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1. What is the minimum macOS specification required to use the TS4?

All Thunderbolt 4 devices, including the TS4, require macOS 11.4 (Big Sur) and above.

2. What is the minimum Windows OS specification required to use the TS4?

Windows 10 (20H2) and above.

3. Does the TS4 work on a Thunderbolt 3 computer?

Yes, the TS4 is fully compatible with Thunderbolt 3 computers.

4. Does the TS4 work with M1 Macs?

Yes, the TS4 is fully compatible with M1 Mac including M1 MacBook Pros, iMacs, and Mac mini.

5. Does the TS4 work on an M1 Max and M1 Ultra Mac Studios?

Yes, the TS4 works on both the M1 Max and M1 Ultra Mac Studios.

6. Does the TS4 work on an M1 Pro and M1 Max MacBook Pro?

Yes, the TS4 works on both the 14" and 16" M1 Pro or M1 Max MacBook Pro.

7. Will the TS4 charge the 16" MacBook Pro with M1 Max chip?

The 16" MacBook Pro with the M1 Max chip includes a 140W power supply. Thunderbolt has a 100W maximum charging capability, and the TS4 charges at 98W, almost the maximum. The TS4's 98W will power and charge the 16" MacBook Pro in the majority of scenarios.

If you are using CPU and GPU intensive application, and connecting power hungry bus-powered Thunderbolt devices to the 16" MacBook Pro's spare Thunderbolt ports, it is recommended to connect the MacBook Pro's charger.

For people that are not using the MacBook Pro in this way, you will be able to power and charge the 16" MacBook Pro with an M1 Max chip as normal.

8. Does the TS4 work with USB-C computers?

Yes, the TS4 is compatible with USB-C computers.

The TS4 adapts to the capabilities of the host USB-C computer, and the functionality of the TS4 will depend on the USB-C computer's capabilities. Some Windows PC manufacturers have decided to limit the functionality of their USB-C ports, such as display output and charging. Check with your PC manufacturer for the maximum capability of your USB-C port. Ethernet is only supported on Thunderbolt based hosts, and the Ethernet port on the TS4 will not function on USB-C computers, because USB-C does not support PCIe. We recommend to USB-C users, who want to connect to Ethernet, to purchase a low-cost USB-A to Ethernet adapter (sold separately) which will provide Ethernet when connected to a TS4.

9. If I connect a single monitor to the TS4 what is the maximum resolution?

8K 30Hz, as long as your computer supports it, and if you are using a host that supports DSC you could get a higher refresh rate.

10. If I connect dual monitors to the TS4 what is the maximum resolution?

The maximum dual monitor resolution is 6K 60Hz through DSC support on an M1 Max, M1 Pro or M1 Ultra computer. For all other computers that support dual displays the maximum resolution is up to 4K 60Hz.

11. How do I know if my computer supports dual monitors?

Check below for the maximum number of displays that can be connected through the TS4 to your computer's Thunderbolt or USB-C port. The below data is for reference only. Check with your computer manufacturer for confirmation.

macOS (M1): 1x External Display
macOS (M1 Pro): 2 x External Displays
macOS (M1 Max): 2 x External Displays
macOS (Intel Thunderbolt 3): 2x External Displays

Windows (Thunderbolt 4): 2 x External Displays
Windows (Thunderbolt 3): 2 x External Displays

NOTE: Some Windows PC manufacturers have decided to limit the functionality of their Thunderbolt 3 ports, such as limiting display output to 1 external display. Check with your PC manufacturer.

Windows (USB-C): 1 x External Display

NOTE: Maximum number of displays on Windows USB-C hosts is dependent on your USB-C port. Some Windows PC manufacturers have limited the output of their USB-C ports, such as display output. Check with your PC manufacturer.

iPad OS: 1 x External Display

12. How do I connect a single monitor to the TS4?

Option 1 (DisplayPort Monitor)

Directly connect a DisplayPort monitor to the DisplayPort connector.

Or

Connect a USB-C to DisplayPort Video Adapter (sold separately) to one of the spare Thunderbolt ports.

Option 2 (Thunderbolt Monitor)

Directly connect a Thunderbolt monitor to one of the spare Thunderbolt ports on the TS4.

Option 3 (USB-C Monitor)

Directly connect a USB-C monitor to one of the spare Thunderbolt ports on the TS4.

Option 4 (HDMI Monitor)

Add an Active DisplayPort to HDMI Adapter (sold separately) to the DisplayPort connector.

Or

Connect a USB-C to HDMI Video Adapter (sold separately) to one of the spare Thunderbolt ports.

13. Can I connect a non-DisplayPort monitor to the DisplayPort connector?

Yes. For example, if you want to connect an HDMI monitor, you can connect an Active DisplayPort to HDMI Adapter (sold separately).

Make sure to use an "Active" adapter.

14. How do I connect dual monitors to the TS4?

Option 1

- Connect one monitor to the DisplayPort connector.
- Connect the second monitor to one of the spare Thunderbolt 4 ports via USB-C Video Adapter (sold separately).

Option 2

- Connect one monitor to one of the spare Thunderbolt 4 ports via a USB-C Video Adapter (sold separately).
- Connect the second monitor to one of the spare Thunderbolt 4 ports via a USB-C Video Adapter (sold separately).

Option 3

- Connect two USB-C or Thunderbolt monitors directly to two of the Thunderbolt 4 ports.

15. Is the TS4 fully compatible with the Apple Pro Display XDR at full resolution?

Yes, you can directly connect the Apple Pro Display XDR to one of the spare Thunderbolt 4 ports and output at full 6K resolution.

16. What is the maximum laptop charging capability of the TS4?

98W.

17. If my laptop charges at less than 98W does the TS4 scale down the charging?

Yes, if your laptop charges at less than 98W, the TS4 will only supply the amount of power your laptop requires. For example, if you are using the 13" M1 MacBook Pro which charges at 61W, the TS4 will only supply 61W.

18. If I am using a computer that doesn't require power from a dock, such as the M1 Mac mini, does the TS4 still supply power?

If you are using a Mac mini, iMac, or desktop computer the TS4 will not supply power via the Thunderbolt connection.

19. Can I use all 8 USB ports on the TS4 at the same time?

Yes, you can use all the ports on the TS4 at the same time.

20. Why does the front USB-C port charge at 20W?

The front 20W USB-C port is ideal for use with USB-C devices that require more power, such as Apple's 20W MagSafe wireless charger.

21. Can I use both the SD and microSD card readers at the same time?

Yes, both card readers can be use at the same time.

22. Can I use both audio outputs at the same time?

No. When two audio outputs are connected the system will default to the front audio output. You can only use one audio output at a time.

23. What cables can I use with the TS4?

For the optimal compatibility we recommend to use certified 40Gb/s Thunderbolt 4 cables.

24. Can I use a longer cable with the TS4 at full performance?

Customers can use longer 2M Thunderbolt 4 cables with the TS4 without losing any performance (sold separately).