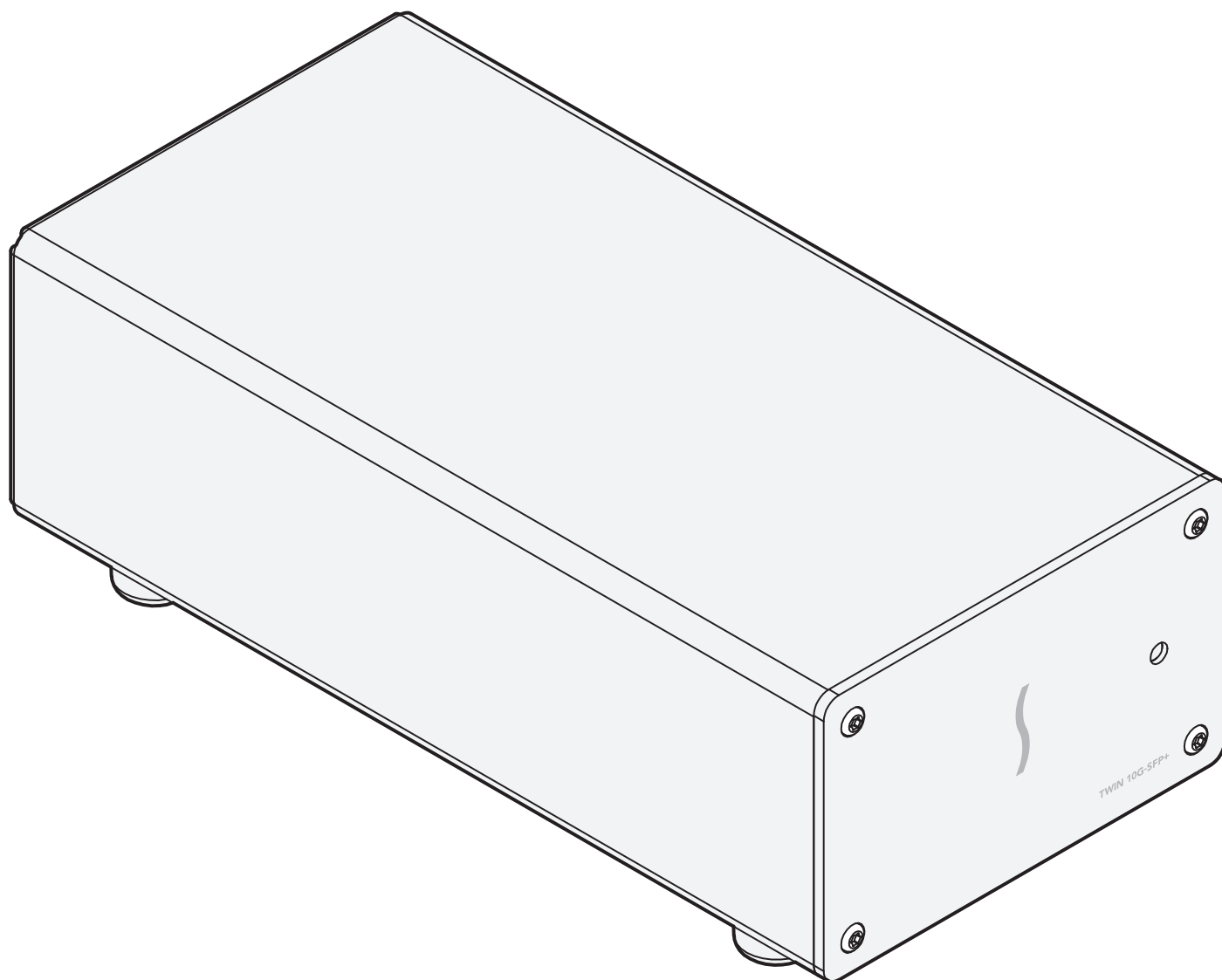


User's Guide

for Twin 10G™ SFP+ Thunderbolt 3 Edition

Dual-Port SFP+ 10 Gigabit Ethernet Thunderbolt™ 3 Adapter



