

User Support FAQ

TBE-X5Max/Pro

1. What chip does the TBE-X5Max use?

The TBE-X5Max features a dual-chip architecture: Intel JHL9480 (B2) + ASM2364.

- JHL9480 (B2) – Main controller supporting Thunderbolt 5 / 4 / 3 and USB4 v2 / USB4.

Maximum bandwidth: 80 Gbps bidirectional (asymmetric mode: 120 Gbps downstream + 40 Gbps upstream).

- ASM2364 – Supports USB 3.2 Gen 2x2 (20 Gbps) and is backward compatible.

2. Does it support PCIe 5.0 SSDs?

Yes. Both TBE-X5Max and TBE-X5Pro can detect and operate PCIe 5.0 NVMe SSDs stably.

Note: Thunderbolt 5 PCIe specification only supports PCIe 4.0 x4, so PCIe 5.0 SSDs will operate at PCIe 4.0 x4 maximum bandwidth.

3. What are the actual transfer speeds?

Lab tests with a Thunderbolt 5 host and Samsung 9100 PRO 4TB SSD show:

- Read speed: up to 7000+ MB/s
- Write speed: up to 6500+ MB/s

Note: Actual speeds depend on host interface, cable quality, SSD performance, and system environment.

4. How is the thermal performance?

Both models feature a full-aluminum CNC unibody enclosure with:

- Intelligent temperature-controlled fan (auto on/off)
- High thermal conductivity silicone pads
- Multiple ventilation holes

Ensures stable performance under prolonged high-load transfers without throttling.

5. Which SSDs are supported?

- Type: M.2 NVMe SSD (PCIe protocol)
- Size: 2280 only
- Interface: M-Key or B&M Key
- Capacity: up to 8TB
- Protocol: Recommended PCIe 4.0 ×4, NVMe 1.4 or higher

Note: M.2 SATA SSDs (B-Key or B&M Key) are not supported.

6. Is it compatible with older interfaces?

- TBE-X5Max: USB4 and backward compatible with USB 3.2 Gen 2x2 / Gen 2x1 / Gen 1 and USB 2.0.
- TBE-X5Pro: Only supports USB4.0 and above; not compatible with older USB 3.x.

7. What should be noted when using it?

- Interface:

For optimal performance, connect to a Thunderbolt port.

- Safe removal:

Windows: Click the "Safely Remove Hardware and Eject Media" icon, select the drive, and disconnect after confirmation.

macOS: Click the eject icon in the menu bar or drag the drive to Trash, then disconnect after confirmation.

- Recommended system requirements:

PC with Thunderbolt 5	Windows 11
PC with Thunderbolt 4	Windows 10 or 11
Mac with Thunderbolt 5	macOS 14.4
Mac with Thunderbolt / USB4	macOS 14.4
Mac with Thunderbolt 3	macOS 15.0

Problems are still not solved?
We're here to help



support@tesmart.com



USA: (201) 908-7534

(Mon-Fri, 1-6 PM EST)