



# PRO-DOCK 4 DOCKING STATION

## User Manual



## ACCESSING SUPPORT

- For online technical support visit [sandiskprofessional.com/support](https://sandiskprofessional.com/support)
- To speak with technical support visit: [sandisk.com/about/contact/customer-care](https://sandisk.com/about/contact/customer-care)

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## 1

## WELCOME TO THE PRO-DOCK 4 DOCKING STATION

Streamline your workflow with the PRO-DOCK 4 docking station. With compatible SanDisk® Professional PRO-READER devices installed, you can simultaneously offload memory cards in the four dedicated reader bays. Plus, you can connect displays, drives, and A/V devices through one master dock to free up valuable ports for your computer.

### KEY FEATURES

**DESIGNED FOR PERFORMANCE**—Minimize your production downtime with high-speed transfers and four reader bays for simultaneous offloading.

**PAIR WITH SANDISK® PROFESSIONAL PRO-READER DEVICES**—Pair the PRO-DOCK 4 docking station with compatible PRO-READER devices for a scalable, time-saving offloading solution.

**SIMPLIFY YOUR WORKFLOW**—Streamline your workspace and free up ports on your host device by connecting your displays, drives, and A/V devices through one high-performance docking station.

**OPTIMIZED CONNECTIVITY**—Enhance your productivity with Thunderbolt™ connectivity for blazing-fast data transfers, daisy-chaining, and power delivery.

**CHARGE YOUR GEAR**—With the built-in 260W power supply, you'll be able to focus on your workflow while charging your compatible devices and accessories with 87W power delivery, including your computer.

**PRO-DOCK UTILITY FOR MACOS**—Monitor and manage your PRO-DOCK 4 device with the downloadable PRO-DOCK Utility app for macOS. Monitor the fan RPM and dock temperature, control the brightness of the LED, and eject all connected devices safely with the click of a button.

**READY FOR CUSTOMIZATION**—Created for customization, the SanDisk® Professional PRO-DOCK 4 docking station can attach to a DIT cart or other gear to support your production needs.

### WHAT'S IN THE BOX

- SanDisk Professional PRO-DOCK 4 docking station<sup>1</sup>
- Thunderbolt™ 3 Cable
- Power Cable(s)
- Quick Start Guide
- Technical Support and Limited Warranty Guide

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<sup>1</sup> PRO-READER devices sold separately.

## HANDLING PRECAUTIONS

SanDisk Professional products are precision instruments and must be handled with care. It may be damaged by rough handling, shock, or vibration. Always observe the following safety precautions:

- Avoid touching the SanDisk Professional device's connector.
- Do not block any of the enclosure's ventilation slots.
- Do not use this product as a portable device.
- Handle the SanDisk Professional device using its edge or frame.
- Do not remove, damage, or cover any device labels.
- Ensure the SanDisk Professional device does not exceed maximum operating temperature.
- Exercise caution when handling a SanDisk Professional device as the SanDisk Professional device may have heated up.

## 2

## TECHNICAL SPECIFICATIONS

### OPERATING SYSTEM COMPATIBILITY

The SanDisk Professional PRO-DOCK 4 docking station is compatible with Windows™ 10 (64-bit) and macOS™ 10.13+.

### MONITOR COMPATIBILITY

When using the DisplayPort™ and Thunderbolt 3 connectors on the SanDisk Professional PRO-DOCK 4 docking station, a single monitor or dual-monitor configuration are supported. If the monitors do not have a DisplayPort™ or Thunderbolt 3 port, always use active cables or connectors. The following table highlights the monitor and resolution configurations supported by the SanDisk Professional PRO-DOCK 4 docking station.

