Quick Start Guide
for Echo™ 11 Thunderbolt™ 3 Dock

You Should Have
The following items should be included in your product package:

- Sonnet Echo 11 Thunderbolt 3 Dock
- Power adapter
- Power cord
- Thunderbolt 3 (40Gbps) cable
- Quick Start Guide

Mac® Compatibility
- Mac with Thunderbolt 3 ports
- Mac with Thunderbolt or Thunderbolt 2 ports when used with the Apple Thunderbolt 3 (USB-C) to Thunderbolt 2 Adapter plus a Thunderbolt cable (both sold separately)
- macOS® 10.12.6+

Windows® Compatibility
- Windows computer with a Thunderbolt 3 port
- Windows 10 (64-bit Edition Version 1809 or greater)

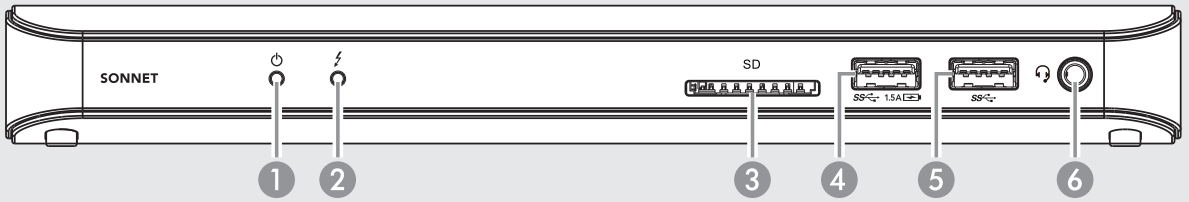
Preparing to Use the Dock With a Mac® Computer
The standard drivers required to support the Echo 11 dock are installed as part of macOS® 10.12.6 and later; there are no preparation steps.

Preparing to Use the Dock With a Windows Computer
Windows computers require the latest BIOS and Thunderbolt drivers to support this product. Check with your computer manufacturer for update information.

The first time you connect the Echo 11 Thunderbolt 3 dock to your computer, an *Approve New Thunderbolt™ Devices* window will appear. From the drop-down menu select Always Connect, and then click OK.

Support Note: This document was up to date at the time of printing. However, changes to the hardware or software may have occurred since then. Please check the Sonnet Web site for the latest documentation.

1. Go to www.sonnettech.com/support/kb/kb.php
2. Click the Thunderbolt link.
3. Locate and click Echo 11 link, and then click the Manual link.
4. Click the Echo 11 Thunderbolt 3 Dock Quick Start Guide [English] link, and then check the Document Version information. If the version listed is later than this document (**revision C**), click the Download Now button for the latest version.



1 – Power Indicator
This lights blue when the Echo 11 dock is powered.

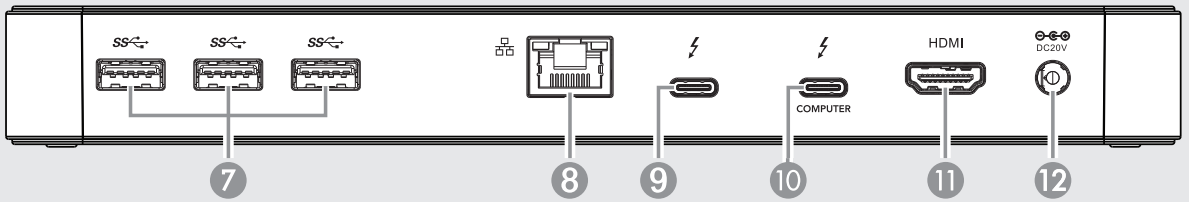
2 – Thunderbolt 3 Connection Indicator
This lights green when the computer connected to the dock is powered on, and turns off when the computer is sleeping or disconnected. Note that if the dock is connected to another Thunderbolt device instead of directly to the computer, other Thunderbolt devices connected between the computer and dock must also be powered on before this indicator will light.

3 – SD™ Card Slot
This slot supports SD, SDHC™, and SDXC™ memory cards. Insert cards label-side up.

4 – USB 3.0 Charging Port
Connect a USB device to this port. You may charge iOS® devices (and other devices that charge via USB) connected to this port, even when your computer is off or disconnected.

5 – USB 3.0 Port
Connect a USB device to this port.

6 – Combo Audio Jack
Connect headphones or a headset, or powered speakers. Note that you may need to enable or disable this jack's functionality through macOS System Preferences or the Windows Control Panel*.



7 – USB 3.0 Ports
Connect USB devices to these ports.

8 – Gigabit Ethernet Port
Plug in a Cat 5 or Cat 6 unshielded twisted pair (UTP) cable with RJ45 connectors. The left (green) LED lights up to indicate a 1000BASE-T (Gigabit) Ethernet link, while the right (yellow) LED flashes to indicate activity.

9 – Thunderbolt 3 Peripheral Port
Connect a Thunderbolt or USB peripheral device to this port.