PCI EXPRESS®



For
Windows

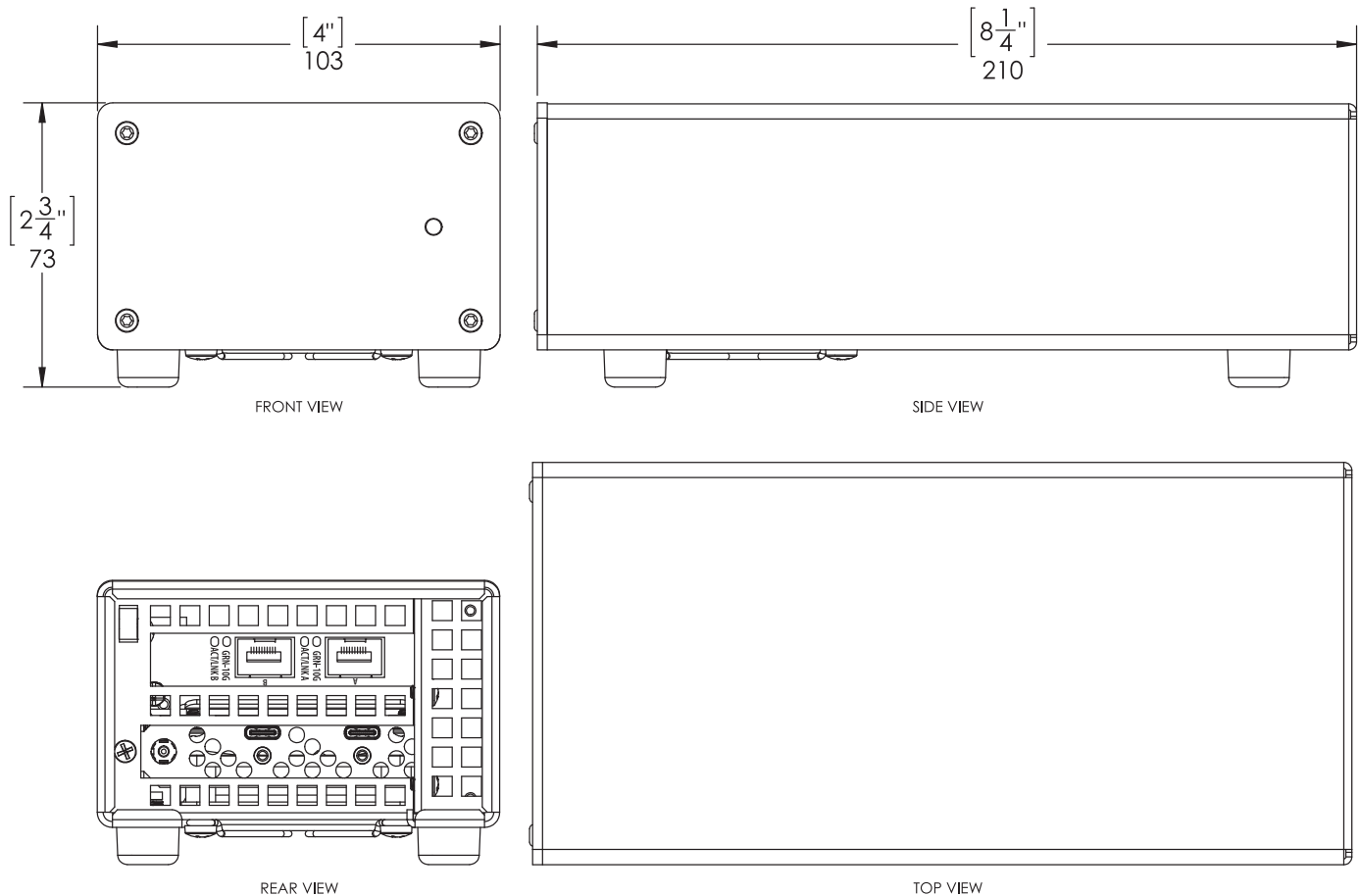
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Contents