Monitor Configuration	Resolution	Refresh-Rate
Single-Monitor	up to 8K	30Hz
Dual-Monitors	up to 4K each	60Hz

**NOTE:** Monitor resolutions and monitor setups will vary based on Operating System compatibility.

- The PRO-DOCK 4 docking station will support various video connections, such as HDMI™ and DisplayPort, so long as you have the appropriate monitor adapter or adapter cable.
- 8K resolutions are part of the DisplayPort 1.4 specification, which is supported by the PRO-DOCK 4 docking station. However, 8K setups are only possible when both the host computer and the monitor offer full support for this specification.
- Review the manufacturer specifications to determine your monitor's capabilities.
- Some Mac hosts offer only partial support for DisplayPort 1.4, limiting the resolution to 5K or 6K at 60Hz. Please review Apple's monitor specifications for your specific Mac to determine the maximum supported resolution and color depth.
- Apple M1 (Apple Silicon) Macs support only a single monitor over Thunderbolt. Dual-monitor configurations are possible with the Mac mini via the additional built-in HDMI 2.0 port.

### FRONT LED

When active, the front LED on the device will illuminate as a white light. The LED is either on, off, or blinks with a certain rhythm to indicate a specific "System Condition". A "System Condition" list is outlined below.

LED Behavior	LED Color	System Condition
No LED Illuminated	Off	Power is off or disconnected.
Solid Light - no blinking	White	Device is on and ready.
Fast Breathing Rhythm	White	Boot up in progress.

## FRONT CONNECTIVITY

Reference illustration 2.1 below.

- 2 USB Type-A Ports**—Connect your portable USB-A devices like drives, readers, and/or smartphones for power and data transfers. These ports support SuperSpeed USB 5Gbps and up to 10-watts maximum power.
- 2 USB Type-C Ports**—Connect your portable USB-C devices like drives, readers, or smartphones for power and data transfers. These ports support SuperSpeed USB 10Gbps and up to 15-watts maximum power.
- Audio IN/OUT**—This 3.5mm audio port connects to a headset with a built-in microphone.
- Card Reader Bays**—With compatible PRO-READER devices, you can do simultaneous offloads for multiple media cards from 4 dedicated reader bays.
- Reader Bay Door**—The bay door is designed to help hold the readers in place and make it easier to insert and remove the card during use.
- Media Eject Button**—Press to safely eject readers and devices. Safe media eject protocols can be programmed through the PRO-DOCK Utility. [See PRO-DOCK Utility software chapter for more information.](#)
- Power LED**—LED light indicates when the PRO-DOCK 4 docking station is in use. LED brightness can be controlled using the PRO-DOCK Utility. [See PRO-DOCK Utility software chapter for more information.](#)



Illustration 2.1



## REAR CONNECTIVITY

Reference illustration 2.2 below.

1. **Power Switch**
2. **Thunderbolt 3 Host Port**—This can be used to connect the SanDisk Professional PRO-DOCK 4 docking station to your host computer. With the provided Thunderbolt 3 cable, this port can supply up to 87-watts of power to the host computer.
3. **Thunderbolt 3 Port**—This port supports the following protocols: Thunderbolt 3, DisplayPort 1.4, and SuperSpeed USB 10Gbps. This port provides up to 15-watts of power to connected devices and can be used to daisy chain up to 6 Thunderbolt 3 devices with a Thunderbolt 3 cable.
4. **DisplayPort**—This DisplayPort supports the standard 20-pin DisplayPort connector and specifications for version 1.4.
5. **Intelligent Fan Cooling**—The SanDisk Professional PRO-DOCK 4 docking station has three built-in fans that are thermally operated. This keeps fan noise to a minimum while keeping the PRO-DOCK 4 docking station at a comfortable operating temperature.
6. **Gigabit Ethernet Port**—This Ethernet port supports 1000BASE-T as defined in the IEEE 802.3ab standard.
7. **IEC 60320-1 C13 Power Connector**—The SanDisk Professional PRO-DOCK 4 docking station includes an internal power supply rated for 260 watts (24VDC/ 10.8ADC) and includes the power cord applicable to your region.

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**NOTE:** The included 260-watt power supply unit is designed to supply DC electrical power to the device and up to 87-watts of pass-through power to computers that support charging over Thunderbolt 3.

