Thunderbolt 3 Dock™ User Guide

Glyph Thunderbolt 3
NVMe Dock

Unpacking Your Thunderbolt 3 Dock

Your Glyph Thunderbolt 3 Dock and accessories are packaged in a sturdy shipping container. Please
 inspect the container for evidence of shipping damage and mishandling. If the container is damaged, file
a report with the carrier or dealer immediately. Do not attempt to unpack and operate your Thunderbolt 3
Dock until the carrier or dealer confirms the damage. If the container is in good condition, proceed with
unpacking your Thunderbolt 3 Dock. Verify that all the items described in the next section are present and
in good condition. If any of the items you expect to find in your container are missing or damaged, contact
the dealer before proceeding any further. In any case, do keep the shipping container and all packing
materials in a safe place.

Thunderbolt 3 Dock package includes:

Thunderbolt 3 Dock
Thunderbolt 3 cable, 40Gbps
87W Power Supply
Pre-installed NVMe storage if applicable.

Note: An external power adapter is required to operate Thunderbolt 3 Dock

Use the included Thunderbolt 3 to connect Thunderbolt 3 Dock to your computer. If applicable, Thunderbolt
3 Dock comes pre-formatted for Mac and is ready for use out of the box. If you plan to use Thunderbolt 3
Dock with Microsoft Windows, please follow the instructions below for formatting with Windows computers.
To use Thunderbolt 3 Dock with your computer, you need:

• A Mac or PC with a Thunderbolt 3, and one of the following operating systems:

> • Mac OS X version 10.9 or later
> • Windows 7 or later

Getting Started

Connect Thunderbolt 3 Dock to your computer

WARNING:
Always be sure to properly eject the drive from your desktop before physically unplugging
Thunderbolt 3 Dock from your computer. You can accomplish this by dragging Thunderbolt 3
Dock icon to the trash in the dock, by selecting Thunderbolt 3 Dock icon and pressing the "command"
and "E" keys simultaneously, or by using Disk Utility application.

Windows Formatting Instructions (7 and above) once Thunderbolt 3 Dock is connected

1. Right-click Start button and click Disk Management.
2. In Disk Management, right click the Unallocated partition near the bottom of the window that
   corresponds to the capacity of Thunderbolt 3 Dock (often Disk 1). Click "New Simple Volume"
   and the Write Signature Wizard pops up.
3. Use the Wizard to write a signature to the new drive. If you want only one partition we suggest using
   a primary partition and selecting the maximum size. In most cases you'll want to use NTFS volumes,
   this is the default for Windows 7. Ensure "Perform a Quick Format" is checked. Choose exFAT if you
   want to use the drives with older versions of Windows or if you want to use the drive with Windows and
   Mac OS.
4. Formatting will take a few minutes after which your drive will be ready to use.

• Note - Formatting for Windows 8 and above is the same once you are in Disk Management.

Mac OS X 10.11 Formatting Instructions once Thunderbolt 3 Dock is connected
(for older version levels, contact us or contact Apple)

Since your Thunderbolt 3 Dock comes pre-formatted for Mac you don't need to format it on installation.
If you decide to reformat or partition your drive at a later date, use Disk Utility (supplied with the Mac OS X
operating system).

Caution: This procedure will destroy any data currently on the drive. Before formatting a drive, save any
important data it contains.

1. Open Disk Utiliity
    -Open Applications Folder > Utilities Folder > double click on Disk Utility.

2. Select your Thunderbolt 3 Dock drive from the list on the left. The top entry represents the device and the
   entry underneath represents the volume associated with that device. Click on the volume level.

3. Click on the Erase Tab.
4. Give the drive a name that will represent the volume.
5. Ensure that the format is "Mac OS Extended (Journaled)" from the drop down list. Click the Erase button.
6. Affirm that you wish to erase this volume and reformat with the settings applied.
7. Formatting will take a few moments after which your drive is ready to use.

Installing your NVMe SSD

WARNING:
Always be sure to disconnect the power supply and properly eject the Thunderbolt 3 Dock
from your desktop before performing the NVMe SSD installation.
Perform the installation on a clean, soft surface and use a grounded electrostatic wrist band while
installing the NVMe SSD.