1	Chapter 1 – Introduction, System Requirements, and Setup Overview	1
	Introduction	
	Mac Compatibility	
	Windows Compatibility	
	System Requirements	
	Driver Information	
	Setup Overview—Mac Users	
	Setup Overview—Windows Users	
2	Twin 10G SFP+ Thunderbolt 3 Edition (T3E) Description	3
	Twin 10G SFP+ T3E Indicators, Sockets, and Ports	
	Power Adapter	
	Thunderbolt 3 (40Gbps) Cable	
	Thunderbolt Connector Retainer Clip	
3	Computer Update and Driver Download/Installation Steps	5
	Computer Update Steps—Mac Users	
	Computer Update Steps—Windows Users	
	Driver Download and Installation Steps—Mac Users	
	Driver Download and Installation Steps—Windows Users	
4	Twin 10G SFP+ T3E Adapter Connection Steps	7
5	Verification and Configuration Steps	9
	Confirm the Twin 10G SFP+ T3E and Its Ethernet Controllers are Recognized—Mac Users	
	Confirm the Twin 10G SFP+ T3E and Its Ethernet Controllers are Recognized—Windows Users	
	Basic Configuration Steps—Mac Users	
	Basic Configuration Steps—Windows Users	
6	Tips, General Information, and Known Issues	13
	Tips, General Information	
	Known Issues	
7	Specifications, Warnings, FCC Compliance, and Support Information	14
	Specifications	
	Warnings	
	FCC Compliance	
	Contacting Customer Service	
	Visit Our Website	

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Chapter 1 – Introduction, System Requirements, and Setup Overview



Introduction

Congratulations on your purchase! The Twin 10G SFP+ Thunderbolt 3 Edition (T3E) is a Thunderbolt 3-to-10 Gigabit Ethernet (10GbE) adapter that enables you to connect your computer with a Thunderbolt 3 port to 10GbE infrastructure.

Connection of the Twin 10G SFP+ T3E adapter to your computer requires a single Thunderbolt 3 (40Gbps) cable (included), while connection to 10GbE infrastructure requires the use of two SFP+ transceivers plus LC/LC fiber optic cables, or two SFP+ terminated Twinax copper cables.



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 website for the latest documentation.

1. Go to www.sonnettech.com/support/kb/kb.php
2. Click the Thunderbolt Product link.
3. Click the Twin 10G SFP+ Thunderbolt 3 Edition link, and then click the Documentation link.
5. Click the Twin 10G SFP+ Thunderbolt 3 Edition User's Guide [English] link and then check the Document Version information. If the version listed on the last page of this manual is later than this document (revision B), click the Download Now button for the latest version.

Mac® Compatibility

- MacBook Pro® (15-inch, Late 2016)
- MacBook Pro (13-inch, Late 2016, Four Thunderbolt 3 Ports)
- MacBook Pro (13-inch, Late 2016, Two Thunderbolt 3 Ports)
- Mac with Thunderbolt or Thunderbolt 2 ports and Apple Thunderbolt 3 (USB-C) to Thunderbolt 2 Adapter
- macOS™ 10.12.1+

Windows® Compatibility

- PC with a Thunderbolt 3 port
- 64-bit editions of Windows 10, 8, 7

System Requirements

The Twin 10G SFP+ T3E adapter requires the following to operate:

- Thunderbolt 3 (40Gbps) cable (included)
- Two short-range or long-range SFP+ transceivers plus LC/LC fiber optic cables, or two SFP+ terminated Twinax copper cables

Driver Information

The drivers that enable the Twin 10G SFP+ T3E adapter to work with your computer must be downloaded from Sonnet's Website; instructions follow.