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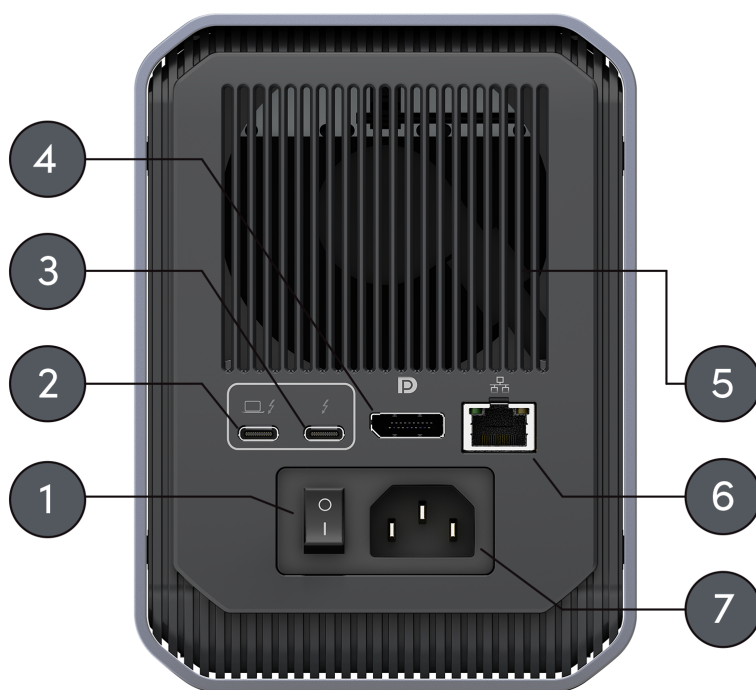


Illustration 2.2

## SIDE ANCHORS

Reference illustration 2.3 below.

1. **Aluminum Enclosure**
2. **Anchor Points for Custom Mounting & Accessories**—These bolts may be removed to access the PRO-DOCK 4 docking station's anchor points. These anchor points are designed to be used for customization, such as attaching your SanDisk Professional PRO-DOCK 4 docking station to a DIT cart, a "cheese plate", adding a handle, or even an SSD holder.

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**NOTE:** Existing screws are not designed for attaching accessories or anchoring. Anchor screws not included. Anchor points will accept a ¼"-20 screw. The screw length will vary based on the type of mount.

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Illustration 2.3

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**NOTE:** SanDisk Professional PRO-READER devices are not included with the SanDisk Professional PRO-DOCK 4 docking station.

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## 3

## CONNECTING THE PRO-DOCK 4 DOCKING STATION

Before you begin, make sure your computer system is turned on with your operating system fully loaded and ready for hardware and software installation. Then continue with these steps.

### CONNECTING THE PRO-DOCK 4 DOCKING STATION

1. Connect the included power cable to your SanDisk Professional PRO-DOCK 4 docking station.
2. Connect the SanDisk Professional PRO-DOCK 4 docking station device to your computer system with the included Thunderbolt 3 cable using the connector labeled 87W TO PC.
3. Next, connect the various peripherals that will be used.
4. Now that the device is physically connected to power, and connected to your computer system, continue with the software setup portion of this process by installing the PRO-DOCK Utility software (macOS only). Download from the Mac App Store.
5. Register your SanDisk Professional PRO-DOCK 4 docking station at [sandiskprofessional.com/support](https://sandiskprofessional.com/support)
6. Congratulations! The SanDisk Professional PRO-DOCK 4 docking station is now ready to use.

## 4

## PRO-DOCK UTILITY

The PRO-DOCK Utility (macOS only) is a collection of features to help manage the SanDisk Professional PRO-DOCK 4 docking station. This section outlines the basic functionality of the software, which is unique to the SanDisk Professional PRO-DOCK 4 docking station.

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**NOTE:** The PRO-DOCK Utility is available for download from the Mac App Store.

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### PRO-DOCK UTILITY FEATURES

Once installed, the PRO-DOCK Utility software is visible on the menu bar. A single Click of this menu bar icon will open the software menu and provide the following features.

