB bus powered devices.

1. Download the OWC Dock Ejector [installer file for Mac or Windows](#)

2. Launch the installer and complete the on-screen prompts.

- Restarting the system is not required.

3. The OWC Dock Ejector icon will appear in the macOS menubar or Windows System Tray when open. Clicking on the icon will provide unmounting options.

- Additional software application details: [Support Manual for OWC Dock Ejector](#)

Manually Unmounting Drives

macOS

- Drag the desired device or drive volume icon to the trash can; **OR**
- Right-click the desired device or drive volume icon on the desktop and select "**Eject**"; **OR**
- Highlight the desired device drive volume icon on the desktop then press the 'Command-E' keys on the connected keyboard.

Windows

- Windows 10 build 1809 (October 2018) or later:
 - Eject the desired device or drive volume by selecting the "**Show hidden items**" menu in the Taskbar, then by selecting "**Safely Remove Hardware and Eject Media**", and then by selecting "**Eject**"
- Windows 10 build 1803 and earlier:
 - Go to the System Tray (located in the lower right corner of your screen), and select the "**Eject**" icon (a small green arrow over a hardware image).
 - A message will appear detailing the devices that the "Eject" icon controls. Select "Safely Remove Hardware and Eject Media".
 - A system message will appear saying, "**Safe to Remove Hardware**." The device can now be physically disconnected from the system.

3.2 OWC Innergize Software

A software application included with OWC Atlas media cards that currently provides three basic functionalities to the user: Health, Sanitize and Field Firmware Upgradability.

- The Health function allows the user to know how much life is left on their OWC Atlas media card
- Sanitize removes ghost data on OWC Atlas media cards which will allow the media cards to perform at their peak and out of factory condition performance in matter of seconds
- Field Firmware upgradability allows OWC to deliver live updates to our memory cards without the hassle of sending them in for an update.

NOTE : Only [OWC SDXC memory cards](#) are supported with OWC Innergize software through the OWC 11-Port Thunderbolt 5 Dock.

Installing OWC Innergize

- Download OWC Innergize application based on the system:
 - [OWC Innergize for Mac](#)
 - [OWC Innergize for PC](#)
- Open the downloaded file to begin and complete the installation process.
- For additional information regarding OWC Innergize please consult the support manual "[OWC Innergize User Guide](#)"

3.3 Usage Notes

Driver Details

- **Mac Users :** A software driver is required to enable Apple Super Drive, Apple USB Keyboard, and enables high power support for charging and powering USB bus powered devices.
 - The driver is included in the [OWC Dock Ejector](#) software download package. Please download and install if high powered USB port support is needed.
- **Windows Users :** Downloading and installing a Realtek driver is required for enabling proper network function.
 - Please visit [Realtek Driver Support](#) and download the appropriate driver based on the operating system version currently in use. Complete the on-screen instructions provided by the download to complete the driver installation.

Memory Card Details

- SDXC cards inserted into the OWC 11-Port Thunderbolt 5 Dock will not be recognized by Windows Disk Management or applications after being safely removed.
- Power cycle the entire OWC 11-Port Thunderbolt 5 Dock by disconnecting the power source. This will allow the OWC 11-Port Thunderbolt 5 Dock to create a new card session resulting in Windows recognizing the SDXC card.

Network Details

- It is not possible to access data on connected drives through the Ethernet interface. The network interface behaves like a network adapter that allows you to connect your computers network via Thunderbolt; it does not allow connected devices to function as Network Attached Storage (NAS).
- Requires 2.5Gb/s Ethernet compatible hardware components and cabling (Cat 5e cable minimum, Cat 6 or later strongly recommended).
- Router and/or Network Switch must support AVB.

Display Details

- Thunderbolt 5 can support up to three displays from a single computer host port dependent on the host computer's capability. This includes up to three 6K or lower resolution displays, three 8K displays @ 60Hz, or two 8K displays @ 120Hz. Display support, including available resolution and refresh rates, is dependent on host hardware and drivers.
- OWC 11-Port Thunderbolt 5 Dock external display support includes up to three 8K displays @ 60Hz, or two 8K displays @ 120Hz
- Presently, Apple has enabled support for a maximum of two native displays per connected Apple Mac Thunderbolt host port. Software driver based technologies, such as DisplayLink (as supported by the [OWC USB-C Dual HDMI 4K Display Adapter](#)), may enable additional display support.
 - Please review the [Apple silicon External Display Support](#) support article for more details regarding performance how many external displays can be connected to an Apple silicon Mac system.
- Higher refresh rates (above 60Hz) may require DSC (Display Stream Compression) support on the monitor. DSC support is required for 6K and 8K resolutions.

Additional Details

- Thunderbolt 3 Windows systems are not compatible.
- Thunderbolt 2 and earlier systems are not compatible.
- This docking station does not have built-in storage.
- Connected Thunderbolt and USB connected external drive solutions may remain powered on for a short duration of up to 10 minutes when the host system is asleep/powered off or when the dock/hub is physically disconnected from a system. Connected external drive solutions may get warm as they remain powered on. The temperature remains within a normal operation range and has no short or long-term effects on the device, drive, or performance.

- OWC Envoy Pro Elektron and OWC Envoy Pro FX devices remain powered on when the host system is asleep/powered off or when the dock/hub is physically disconnected from a system. These devices may get warm as they remain powered on however, the temperature remains within a normal operation range and has no short or long-term effects on the device, drive, or performance.

Support Resources

4.1 Troubleshooting

- OWC 11-Port Thunderbolt 5 Dock isn't recognized by the host:
 - Verify the OWC 11-Port Thunderbolt 5 Dock is securely connected to the host.
 - Connect the OWC 11-Port Thunderbolt 5 Dock to a different host port or different host.
- Users may experience memory cards not being recognized in OWC Innergize through the OWC 11-Port Thunderbolt 5 Dock when connecting to a running system.
 - Restarting the system while the OWC 11-Port Thunderbolt 5 Dock is connected will allow OWC Innergize to recognize the connected memory cards.
- Users experiencing slow read/write speeds should consider checking and changing the Windows disk removal policy. Please review the support article [Storage Solutions: OWC Disk Performance](#) for more detail.
- We are very sorry if issues continue to occur. Please know that OWC support is here to help. Contact information for our support can be found in **section 4.4 "Contacting Support"**. Please have your serial number ready which is located on the back of the OWC Envoy Ultra and printed on the original packaging.

4.2 Support Resources

Downloads

- [OWC Innergize for Mac](#)

- [OWC Innergize for PC](#)
- [OWC Dock Ejector](#)
- [Realtek Driver Support Page](#) (Windows Users)

Product Detail Pages

- [OWC 11-Port Thunderbolt 5 Dock Support Guide Page](#)
- [OWC 11-Port Thunderbolt 5 Product Lander](#)
- [OWC Dock Ejector Product Lander](#)
- [OWC Innergize Product Lander](#)

Support Manuals

- [OWC Dock Ejector](#)
- [OWC Innergize](#)

Support Articles

- [Storage Solutions: OWC Disk Performance](#) (Windows Users)
- [Apple silicon External Display Support](#) (Mac Users)

4.3 Data Backup Notice

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 11-Port Thunderbolt 5 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.

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 (°F): 41° — 95°
 - Temperature (°C): 5° — 35°
 - **Environmental (Non-Operating)**
 - Temperature (°F): -4° — 140°
 - Temperature (°C): -20° — 60°
- 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 11-Port Thunderbolt 5 Dock comes with a 2-Year Limited Warranty. Additional warranty information can be viewed by visiting [Hardware Warranties](#)

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 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.

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