

Thunderbolt™ 3/USB-C I/O Card

Installation Instructions



Before installing the Thunderbolt 3/USB-C I/O card, make sure the Falcon-NEO has the latest software **AND firmware installed.**

The latest version can be found on the Falcon-NEO's knowledge base page at: <https://www.logiccube.com/knowledge/forensic-falcon-neo/>.

Instructions on how to update the software and firmware can also be found on the same page above.



The Falcon-NEO Thunderbolt 3/USB-C I/O Card is not hot-swappable. Always turn the Falcon-NEO **off** before connecting or disconnecting the I/O card to/from the Falcon-NEO. Drives or enclosures connected to the I/O card can be hot-swapped.



The I/O card does not currently support imaging in TDM from Mac computers. Please refer to our AppNote on how to image Macs with the Falcon-NEO. This AppNote can be found on our Falcon-NEO support page at: <http://www.logiccube.com/knowledge/forensic-falcon-neo/>

To install the Thunderbolt 3/USB-C I/O card:

1. Turn the Falcon-NEO OFF and disconnect the AC adapter/power supply from the back of the Falcon-NEO.
2. Turn the Falcon-NEO upside-down and use the included screwdriver to remove the desired I/O port door:

Quick Start Guide



3. The open I/O port should look like this:



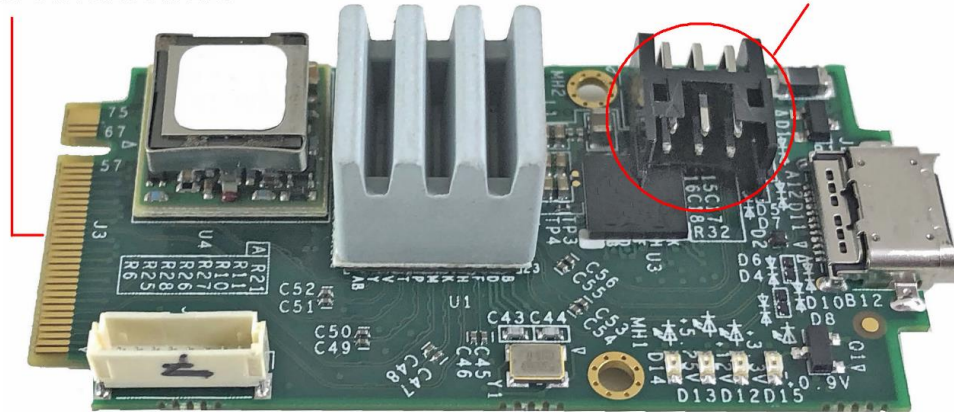
Quick Start Guide

- Take the Thunderbolt/USB-C I/O card and connect it to the I/O port.

**PIN SIDE
INSERT THIS SIDE
INTO THE SOCKET AT THE
REAR OF THE
I/O PORT ON FALCON-NEO**

**FALCON-NEO I/O PORT POWER CABLE
CONNECTS TO POWER PORT**

POWER PORT



- Take the power cable from the Falcon-NEO and connect it to the power port on the Thunderbolt/USB-C I/O card. Once the power is connected, connect the Thunderbolt/USB-C I/O card into the open I/O port.



Quick Start Guide

- Using the included screwdriver, tighten the two small screws on each side of the I/O card into the post.



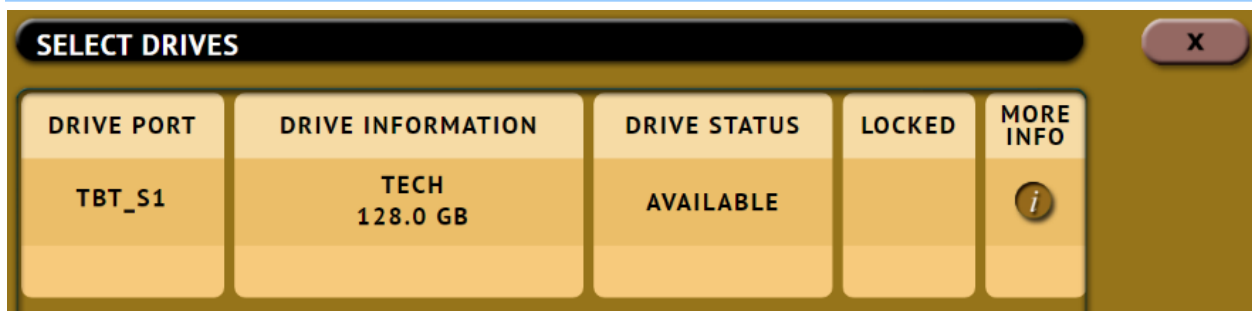
- Take the labeled door and attach it back to the open I/O port. Use the included screwdriver to re-tighten the screw to the I/O port door.
- Repeat steps 2 through 5 to install other Thunderbolt/USB-C I/O cards to any of the other available I/O ports.

Once all the Thunderbolt/USB-C I/O cards have been properly installed, the Falcon-NEO can now be used with Thunderbolt/USB-C external drives and storage enclosures. Any connected Thunderbolt/USB-C external drive and enclosure should appear like any other drive.



The Falcon-NEO Thunderbolt 3/USB-C I/O Card is not hot-swappable. Always turn the Falcon-NEO **off** before connecting or disconnecting the I/O card to/from the Falcon-NEO. Drives or enclosures connected to the I/O card can be hot-swapped.

Quick Start Guide



Technical Support Information

For further assistance please contact
Logicube Technical Support
By phone: **(+1) 818.700.8488, option 3, 8 a.m. – 5 p.m. PT, M-F**
(excluding US legal holidays)
or by email: techsupport@logicube.com