- **Eject Readers Only**—Click the **Eject Readers Only** option in the PRO-DOCK Utility to safely eject all PRO-READER devices attached to PRO-DOCK 4 docking station.
  - This can also be done directly on the device: Press and hold the **Media Eject Button** on the PRO-DOCK 4 docking station for **3 seconds** to safely eject all PRO-READER devices attached to the PRO-DOCK 4 docking station.
- **Eject All**—Click the **Eject All** option in the PRO-DOCK Utility to safely eject all volumes attached to the PRO-DOCK 4 docking station.
  - This can also be done directly on the device: Press and hold the **Media Eject Button** on the PRO-DOCK 4 docking station for **5 seconds** to eject all volumes attached to the PRO-DOCK 4 docking station.
- **Fan Speed**—The PRO-DOCK Utility will report the current fan speed. Fan speed will vary based on use and workload.
- **Temperatures**—The PRO-DOCK Utility will report the temperatures of the internal power supply, CPU, and the PRO-READER bays.
- **LED Slider**—Use the LED Brightness slider to control the brightness of the PRO-DOCK 4 docking station LED. Note, this does not control the LED for the PRO-READER devices.

## 5

## PRO-READER DEVICES

To insert or remove a SanDisk Professional PRO-READER device, follow the instructions below and use illustration 5.1 as a reference.

1. PRO-DOCK 4 Docking Station Door
2. PRO-READER Handle



Illustration 5.1

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**NOTE:** SanDisk Professional PRO-READER devices are not included with the SanDisk Professional PRO-DOCK 4 docking station.

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### INSERT A PRO-READER DEVICE

To insert a PRO-READER device into the PRO-DOCK 4 docking station, follow these steps.

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**NOTE:** If you choose to write protect the PRO-READER device, engage the Write Protect Switch on the backside of the PRO-READER device to the locked position before inserting into the PRO-DOCK 4 docking station.

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1. Open the door by pressing on its bottom edge and then lifting up.
2. Insert the PRO-READER device into the PRO-DOCK 4 docking station. Press the PRO-READER device into the unit until it is firmly connected to the inside of the PRO-DOCK 4 docking station. Make sure the PRO-READER's handle is in the closed position.

## REMOVE PRO-READER DEVICE

To remove a PRO-READER device from the PRO-DOCK 4 docking station, follow these steps.

1. Open the door for the PRO-READER devices on the PRO-DOCK 4 docking station.
2. Pull the PRO-READER handle down, and pull out to remove the device.
3. This PRO-DOCK 4 docking station bay is now ready to receive another PRO-READER device.

## 6

## IMPORTANT INFORMATION

[Safety Instructions](#)[Limited Warranty - Australia](#)[Obtaining Service](#)[Regulatory Compliance](#)[Limited Warranty - Except Australia](#)**STOP! IMPORTANT INFORMATION.**

**READ THE FOLLOWING CAREFULLY BEFORE USING THIS PRODUCT. KEEP THESE INSTRUCTIONS FOR FUTURE REFERENCE.**

## SAFETY INSTRUCTIONS

**Additional Safety Instructions:**

Keep the SanDisk Professional device away from direct sunlight, moisture, and temperature extremes. Do not bend, flex, or drop your SanDisk Professional device. The user is responsible for complying with all environmental, safety, and other usage specifications.

Keep the SanDisk Professional device away from sinks, drinks, bathtubs, showers, rain, and other sources of moisture. Moisture can cause electric shocks with any electronic device. Do not disassemble, crush, short circuit, or incinerate the SanDisk Professional device as it may cause fire, injury, burns, or other hazards.

**Disposal Instructions:**

Do not dispose of the SanDisk Professional device with unsorted waste. Improper disposal may be harmful to the environment and human health. Please refer to your local waste authority for information on return and collection systems in your area.

## OBTAINING SERVICE

SanDisk Professional values your business and always attempts to provide you the very best of service. Should you encounter any problem, please give us an opportunity to address it before returning this Product. Most technical support questions can be answered through our knowledge base or e-mail support service at <http://www.sandiskprofessional.com/support>.

## LIMITED WARRANTY - EXCEPT AUSTRALIA

**Warranty Information**

This SanDisk Professional device is covered by a 3-year limited warranty (or 3-year warranty in regions not recognizing "limited") from the date of

purchase, subject to the applicable warranty terms and conditions, as defined in [www.sandisk.com/wug](http://www.sandisk.com/wug).