Chapter 1 – Introduction, System Requirements, and Setup Overview

SETUP OVERVIEW—MAC USERS

To enable the Twin 10G SFP+ T3E to work with your system, you will do the following as described in the following pages:

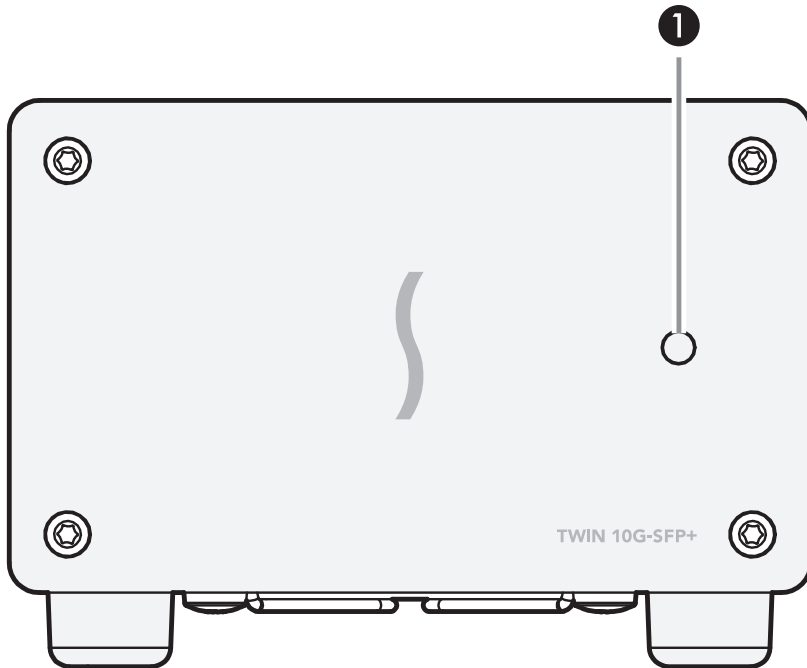
1. Update your computer to the latest version of macOS; version 10.12.1 or later is required.
2. Download and install the Twin 10G SFP+ T3E drivers.
3. Connect the Twin 10G SFP+ T3E adapter to your computer, and then power on the computer.
4. Confirm the Twin 10G SFP+ T3E adapter and its Ethernet controllers are recognized by your computer.
5. Configure the adapter through the System Preferences' Network control panel.

SETUP OVERVIEW—WINDOWS USERS

To enable the Twin 10G SFP+ T3E to work with your system, you will do the following as described in the following pages:

1. Update your computer's BIOS to the latest version.
2. Update your computer's Thunderbolt drivers to the latest versions.
3. Update to the latest version of Windows installed on your computer.
4. Download and install the Twin 10G SFP+ T3E drivers.
5. Connect the Twin 10G SFP+ T3E adapter to your computer, power on the computer, and then approve the device (always connect).
6. Confirm the Twin 10G T3E adapter and its Ethernet controllers are recognized by your computer.
7. Configure the adapter through the Network and Sharing Center control panel.

Chapter 2 – Twin 10G SFP+ Thunderbolt 3 Edition (T3E) Description



Twin 10G SFP+ T3E Indicators, Sockets, and Ports

1 – Power Indicator

This lights when the Twin 10G SFP+ T3E adapter is powered, the Thunderbolt cable between the adapter and your computer is plugged in securely, and the computer powered on. Note that if the Twin 10G SFP+ T3E is connected to another Thunderbolt device instead of directly to the computer, any other Thunderbolt device connected between the computer and adapter must also be powered on before the adapter's power indicator will light up.

2 – ACT/LINK Indicators

These LEDs flash green when there is activity between the Twin 10G SFP+ T3E and the switch, and remain off when there is no link.

3 – GRN-10G Indicators

When a link is established between the Twin 10G SFP+ T3E and the switch, these LEDs light green to indicate the link to the switch is active, and remain off when there is no link.

