

Cable Matters 107009 480GB Bus-Powered External Thunderbolt 3 SSD Drive

System Requirement:

While the Thunderbolt 3 drive utilizes the reversible USB-C connector, it only supports Thunderbolt 3 enabled computers such as the 2016 Macbook Pro. It will not work with computers that are equipped with USB-C but not Thunderbolt 3 such as the Lenovo Yoga 900 or a Chromebook. Check for the Thunderbolt symbol near the port on your computer or refer to the below list.

[List of Thunderbolt 3 Enabled Computers](#)

Symptom: The drive is not performing at the maximum advertised speed.

In order to perform at the maximum speed, the Thunderbolt 3 port on your computer must be 40Gbps rated. In order to achieve this bandwidth, the computer must connect 4x PCIe 3.0 lanes to Thunderbolt 3. Computers that connect 2x PCIe 3.0 lanes or 4x PCIe 2.0 lanes are only 20Gbps rated. In this case, the maximum read speed will be capped at 1500 MB/s.

Computers such as the Lenovo ThinkPad T470 and HP Spectre x360 Convertible only support up to 20Gbps through Thunderbolt 3. The 2016 MacBook Pro has two 40Gbps Thunderbolt 3 ports on the left and two 20Gbps Thunderbolt 3 ports on the right.

Gtrusted.com maintains a list of computers tested whether if they are wired with 4x PCIe 3.0 lanes. If your computer is not in the list, please consult your manufacturer for this information.

<https://gtrusted.com/technology/thunderbolt/thunderbolt3-hosts>

Symptom: The drive is not recognized or functioning properly on a Windows computer with Thunderbolt 3.

Solution: Update BIOS, Thunderbolt 3 firmware, Thunderbolt 3 controller driver, and Intel Graphic driver from the manufacturer website. For more details, refer to articles below:

[BIOS, Firmware and Driver Updates](#)

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<https://kb.cablematters.com/index.php?View=entry&EntryID=82>