

# 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+
- M1/M2 series Mac computer
- Intel® Mac with Thunderbolt 3 ports

### Windows® Compatibility

- Windows computer with a Thunderbolt 4 port or USB4 port\*
- Windows computer with an 8th generation or later Intel CPU plus a Thunderbolt 3 port

### Chromebook Compatibility

- Chromebook computer with Thunderbolt 4 or USB4 port

### iPad® Compatibility

- iPad Pro® tablet with a Thunderbolt port

### Required Drivers — All Compatible Computers/iPad Pro

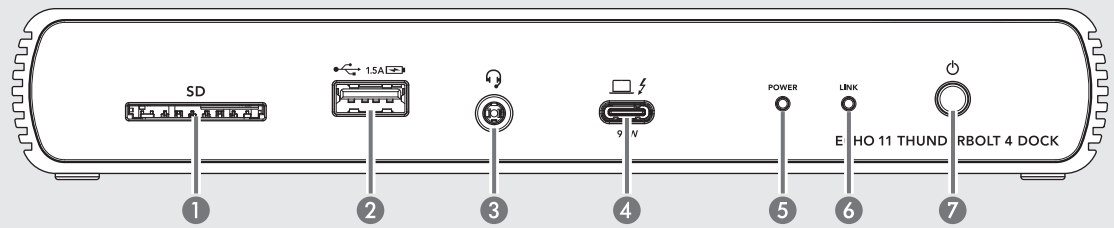
The standard drivers required to support the Echo 11 dock are installed as part of macOS 11 and later; Windows 11 and 10, ChromeOS version 100 and later, and iPadOS®.



**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 G), click the Download Now button for the latest version.

\* When connected to a USB4 Windows or Chromebook host, the downstream Thunderbolt 4 ports become USB4 ports with the same functionality as the host computer USB4 port — which may support one display or two; which may connect at 20Gbps or 40Gbps; and/or which may or may not support PCIe tunneling.



#### 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

Connect a USB device to this port. Note that this port is USB Battery Charging 1.2-compliant; you may charge iOS® devices (and other devices that charge via USB) connected to this port.

#### 3 – Combo Audio Jack

Connect headphones or a headset.

#### 4 – Computer/Charging Port

Connect your computer or iPad to this port using the included Thunderbolt 4 cable. For laptop/notebook computers that support charging through a Thunderbolt port (and iPad Pro), this port delivers up to 90W of power.

#### 5 – Power Indicator

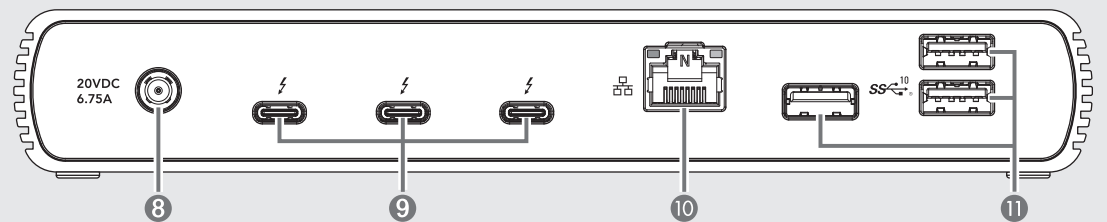
This lights green when the Echo dock is switched on, and stays off when the dock is switched off.

#### 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 6.75A 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 5.2 Gen 2 (10Gbps) Ports

Connect USB devices to these ports.

## Connecting the Dock to Your Computer

Connect the included Thunderbolt 4 cable (or 0.8-meter or shorter 100W Thunderbolt 3 (40Gbps) cable) between the Computer/Charging port on the front of the Echo Dock and a Thunderbolt port on your computer or iPad Pro. Note that cables or computer ports marked with a generic USB icon (🔌) or USB + Charging Port icon (🔌) are NOT compatible.

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

- Compatible laptop and notebook computers may be charged via the Echo 11 dock's Computer/Charging port (Power Delivery charging), which provides up to 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 up to 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, Known Issues, and General Information

- **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 any storage devices or a card reader with a card inserted (or a card inserted into the dock's 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 Thunderbolt 3 Windows computers, be aware that some use an x2 (2 lane) implementation of Thunderbolt 3 that limits PCIe bandwidth to 20Gbps (up to 1,400 MB/s). All Thunderbolt 4 computer ports support PCIe x4.
- **Thunderbolt Cable Compatibility**  
You may use 0.8-meter or shorter Thunderbolt 3 (40Gbps) cables, or any Thunderbolt 4 cables with Thunderbolt 4 or Thunderbolt 3 peripherals without any compromise in performance.
- **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) is dependent on the connected computer, its GPU, and its OS software. *Note that when used with an M1 or M2 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](https://www.sonnettech.com/support/downloads/manuals/Thunderbolt_4_Dock_Compatibility.pdf)

## Contacting Customer Service

Before contacting Customer Service, please check the Sonnet website ([www.sonnettech.com](http://www.sonnettech.com)) for the latest updates and files. Email 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, please have the following information available:

- 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](mailto: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](mailto: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.

## Japan VCCI Compliance

この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。取扱説明書に従って正しい取り扱いをしてください。VCCI-B