4 – SFP+ Socket B

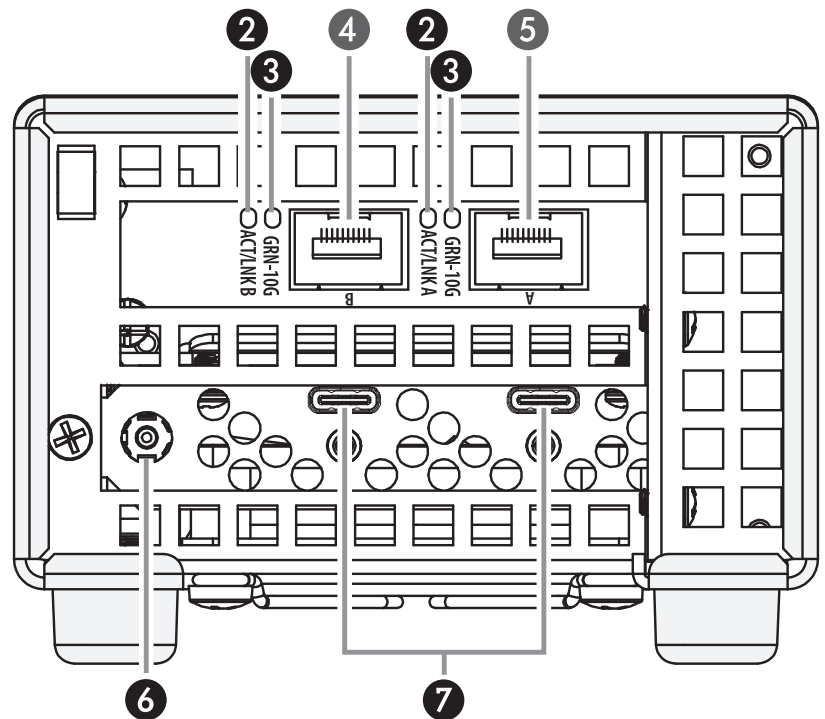
When connecting to a switch or storage system via LC fiber optic cables, insert a short-range or long-range SFP+ transceiver (sold separately) into the socket, making sure it is firmly seated and secured. Alternatively, you can use direct-attach Twinax copper cables up to 10 meters long (sold separately) to connect to a switch or storage system.

5 – SFP+ Socket A

When connecting to a switch or storage system via LC fiber optic cables, insert a short-range or long-range SFP+ transceiver (sold separately) into the socket, making sure it is firmly seated and secured. Alternatively, you can use direct-attach Twinax copper cables up to 10 meters long (sold separately) to connect to a switch or storage system.

