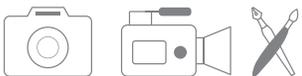


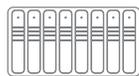


# ThunderBay 8

Assembly Manual & User Guide



**Video, Photography, & Graphic Arts**  
Ideal for media production workflows and small business workgroups



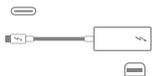
**Massive Capacity**  
Plenty of room to store critical footage, images, and files



**Fast and Easy Drive Swaps**  
Quick release thumbscrew trays can be secured by the locking front panel



**Pro-grade Transfer Speeds**  
Up to 2,586MB/s speed with Thunderbolt 3



**Connection Flexibility**  
Thunderbolt2/Thunderbolt backward compatible

## Introduction

- 1.1 Minimum System Requirements..... 1
  - Mac Requirements
  - PC Requirements
- 1.2 Package Contents..... 1
- 1.3 About This Manual..... 1
- 1.4 Front View..... 3
- 1.5 Rear View..... 3
- 1.6 Usage Notes..... 4

## Installation

- 2.1 Drive Installation ..... 5
- 2.2 Quick Start..... 5
- 2.3 About Software RAID ..... 6
- 2.4 Changing Drives & Drive Failure ..... 6

## Support Resources

- 3.1 Formatting ..... 7
- 3.2 Troubleshooting ..... 7
- 3.3 About Data Backup ..... 7
- 3.4 Online Resources ..... 7
- 3.5 Contacting Technical Support..... 7

## 1.1 System Requirements

### Operating System

- Mac: macOS 10.13 or later
- PC: Windows 10 or later

### Hardware

- Mac or PC with Thunderbolt 3 recommended for best performance

### Supported Drives

- Any 3.5-inch SATA drive
- Any 2.5-inch SATA drive

## 1.2 Package Contents



OWC ThunderBay 8



Thunderbolt 3 cable



Power cable



Security keys



Quick start guide



SoftRAID license

## 1.3 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 subject to limitations.



## 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.
- 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.
- Do not place the device near sources of magnetic interference, such as computer displays, televisions or speakers. Magnetic interference can affect the operation and stability of hard drives.
- Do not place objects on top of the device.
- 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.
- Do not block any ventilation openings on the device. These help to keep the device cool during operation. Blocking the ventilation openings may cause damage to the device and cause an increased risk of short-circuiting or fire.



## Safety Precautions

- Read this user guide carefully and follow the recommended steps for assembly.
- Use proper anti-static precautions while installing drives into this enclosure. Failure to do so can cause damage to your drive mechanisms and/or the enclosure.
- 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, please contact 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 drive, as they may spill into its openings. Doing so increases the risk of electrical shock, short-circuiting, fire or personal injury.

## 1.4 Front View

1. Locking faceplate – Use the included keys to lock the faceplate for security, or to remove the faceplate to gain access to the drive bays.
2. LED Indicators

LED	Color	Power Only	Power & Data	Drive Activity
Power	Blue / Orange	Orange	Blue	N/A
Drives	Green	Off	Off	Flashing Green



## 1.5 Rear View

1. Security slot – connect a security tether here.
2. Thunderbolt 3 ports – connect to the computer host or chain additional Thunderbolt 3 devices here.
3. DisplayPort – connect a DisplayPort display here (DP 1.2 supported)
4. Power switch – power the device on or off here.
5. DC power input – connect the included power supply here.



## 1.6 Usage Notes

- Thunderbolt device chains can support up to six Thunderbolt devices.
- By using the DisplayPort feature, the overall performance of the drive may decrease somewhat, as the DisplayPort shares bandwidth with the Thunderbolt 3 ports. The same is true if you connect a display to one of the available Thunderbolt 3 ports (this can be done with either a native Thunderbolt 3 display or with a Thunderbolt 3 display adapter).
- Thunderbolt 3 is backwards compatible with Thunderbolt 2 and Thunderbolt, but speeds can be impacted depending on where in the chain a device is connected. If mixing Thunderbolt 3 with Thunderbolt 2 and/or Thunderbolt devices, use the device order shown below, if possible. Computer > Thunderbolt 3 devices > Thunderbolt 2 devices > Thunderbolt 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. Several options are provided below for Mac and PC.

### macOS

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

### Windows

1. 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).
  2. A message will appear, detailing the devices that the "Eject" icon controls, i.e., "Safely remove..." Click on this prompt.
  3. You will then see a message that says, "Safe to Remove Hardware." It is now safe to disconnect the ThunderBay 8 from the computer.
- The steps above are applicable to Windows 10 build 1803 and earlier. If you are using Windows 10 build 1809 (October 2018) or later, you can 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.

If you purchased the ThunderBay 8 with drives, they have been installed prior to shipment — please skip to Section 2.2, Step 4. If you are installing your own drives, follow the steps in Section 2.1 to install 3.5-inch hard drives into your ThunderBay 8 enclosure, or to replace existing 3.5-inch drives. Note: it is possible to install 2.5-inch SATA drives using the fine-threaded screws that are included and the four screw holes on the bottom of each drive tray (highlighted in step 5 below).