10 – Thunderbolt 3 Charging Port
Connect your computer to this port using the included Thunderbolt 3 (40Gbps) cable. If your laptop/notebook computer supports charging through a Thunderbolt 3 port*, this port can deliver up to 87W of power for charging.

11 – HDMI® 2.0 Port
Connect a monitor with HDMI input to this port.

12 – DC20V Socket
Connect the included DC power adapter between this socket and the included power cord.

* See reverse side for details.

Using the Echo 11 Dock to Charge Your Notebook or Laptop Computer

Apple® MacBook Air® and MacBook Pro® computers with Thunderbolt 3 ports, and many PC laptops with Thunderbolt 3 ports, may be charged via the Echo 11 dock's Thunderbolt 3 charging port (Power Delivery Charging). However, some PC laptops will not accept charging from a Thunderbolt peripheral. If no mention of Power Delivery is made in your PC laptop computer's users guide, check with the manufacturer to determine whether the feature is supported.

Important Note for Mac Users

In order for this product to support full iOS® device charging capabilities in systems running macOS, and to provide the power required to operate the Apple SuperDrive and bus-powered peripherals plugged into the Apple wired USB keyboard, you must download and install a Sonnet software. This driver also installs a "menulet" that enables you to eject all storage volumes attached to the dock at once.

Go to www.sonnettech.com/support/kb/kb.php and then click the Thunderbolt link. Click the Echo 11 link, and then click the Driver link. Download and install the Echo Thunderbolt 2 and Thunderbolt 3 Dock Installer.

Enabling the Combo Audio Jack—macOS

1. From the Apple menu, select System Preferences.

2. In the *System Preferences* window, click Sound.

3. In the *Sound* preference window, click the Output tab, and then select USB Advanced Audio Device. Click the Input tab, and then select USB Advanced Audio Device.

Enabling the Combo Audio Jack—Windows

1. Open Control Panel and then select the Hardware and Sound icon.

2. Click Sound > Manage audio devices, and then select USB Audio Device.

Gigabit Ethernet Port Configuration Information

With the Echo 11 connected to your computer and network infrastructure, configure the dock's network settings.

Mac Users: Use System Preferences' Network preferences panel. The dock's Ethernet port will be identified as Thunderbolt Ethernet Slot x.

Windows Users: Use Windows Device Manager, Network Adapters category. The dock's Ethernet port will be identified as Intel i210 Gigabit Network Connection.

TIPS, GENERAL INFORMATION, KNOWN ISSUES

Hot Plugging the Echo 11 Dock

You may connect and disconnect the dock while the computer while it is on. If you have anything connected to the dock, such as storage devices, cameras, etc., or a card inserted into the SD slot, follow proper procedures for disconnecting those devices before unplugging the dock from the computer.

Not All Computers' Thunderbolt 3 Performance is Equal

While the Echo 11 Dock features a 40Gbps Thunderbolt 3 interface, some computers equipped with Thunderbolt 3 use an x2 (2 lane) implementation of Thunderbolt 3 that limits PCIe performance to 20Gbps (up to 1,400 MB/s).

Not All Thunderbolt 3 Cables Deliver Full Data Transfer Speeds and Power Delivery

Full data transfer speed and power delivery capabilities from the Echo 11 dock require the use of the included Thunderbolt 3 (40Gbps) cable (which also supports up to 100W power delivery), or a comparable Thunderbolt 3 (40Gbps) cable. When shopping for a Thunderbolt 3 cable, please be aware that some cables support only lower data transfer speeds (20Gbps) and/or power delivery capabilities (60W). While compatible with the dock, these cables may limit the dock's performance and power delivery capabilities.

FCC Compliance

Echo 11 complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: This device may not cause harmful interference, AND this device must accept any interference received, including interference that may cause undesired operation.

Contacting Customer Service

The Sonnet Web site located at www.sonnettech.com has the most current support information and technical updates. Before contacting Customer Service, please check our Web site for the latest updates and online support files, and check this Quick Start Guide for helpful information.

Email support requests generally receive the fastest responses, and are usually processed within a 24-hour period during normal business hours, excluding holidays. When you contact Customer Service, have the following information available so the customer service staff can better assist you:

- Product name
- Date and place of purchase
- Computer model
- OS version
- A System Report (macOS), or a Microsoft System Information MSINFO32 (Windows) report (Windows), along with a description of the issue(s) you are encountering with your device

If further assistance is needed, please contact us at:

USA, Canada, or Mexico Customers

Please contact **Sonnet Customer Service** at:
E-mail: support@sonnettech.com
Tel: 1-949-472-2772
(Monday–Friday, 9 a.m.–5 p.m. Pacific Time)

For Customers Outside North America

For support on this product, contact your reseller or local distributor.

Visit Our Web Site

For the most current product information and online support files, visit the Sonnet Web site at: www.sonnettech.com/support/. Register your product online at https://registration.sonnettech.com to be informed of future upgrades and product releases.

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