Quick Start Guide
for Echo™ 11 Thunderbolt™ 4 Dock

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

- Sonnet Echo 11 Thunderbolt 4 Dock
- Power adapter
- Power cord
- Thunderbolt 4 (40Gb/s) cable
- Quick Start Guide

Mac® Compatibility
- macOS® 11.2+
- M1 Mac with Thunderbolt/USB4 ports
- Intel Mac with Thunderbolt 3 ports

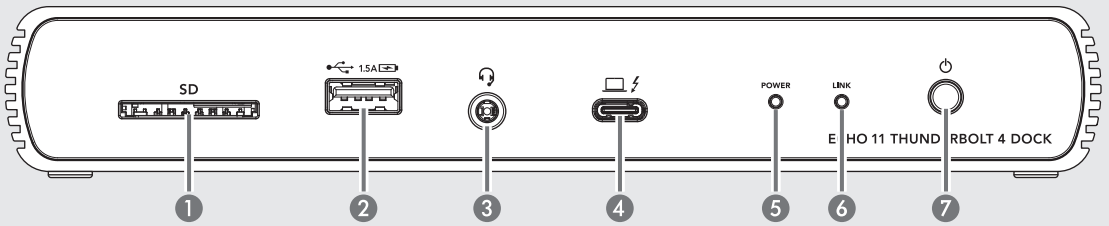
Windows® Compatibility
- Windows computer with a Thunderbolt 4 port
- *Not compatible with Thunderbolt 3 Windows computers*
- Windows 10 (64-bit Edition Version 20H2 or greater)

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 11.2 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 4 dock to your computer, an Approve 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 https://www.sonnettech.com/support/kb/kb.php
2. Navigate to and click the Echo 11 Thunderbolt 4 Dock link.
3. Click the Manual link.
4. Click the Echo 11 Thunderbolt 4 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 – SD™ 4.0 Card Slot
This slot supports SD, SDHC™, and SDXC™ memory cards. Insert cards label-side up.

2 – USB 2.0 Charging Port
You may charge iOS® devices (and other devices that charge via USB) connected to this port. You may also connect a USB peripheral such as a keyboard or mouse to this port.

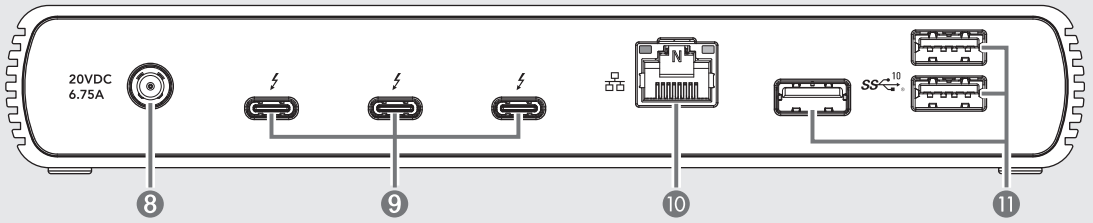
3 – Combo Audio Jack
Connect headphones or a headset, or powered speakers.

4 – Computer/Charging Port
Connect your computer to this port using the included Thunderbolt 4 (40Gb/s) cable. If your laptop/notebook computer supports charging through a Thunderbolt port, this port delivers up to 90W of power.

5 – Power Indicator
This lights green when the Echo dock is switched on, and stays off when the dock is switched off.

6 – Thunderbolt Link Indicator
With the dock switched on, this lights blue when the computer to which the dock is connected is on; the LED turns off when the computer is off or sleeping. Note that if the dock is connected to another Thunderbolt device instead of directly to a computer, other Thunderbolt devices connected between the computer and dock must also be powered on before this indicator will light.

7 – Power Switch
This switches the dock on and off. *When switched off, power is removed from all ports and the dock will not charge a connected computer or phone.*



8 – 20VDC Socket
Connect the included DC power adapter between this socket and the included power cord.

9 – Thunderbolt Peripheral Ports
Connect Thunderbolt or USB peripheral devices (including monitors) to these ports using appropriate cables or adapters.

10 – Gigabit Ethernet Port
Connect to a switch or router using Cat 5 or better unshielded twisted pair (UTP) cable with RJ45 connectors. The left (green) LED lights up to indicate an Ethernet link, while the right (orange) LED flashes to indicate network activity.

11 – USB 3.2 Gen 2 (10Gbps) Ports
Connect USB devices to these ports.

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

- Apple® MacBook Air® and MacBook Pro® computers with Thunderbolt/USB4 ports or Thunderbolt 3 ports, and PC laptops with Thunderbolt 4 ports may be charged via the Echo 11 dock's Computer/Charging port (Power Delivery charging), which provides a maximum of 90W of power.

- Windows laptops with AC power adapters rated at greater than 90W may display a Power Manager alert when the dock (but not the computer's power adapter) is initially connected to the computer. This is normal.

- Laptops with AC power adapters rated greater than 90W will accept 90W power from the dock (when it is turned on), but may slowly discharge; connecting bus-powered storage to a laptop will draw additional power that may affect the charging (discharging) rate. When sleeping, any connected computer that supports Thunderbolt charging will be charged to 100%.

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 Realtek USB2.0 Audio. If you wish to enable the audio input through Combo Audio Jack, click the Input tab, and then select Realtek USB2.0 Audio.

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 USB 10/100/1000 LAN.

- *Windows Users*: Use Windows Device Manager, Network Adapters category. The dock's Ethernet port will be identified as Realtek USB GbE Family Controller.

TIPS, GENERAL INFORMATION, KNOWN ISSUES

Connecting Additional Thunderbolt Peripheral Devices

The dock includes four Thunderbolt 4 ports; the front port is reserved for connection to your computer, while the three on the back support connection of up to five additional Thunderbolt peripheral devices (three directly, with two more through daisy-chain connection).

Hot Plugging the Echo 11 Dock

You may connect and disconnect the dock while the computer 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 ejecting (unmounting) those devices before unplugging the dock from the computer.

Not All Computers' Thunderbolt Performance is Equal

When using the dock with the 2017 MacBook Pro 13-inch model with four Thunderbolt 3 ports, you should connect the dock to one of the ports on the left side of the computer. The right side ports use an x2 (2 lane) implementation of Thunderbolt 3 that limits PCIe bandwidth to 20Gbps (up to 1,400 MB/s).

Thunderbolt 3 Cable Compatibility

You may use Thunderbolt 3 (40Gbps) or Thunderbolt 4 cables with Thunderbolt 4 or Thunderbolt 3 peripherals without any compromise.

Display Support

Although this dock supports connection of up to two displays via the Thunderbolt ports, the number of displays supported, as well as specific resolutions and standards supported are dependent on the connected computer, its GPU, and its OS software. *Note that when used with an M1 MacBook Air, MacBook Pro, or Mac mini with two Thunderbolt/USB4 ports, only one display can be connected to the dock*. For more information, see https://www.sonnettech.com/support/downloads/manuals/Thunderbolt_4_Dock_Compatibility.pdf

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
- Computer model
- 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 **Sonnet Customer Service** at:

E-mail: support@sonnettech.com

Tel: 1-949-472-2772

(Monday–Friday, 9 a.m.–5 p.m. Pacific Time, excluding holidays)

Japan Customers

Contact Sonnet Customer Service Japan at:

E-mail: jp.support@sonnettech.com

FCC Compliance

Echo 11 Thunderbolt 4 Dock 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.

EU Compliance

Sonnet Technologies, Inc. hereby declares that this device is in compliance with Directive 2014/30/EU.

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