

Dock Ejector

User Guide



OWC DOCK EJECTOR

Getting Started

1.1 Software Setup

- OWC Dock Ejector allows you to eject all volumes attached through an OWC dock.
 - This application only ejects volumes attached through an OWC or Akitio brand dock.
 - Volumes connected directly to the computer, network device, or different brand dock will not eject.
 - Does not eject volumes that come from disk image files.
- Download and Install

OWC Dock Ejector for Mac

- Download and Install

OWC Dock Ejector for Windows

1.2 USB Charge Support Driver

- OWC Dock Ejector for Mac includes USB charge support driver. The driver enables use of the Apple SuperDrive, USB Keyboard, and iPad charging over USB powered ports. The driver is installed while installing OWC Dock Ejector.

1.3 Ejecting Volumes

Mac Users

- Locate and click the OWC Dock Ejector icon located in the menu bar at the top of the screen.

- Select "

Eject Volumes

" to disconnect all volumes attached to an OWC Dock.

- If the menu options says "

Safe to Unplug Dock

" instead of "

Eject Volumes

", then the OWC Dock can safely be disconnected as all volumes connected are unmounted.

- If the menu options says "

No OWC Dock Attached

", then an OWC Dock is not connected to the Mac system.

Windows Users

- Locate and right-click the OWC Dock Ejector icon located in the System Tray icon in the lower right corner.
 - Select "
Safely disconnect disks on OWC Docks
".

Software Management

2.1 Preferences | Settings

Preferences (Mac), Settings (Windows) can be set when clicking the Dock Ejector icon.

- The "
Automatically check for updates
" option will check for updates once a week.
- The "
Check for Updates Now...
" option checks for new updates immediately.
- The "
Help improve OWC Dock Ejector
" checkbox sends OWC anonymous usage information that helps OWC improve the applications for you and other users.
 - No personal information is collected. OWC does not collect your name, email address, IP address, MAC address, serial number, etc. For more information on the usage information OWC collects, click
here

2.2 Uninstall OWC Dock Ejector

Mac Users

- Download or open the OWC Dock Ejector Installer.
- Double click the OWC Dock Ejector Installer icon to launch the installer.
- Access the OWC Dock Ejector Installer in the Menu Bar and select "Uninstall".
- This will stop OWC Dock Ejector from running and move it to trash.
- NOTE
: This process will also uninstall OWC Dock Charging Support driver.

Windows Users

- Right-click the Windows flag in the lower left corner and select "Apps and Features".
- Search for "OWC Dock Ejector".
- Click the icon and select "Uninstall".
- NOTE
: This process will also uninstall OWC Dock Charging Support driver.

2.3 Troubleshooting

Why won't my volume unmount?

- A volume will not unmount if an application is still using the volume:
 - If you use Force Unmount to unmount a volume and receive a message that it has failed, shut down your machine, disconnect the dock, and restart your machine.
- **WARNING**
 - : If you force unmount a volume with files still in use, the volume can be corrupted and data loss could occur.
- If no application name is displayed in the dialog box, most likely there is a background process using the volume. Examples for macOS include but are not limited to things like Spotlight updating the volume index, or Time Machine creating a backup. For these scenarios, wait 60 seconds and then try to eject the volume again. If you receive the same message, save any open work, shut down the host computer, disconnect the dock, and then restart the host.
- In some macOS scenarios, the process holding things up might be related to the Finder app. In that case make sure the volume in question is not selected in the Finder Sidebar or otherwise displayed in the Finder window, then try again to eject the volume.

Why is the USB charge support driver disabled with version 2.0.2?

- 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

Support Resources

3.1 Contacting Support

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

3.2 Online Resources

- [OWC Dock Ejector for Mac](#)
- [OWC Dock Ejector for Windows](#)
- [OWC Dock Ejector Downloads and Changelog](#)

3.3 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: one copy and a second copy on either an 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 Dock Ejector 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.

Terms & Conditions

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

- 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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