### **How to Make a Warranty Claim**

Please go to [www.sandiskprofessional.com](http://www.sandiskprofessional.com) and select “support” for more information on making a warranty claim (SanDisk Professional Support Page).

If it is determined that your product may be defective, you will receive an RMA and product return instructions. You are responsible for any expenses associated with a claim under SanDisk Professional’s Limited Warranty.

You must send your product in a secure, prepaid package, to the address provided with your RMA number. Proof of purchase is required for all warranty claims.

## **LIMITED WARRANTY - AUSTRALIA**

### **Warranty Information**

SanDisk Professional warrants to the end user, that this product, excluding content and or software supplied with or on the product, will be free from material defects in manufacture, will conform to SanDisk Professional’s published product specifications and be fit for normal use for a period of 3 years from the date of purchase, provided that the product is legally placed on the market.

When making a claim under this Limited Warranty, SanDisk Professional may at its option repair this product or provide you with an equivalent product; and if unable to repair or replace the product, will refund the purchase price. The full terms of SanDisk Professional’s warranty and warranty period are available at: [www.sandisk.com/wug](http://www.sandisk.com/wug).

### **Warrantor Details**

Western Digital Technologies, Inc., 951 SanDisk Drive, Milpitas, CA 95035, U.S.A.

Tel: 1 (800) 275-4932 (US local toll free) or 1 (310) 449-4599 (US)

### **How to make a warranty claim:**

Before you return the product you must first obtain a Return Material Authorization (RMA) number. Please either:

1. Contact SanDisk Professional at 1 800 262 504 (M-F | 9 am – 6 pm New South Wales Time) or email SanDisk Professional ([support@sandiskprofessional.com](mailto:support@sandiskprofessional.com)) and provide proof of purchase (showing date and place of purchase and name of the reseller) and product name, type and number; or
2. Contact the dealer from whom you originally purchased the product.

Please go to [www.sandiskprofessional.com/support](http://www.sandiskprofessional.com/support) for more information on making a warranty claim (SanDisk Professional Support Page).



If it is determined that your product may be defective, you will receive an RMA number and product return instructions. You are responsible for any expenses associated with a claim under SanDisk Professional's Limited Warranty. You must send your product in a secure, prepaid package, to the address provided with your RMA number. Proof of purchase is required for all warranty claims.

#### **Australian consumers only:**

Notwithstanding the terms of this Limited Warranty, SanDisk Professional's products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the products repaired or replaced if the products fail to be of acceptable quality and the failure does not amount to a major failure.

## REGULATORY COMPLIANCE

### Regulatory Compliance - FCC

#### **FCC CLASS B INFORMATION**

NOTE: This device 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 device 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 device does cause harmful interference to radio or television reception, which can be determined by turning the device 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 device and receiver.
- Connect the device into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Any changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the device.

### Regulatory Compliance - Canada

#### **CAN ICES-003 (B) / NMB-003 (B) Statement**

Cet appareil numérique de la classe B est conforme à la norme NMB-003 (B) du Canada.

This device complies with Canadian ICES-003 (B).

## Safety Compliance - US and Canada

### Safety Compliance

Approved for US and Canada. CAN/CSA-C22.2 No. 62368-1-14: Audio/Video, Information and Communication Technology Equipment Part 1: Safety Requirements.

Approuvé pour les Etats-Unis et le Canada. CAN/CSA-C22.2 No. 62368-1-14, Sûreté d'équipement de technologie de l'information.

## Regulatory Compliance - CE

### CE Compliance for Europe

Hereby, Western Digital declares compliance of this equipment to the applicable Council Directives of the European Union, including the EMC Directive (2014/30/EU), the Low Voltage Directive (2014/35/EU) and the RoHS Directive (2011/65/EU) as amended by Directive 2015/863/EU. The full text of the EU declaration of conformity is available at the following internet address: <http://www.wdc.com/products/EUDoC>.