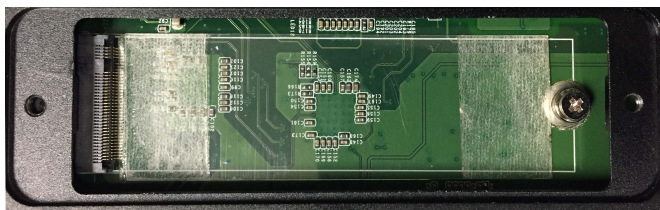-Remove the 2 screws holding the NVMe slot cover with a #1 phillips screw driver.

Next:
Remove the orange plastic film cover from thermal conductive silicone pad located on the reverse side of
the NVMe cover.

Film shown removed from cover below.

Once the film is removed proceed with installing the NVMe SSD. Remove the screw that will securely hold
the NVMe in place.

Carefully install the NVMe in the M.2 socket and replace the screw that securely holds the NVMe in place.

Once the NVMe SSD is installed, correctly place the cover back on Thunderbolt 3 Dock and replace the cover screws. When installing cover screws tighten evenly alternating between the two screws until they are snug.

*cover can only be installed in one direction.

Once the cover is re-installed you can proceed to the formating instructions located in the "Getting Started" section of this manual.

Please note that the maximum thickness for an M.2 in the Dock is **80mm**

Below is a list of reccomended M.2 disks:
  WD black nvme
  Crucial P1
  Intel 660p
  Intel 760p
  Samsung 970 evo

  *Please visit our website for an updated list of compatiable drives

Warranty Information

3 Year Hardware Warranty

Your purchase of Thunderbolt 3 Dock from an authorized Glyph reseller includes a three-year warranty.
Glyph warrants that your Thunderbolt 3 Dock is free from material and mechanical defects.
Proof of purchase may be required to receive warranty service.

What is not covered?

Thunderbolt 3 Dock warranty does not cover damage or accidental damage caused by misuse,
modification, alteration, tampering, an unsuitable operating environment, improper care, or failure caused
by another product for which Glyph is not responsible.

Thunderbolt 3 Dock warranty does not include recovery of your data and is not eligible for Advance Replacement.

What is the warranty procedure?

1. Contact Glyph Technical Service (see below) and obtain an RMA (Return Merchandise Authorization) number.

2. Carefully pack and ship your Thunderbolt 3 Dock to the address provided by the Glyph service representitive.

There is no need to include cables of any kind, just Thunderbolt 3 Dock unit. Be sure the box is clearly
labeled in several places with your RMA number.

Warranty & Technical Support

If at any time you have questions regarding Thunderbolt 3 Dock, please contact us using one of these methods:

> **Phone support:**
> 800.335.0345 (toll-free U.S. only)
> 607.275.0345 (international or local)
> **Email:**
> tech@glyphtech.com
> **Web:**
> www.glyphtech.com/support

Contact Us

NOTE: Before contacting Glyph support, we recommend you gather the following information about your
configuration:
• Thunderbolt 3 Dock serial number (located on the bottom of your Thunderbolt 3 Dock)
• Operating System (Windows 7 and above, Mac OS X 10.4 and above) Version Level

Specs and features

Interface

x2 - Thunderbolt 3 ports
x1 - SD (UHS-II)
x1 - USB 3.1 Gen 2, type-C
x1 Audio output
x1 Gigabit Ethernet

x2 - Displayport 1.2
x2 - USB 3.0 type-A
x1 - M.2 socket for NVMe SSD
x1 - Mic input

Features

Supports Thunderbolt 3, 40Gbps
Supports Thunderbolt 3 Daisychain (up to five [5] additional Thunderbolt 3 devices)
Single 5K @ 60Hz (5120x2880) Or dual 4K @ 60Hz
Thunderbolt 3 supports 87W power delivery
SD (UHS-II) transfer speeds up to 270MB/s
USB 3.1 Gen 2, type-C supports PD 5V @ 3A
M.2 socket supports PCI-e Gen.3 x2

Proprietary Notice and Disclaimer

Visit our website at www.glyphtech.com for more information.