

OWC Thunderbolt™ 5 Hub

Support Manual



Introduction

1.1 System Requirements

Operating System & Hardware

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

- Mac
 - : macOS 14.x or later
 - Thunderbolt 5 requires macOS 15.3.x or later
 - Thunderbolt 3 requires macOS 15.x or later
- PC
 - : Windows 11 or later

- Chromebook:
current Chrome OS version recommended
- iPad Pro
: current iPadOS version recommended
- Linux
: current Ubuntu version recommended

1.2 Package Contents

- OWC Thunderbolt
TM
5 Hub
- Thunderbolt Cable
- Power Adapter and Cable

1.3 Front View

- A. – Connect USB peripheral devices.
- B. **Thunderbolt 5 port** – Connect compatible Thunderbolt 3 or later | USB-C devices.
- C. **OWC ClingOn-ready cable stabilizer mount** – Affix ClingOn to help prevent accidental cable disconnections ([sold separately](#))



1.4 Rear View

- D. – Connect a Kensington security tether.

E. **DC IN 21V Power Port** – Connect the included 180W power supply.

F. **Thunderbolt 5 Host Port** – Connect the included Thunderbolt 5 cable to the hub and compatible host system.

- Provides up to 140W of power delivery for host system battery charging.
- The power delivery supplied to the host system will vary between 140W and 100W based on the power delivery supplied to other devices connected to downstream ports.

G. **(3) OWC ClingOn-ready cable stabilizer mount** – Affix ClingOn to help prevent accidental cable disconnections ([sold separately](#))

H. (2) Thunderbolt 5 Ports - **Connect compatible Thunderbolt 3 or later | USB-C devices.**



1.5 Side View

I. **Power Button** - The OWC Thunderbolt 5 Hub will automatically turn on when the power is connected. Press the power button to turn off and on the OWC Thunderbolt 5 Hub after connecting the power adapter.

- Power Status LED
(located on the bottom)
 - Solid white when there is power.
- Activity Status LED
(located on the bottom)
 - Solid blue when there is a data connection.



Getting Started

2.1 Device Setup

This section describes the process of connecting the OWC Thunderbolt TM 5 Hub.

1. Plug the power cable into the OWC Thunderbolt

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5 Hub DC IN power port located on the back and into a power outlet. The Power Status LED will illuminate a solid white.

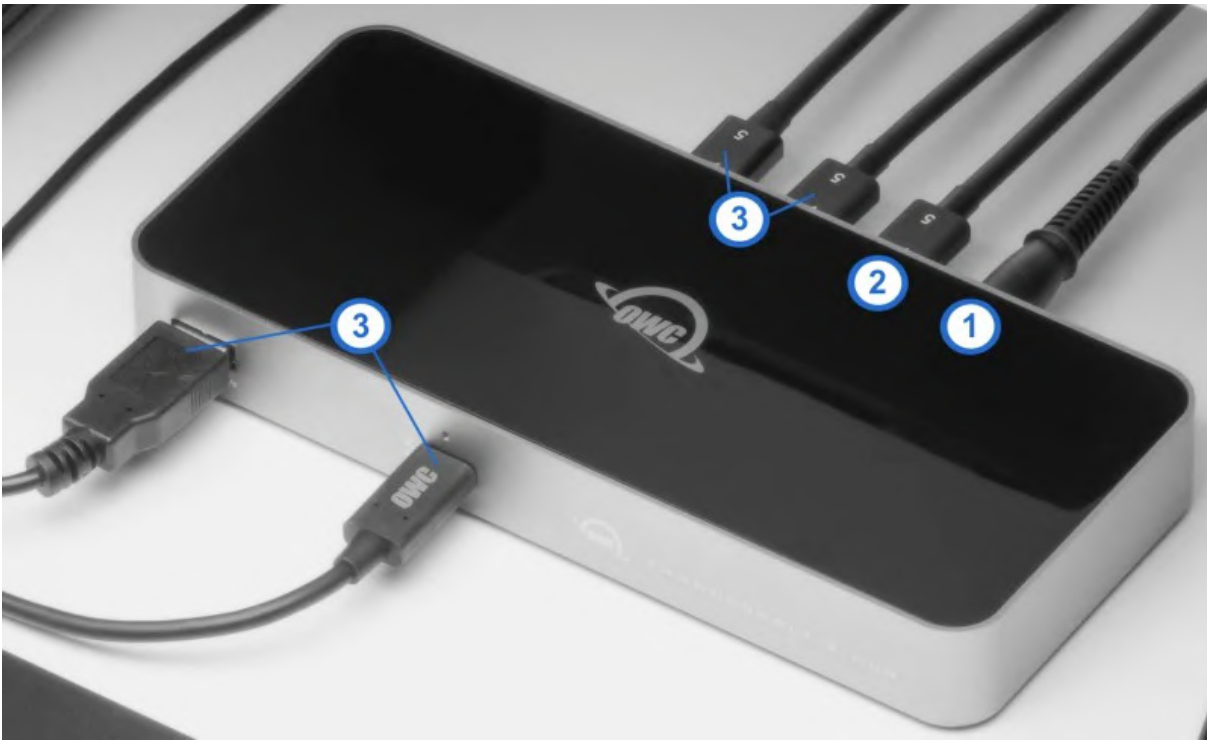
2. Connect the included Thunderbolt cable into the Thunderbolt Host Port located on the back of the OWC Thunderbolt

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5 Hub and into a system.

