

# Quick Start Guide

## for Echo™ 5 Thunderbolt™ 4 Hub



SONNETTECH™

THUNDERBOLT™

### You Should Have

The following items should be included in your product package:

- Sonnet Echo 5 Thunderbolt 4 Hub
- Power adapter
- Power cord
- Thunderbolt 4 cable
- Quick Start Guide

### Mac® Compatibility

- macOS® 11.2+
- M1 Max/M1 Pro/M1 Mac
- Intel® Mac with Thunderbolt 3 ports

### iPad® Compatibility

- iPad Pro® with Thunderbolt port

### Windows® Compatibility

- Windows computer with a Thunderbolt 4 port
- *Not compatible with Thunderbolt 3 Windows computers*

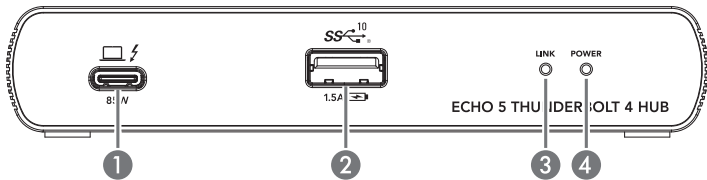


**Support Note:** This document was up to date at the time of printing. However, changes to the hardware or software may have occurred since then. Please check the Sonnet Web site for the latest documentation.

1. Go to <https://www.sonnettech.com/support/kb/kb.php>
2. Navigate to and click the Echo 5 Thunderbolt 4 Hub link.
3. Click the Manual link.
4. Click the Echo 5 Thunderbolt 4 Hub Quick Start Guide [English] link, and then check the Document Version information. If the version listed is later than this document (**revision D**), click the Download Now button for the latest version.

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### Echo 5 Thunderbolt 4 Hub Description



#### 1 – 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 85W of power.

#### 2 – USB 3.2 Gen 2 (10Gbps) 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.

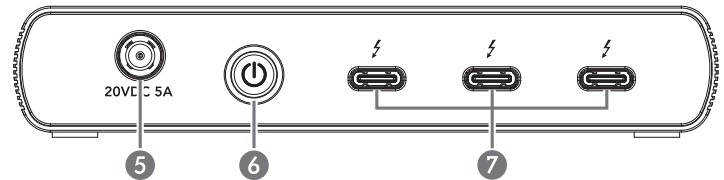
#### 3 – Thunderbolt Link Indicator

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

#### 4 – Power Indicator

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

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#### 5 – 20VDC 5A Socket

Connect the included DC power adapter between this socket and the included power cord.

#### 6 – Power Switch

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

#### 7 – Thunderbolt Peripheral Ports

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

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## Preparing to Use the Hub With a Mac Computer

The standard drivers required to support the Echo 5 Hub are installed as part of macOS 11.2 and later; there are no preparation steps.

## Preparing to Use the Hub With an iPad Pro

The standard drivers required to support the Echo 5 Hub are included in iPadOS®; there are no preparation steps.

## Preparing to Use the Hub 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 5 Thunderbolt 4 Hub to your computer, an *Approve Thunderbolt™ Devices* window will appear. From the drop-down menu select Always Connect, and then click OK.

## Connecting the Hub 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 Hub 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 5 Hub to Charge Your Notebook or Laptop Computer

- Compatible laptop/notebook computers and iPad Pro may be charged via the Echo 5 hub's Computer/Charging port (Power Delivery charging), which provides a maximum of 85W of power.
- Windows laptops with AC power adapters rated at greater than 85W may display a Power Manager alert when the hub (but not the computer's power adapter) is initially connected to the computer. This is normal.

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## Tips, General Information, Known Issues (contd.)

### Display Support

Although this hub 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 or iPad Pro, 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 hub;* iPad Pro supports only a single mirrored display. 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)

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- Laptops with AC power adapters rated greater than 85W will accept 85W power from the hub (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%.

## Tips, General Information, Known Issues

### Connecting Thunderbolt Peripheral Devices

The hub includes four Thunderbolt 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 5 Hub

You may connect and disconnect the Hub while the computer is on. If you have anything connected to the hub; such as storage devices, cameras, card readers, etc., follow proper procedures for ejecting (unmounting) those devices before unplugging the hub from the computer.

### Not All Computers' Thunderbolt Performance is Equal

When using the hub with the 2017 MacBook Pro 13-inch model with four Thunderbolt 3 ports, you should connect the hub 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 Cable Compatibility

You may use 0.8-meter or shorter Thunderbolt 3 (40Gbps) cables, or any Thunderbolt 4 cable, with Thunderbolt 4 or Thunderbolt 3 peripherals without any compromise in performance.

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## Contacting Customer Service

Before contacting Customer Service, please check the Sonnet Web site ([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
- 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, 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)