- PO Box 13379, Swords, Co Dublin, Ireland
- PO Box 471, Leatherhead, KT22 2LU, UK

## Regulatory Compliance - Austria

### CE-Konformität für Europa

Hiermit erklärt Western Digital die Konformität dieses Geräts mit den anwendbaren Richtlinien des Rats der Europäischen Union, einschließlich der Richtlinie 2014/30/EU zur elektromagnetischen Verträglichkeit, der Niederspannungsrichtlinie (2014/35/EU) und der Richtlinie 2011/65/EU zur Beschränkung der Verwendung von gefährlichen Stoffen sowie der Abänderung durch die Richtlinie (EU) 2015/863. Den vollständigen Text der EU-Konformitätserklärung finden Sie unter der folgenden Internetadresse: <http://www.wdc.com/products/EUDoC>.

### Geprüfte Sicherheit

Maschinenlärminformations-Verordnung 3. GPSGV: Der höchste Schalldruckpegel beträgt 70 db(A) oder weniger gemäß EN ISO 7779, falls nicht anders gekennzeichnet oder spezifiziert.

## Regulatory Compliance - Japan

添付の電源コードは、本製品専用です。

接地接続は必ず、電源プラグを電源につなぐ前に行ってください。

また、接地接続を外す場合は、必ず電源プラグを電源から切り離してから行ってください。

## Regulatory Compliance - Korea

기종별	사용자 안내문
B급 기기 (가정용 정보통신기기)	이 기기는 가정용으로 전자파적합성 기준을 통과했으므로 주거 지역에서는 물론 모든 지역에서 사용할 수 있습니다.

## Regulatory Compliance - Russia

### Сведения о нормативно-правовом соответствии для России (ЕАС)

Уполномоченный представитель производителя в странах Таможенного союза: представительство Western Digital (UK) Limited (Великобританиë) в Москве. Россиë, 115054, Москва, Валоваë ул., 35.

На наклейке на изделии указан код, состоящий из 4 цифр, за которыми следует буква. Первые две цифры означают неделю финансового года Western Digital (с 1 июля по 30 июня следующего года), когда было произведено изделие. Следующие два цифры означают финансовый год Western Digital, когда было произведено изделие. Буква означает страну, где оно было произведено: А – Малайзиë, В – Таиланд, С – Китай, D – США, H – Венгриë, E – Бразилиë.

Настоящее изделие соответствует требованиям технических регламентов Евразийского экономического союза ТР ТС 004/2011, ТР ТС 020/2011, ТР ЕАЭС 037/2016.

## Regulatory Compliance - China

### 有毒有害物质或元素

部件名称	产品中有毒有害物质或元素的名称及含量					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr (VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
底盘外壳和镜头	○	○	○	○	○	○
减震器	○	○	○	○	○	○
塑料其它部件	○	○	○	○	○	○
组合电缆/电源	X	○	○	○	○	○
金属部件	X	○	○	○	○	○
固态驱动器/硬盘/电路板组合	X	○	○	○	○	○

本表格依据SJ/T 11364-2014的规定编制。  
 ○: 表示该有害物质在该部件所有均质材料中的含量均在GB/T 26572规定的限量要求以下。  
 X: 表示该有害物质至少在该部件的某一均质材料中的含量超出GB/T 26572规定的限量要求。  
 (在此表中, 企业可能需要根据实际情况对标记"X"的项目进行进一步的技术性解释。)

## Regulatory Compliance - Taiwan

設備名稱：硬式磁碟機 型號 ( 型式 )：SanDisk Professional series

單元	限用物質及其化學符號					
	鉛 (Pb)	汞 (Hg)	鎘 (Cd)	六价铬 (Cr (VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
機箱外皮殼與鏡片	○	○	○	○	○	○
塑料其它部件	○	○	○	○	○	○
橡皮腳墊, 4片	○	○	○	○	○	○
片金屬部件	-	○	○	○	○	○
固態硬碟/硬碟/電路板組合	-	○	○	○	○	○
組合電纜線/電源	-	○	○	○	○	○
備考1. “超出0.1 wt %”及“超出0.01 wt %”係指限用物質之百分比含量超出百分比含量基準 備考2. “○”係指該項限用物質之百分比含量未超出百分比含量基準值 備考3. “-”係指該項限用物質為排除項目。						

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Western Digital  
951 SanDisk Drive  
Milpitas, California 95035 U.S.A.

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