## 2.1 Drive Installation

1. Insert one of the keys into the lock on the top left of the faceplate.
2. Turn the key clockwise, then pull it towards you. The faceplate will swing open.
3. Pull up on the faceplate to remove it.
4. On the drive tray you wish to remove, turn the thumbscrew counter-clockwise until you no longer feel resistance. Then hold onto the thumbscrew and pull the drive tray out.
5. Set the drive tray as shown on your work surface. If you are replacing an existing hard drive, unscrew it from the drive tray at this time. Note: the highlighted screw holes are for 2.5-inch drives. The holes for 3.5-inch drives are highlighted in green (Step 7).
6. Place the hard drive inside the drive tray as shown. The label should face up and the SATA connectors should be on the far rear corner of the drive.
7. Fasten the drive into the drive tray using six of the included screws (three per side).
8. Slide the drive tray back into the rails in the ThunderBay 8 and push until it is seated fully, then push in on the thumbscrew and turn it clockwise until it stops turning. If you encounter resistance, do not force the drive tray. Remove it, check to make sure there are no obstructions and that the drive tray is lined up correctly, then slide it in again.



## 2.2 Quick Start

1. Install drives into the ThunderBay 8 according to the instructions in Section 2.1.
2. Connect the power supply between the ThunderBay 8 and a power outlet.
3. Connect a Thunderbolt cable between the ThunderBay 8 and a computer. When you do this, the ThunderBay 8 will turn on and the drives will be available for use on the computer.



- NOTE: If you installed your own drives in the previous section, they need to be formatted before you can use the ThunderBay 8. It shipped with a license for [SoftRAID](#), which is recommended for setting up RAID volumes and working with ThunderBays. If you purchased your solution with drives, they were already formatted as a RAID volume, but you should still install SoftRAID to get the best performance and functionality.
- If you do not wish to use SoftRAID you can visit [www.owcdigital.com/format](http://www.owcdigital.com/format) and use one of the Mac or PC specific links for instructions on formatting your drives.

## 2.3 Why Install SoftRAID?

OWC ThunderBay 8 can manage and protect your data when combined with our advanced SoftRAID engine. SoftRAID offers multiple RAID 0, 1, 4, 5, 1+0 (10) volumes (RAID 6, 6+ coming soon), providing the ability to set up your storage for speed, data security or the best of both worlds. Packed with features from active predictive disk failure monitoring, to multiple array volume spanning, SoftRAID from OWC brings technology typically found only in data centers to your workstation or editing bay.

To learn more about SoftRAID please visit: [www.softraid.com](http://www.softraid.com)

## 2.4 Changing Drives & Drive Failure

You can add or remove any drive without needing to turn off the device or to unmount any of the other drives. Each drive operates independently of the others and is not affected by the addition or removal of another drive unless you set them up as members of a RAID array using software.

By itself, the ThunderBay 8 does not monitor drive health or alert you to a drive failure. You can monitor the health of your drives via SoftRAID in order to determine when a drive has failed or is in a pre-failure state. To replace a failed drive, simply remove the drive from its bay and replace it with another drive, following the steps in Section 2.1. The ThunderBay 8 does not need to be turned off during this process.

## 3.1 Formatting

For additional formatting information, including instructions on how to format the ThunderBay 8 for Mac or Windows, please go to: [www.owcdigital.com/format](http://www.owcdigital.com/format)

## 3.2 Troubleshooting

Begin your troubleshooting by verifying that the power cable is connected to the ThunderBay 8 and to a power source. If the power cable is connected to a power strip, make sure that the power switch on the strip is turned on. Then, verify that both ends of your cables are properly plugged into the computer and the ThunderBay 8.

If the ThunderBay 8 is still not working properly, try connecting to another computer or using another Thunderbolt cable. Remember that the ThunderBay 8 needs an active data signal in order for the power to remain on. If it is disconnected from the computer, or if the computer goes to sleep or turns off, the ThunderBay 8 will go to sleep. If you are still experiencing problems, consult Section 3.5 for OWC technical support contact information.

## 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 on your ThunderBay 8 and a second copy 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 ThunderBay 8 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.

## 3.4 Online Resources

To access our online knowledge base, please visit: [www.owcdigital.com/support/faq](http://www.owcdigital.com/support/faq)

## 3.5 Contacting Technical Support



**Phone:** Monday-Friday: 8am-8pm Central Time  
(866) 692-7100 (N. America) | +1 (815) 338-4751 (Int'l)



**Email:** Answered within 48 hours  
[www.owcdigital.com/support](http://www.owcdigital.com/support)



**Chat:** Monday-Friday: 8am-8pm; Saturday: 9am-5pm Central Time  
[www.owcdigital.com/support](http://www.owcdigital.com/support)

## 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.

## Warranty:

The ThunderBay 8 has a [3 Year OWC Limited Warranty](#) or [5 Year OWC Limited Warranty](#) if it was bundled with drives. ThunderBay 8 enclosures that do not ship with drives have a [1 Year OWC Limited Warranty](#). For up-to-date product and warranty information, please visit the [product web page](#).

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