3. Connect other devices to the appropriate ports on the dock. All connected devices will be available immediately for use on your system.

Mac Users : To enable support for the Apple Super Drive, Apple USB Keyboard, and charging for iPad 1/2/3 generation devices on the dock's 'high-power' ports, please install the [Dock Ejector application for Mac](#) This application includes a driver that enables support for these devices and charging functions



Device Management

3.1 Unmounting Devices

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 application safely ejects all drives connected to the OWC Thunderbolt TM 5 Hub with a single click, adding peace of mind to fast-paced mobile workflows. To install this app, please follow the steps below.

NOTE : Enables support for the Apple Super Drive, Apple USB Keyboard, and charging for iPad 1/2/3 generation devices on the dock's 'high-power' ports. This application includes a driver that enables support for these devices and charging functions.

1. Download the installer file for Mac or Windows:

go.owc.com/dockejector

2. Launch the installer and follow the prompts. No restart is required.
3. Once the app is running an icon like the one shown below will appear in the macOS menubar, or, System Tray on Windows. Clicking on the icon will provide options to unmount the OWC Gemini.
4. Full user manual can be viewed by visiting
go.owc.com/dockejector/manual

Manually Unmounting Devices

macOS

- Drag the icon for the device you wish to unmount to the trash can; OR
- Right-click the device icon on the desktop, then click “Eject”; OR
- Highlight the device on your Desktop and press Command-E.

Windows

- Windows 10 build 1809 (October 2018) or later:
 - Eject the drive by clicking the ‘Show hidden items’ menu in the Taskbar, then clicking ‘Safely Remove Hardware and Eject Media’, and last select the ‘Eject’ option for this volume.
- Windows 10 build 1803 and earlier:
 - Go to the System Tray (located in the lower right corner of your screen). Click on the “Eject” icon (a small green arrow over a hardware image).
 - A message will appear, detailing the devices that the “Eject” icon controls, i.e., “Safely remove...” Click on this prompt.
 - You will then see a message that says, “Safe to Remove Hardware.” It is now safe to disconnect the device from the computer.

3.3 Usage Notes

- 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).

- The OWC Thunderbolt 5 Hub power supply is 180W. The power delivery supplied to the host system will vary between 140W and 100W based on the power delivery supplied to other devices connected to downstream ports.

- NOTE

: The host system may not require the full 140W of power delivery and may automatically negotiate a reduced rate based on the needs of the system. Some host systems may limit power delivery to 100W maximum.

- 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 5 port. In addition, a Thunderbolt 4 or Thunderbolt 3 display (or a display connected via a USB-C cable or display adapter) can be added to the end of a device chain.
- It is possible to connect other types of displays such as HDMI and DisplayPort to an available Thunderbolt 5 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).
- Thunderbolt 5 is capable of supporting up to two external displays from a single system host port dependent on the host system's capability. Thunderbolt 5 external display support includes up to three 8K displays @ 60Hz, or three 4K displays @ 144Hz. Display support, including available resolution and refresh rates, is dependent on host hardware and drivers.

- 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.
- Apples's Pro 6K XDR Display is not supported. Apple recommends connecting the included Thunderbolt 3 Pro Cable (2 m) to the Thunderbolt 3 port on your display and a Thunderbolt 3 port directly on your Mac, not daisy-chained through another Thunderbolt 3 device or hub.
- Mac Users

: A software driver is required to enable Apple Super Drive, Apple USB Keyboard, and for charging iPad generations 1, 2 and 3. This driver is included in the

OWC Dock Ejector

software download package. If your SuperDrive doesn't respond when connected to an external display or USB hub, connect your SuperDrive to a USB port directly on your Mac.

- UltraStudio Recorder 3G is not compatible with OWC Thunderbolt Hub. System Report will show the device being connected; however, the driver won't load which doesn't allow for use of the device. UltraStudio Recorder 3G works properly when directly connected to a system.
- Apples's Pro 6K XDR Display is not supported. Apple recommends connecting the included Thunderbolt 3 Pro Cable (2 m) to the Thunderbolt 3 port on your display and a Thunderbolt 3 port directly on your Mac, not daisy-chained through another Thunderbolt 3 device or hub.
- 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/powerd 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 or drive.
- OWC Envoy Pro Elektron

and

OWC Envoy Pro FX

devices remain powered on when the host system is asleep/powerd 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

- Begin by verifying that the power cable and brick connections are all secure. Then verify that the Thunderbolt cable is connected to the OWC Thunderbolt

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5 Hub. Next, verify the other end of the Thunderbolt cable is properly plugged into a system. If issues persists, try connecting a different Thunderbolt cable and see if the OWC Thunderbolt 5 Hub works properly. Connecting to a different system is also an option to verify the issue.

- If issues continue to occur, please know that OWC support is here to help. Contacting support information can be found in section 4.4 "Contacting Support". Please have your serial number ready which is located on the bottom of the OWC Thunderbolt

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5 Hub and printed on the original packaging.

4.2 Online Resources

- [OWC Thunderbolt 5 Hub Product Page](#)
- [OWC Thunderbolt 5 Hub Support Guide Page](#)
- [Dock Ejector Download](#)
- [Dock Ejector Support Manual](#)

4.3 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 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 Thunderbolt TM 5 Hub 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 Thunderbolt TM 5 Hub comes with a 2-Year Limited Warranty. Additional warranty information can be viewed by visiting [Hardware Warranties](#)

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 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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