6 – 12VDC Socket

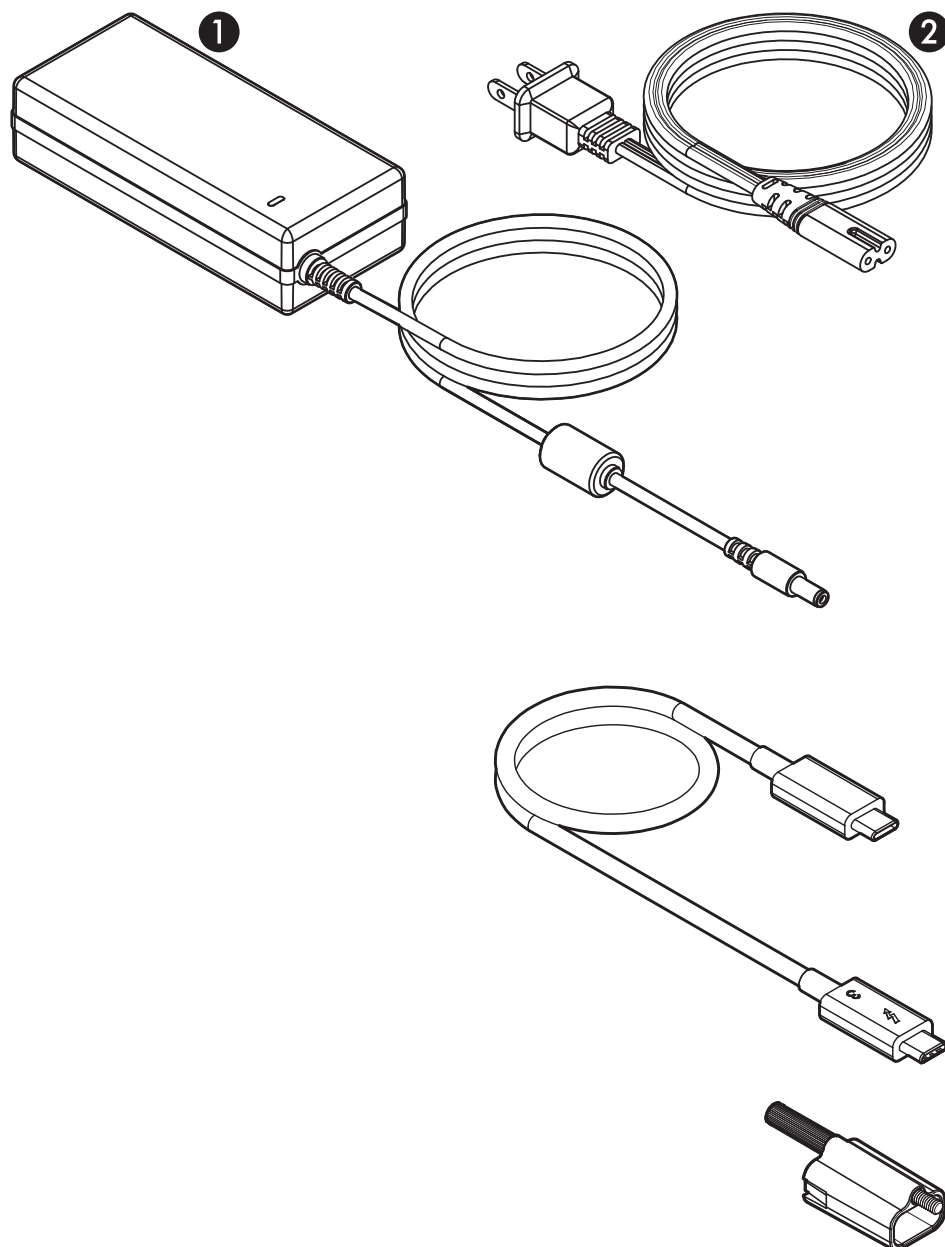
Connect the included DC power adapter between this socket and the included power cord.



7 – Thunderbolt 3 (USB-C) Ports

Connect the included Thunderbolt cable between either of these ports and your computer's (or intermediate peripheral device's) Thunderbolt port; the open port may be used to connect another Thunderbolt peripheral device. *You may not connect two computers to a daisy chain of Thunderbolt devices.*

Chapter 2 – Twin 10G SFP+ Thunderbolt 3 Edition (T3E) Description



Power Adapter

1 – Power Adapter

Connect this to the Twin 10G SFP+ T3E adapter's 12VDC socket. Note that the power indicator on top lights when the adapter is connected to AC power.

2 – Power Cord

Connect this between a power outlet and the power adapter. Note that the power cord included with your product may appear different than the one pictured here, depending on where the product was purchased.

Thunderbolt 3 (40Gbps) Cable

Connect this cable between the Twin 10G SFP+ T3E adapter and your computer (or other Thunderbolt peripheral device in the chain connected to the computer).

Thunderbolt Connector Retainer Clip

This secures a Thunderbolt 3 connector plugged into the Twin 10G SFP+ T3E adapter's Thunderbolt 3 port to prevent accidental cable disconnection. This clip is only compatible with 0.5-meter Thunderbolt 3 (40Gbps) cables, and 1–2 meter Thunderbolt 3 (20Gbps) cables.

Chapter 3 – Computer Update and Driver Download/Installation Steps

COMPUTER UPDATE STEPS—MAC USERS



Mac Users' Support Note: Use of the Twin 10G SFP+ T3E with any Mac requires the computer be running macOS 10.12.1 or later. If you need to update the OS, follow the steps below. Sonnet recommends using the latest version of macOS, but you should confirm that any critical applications you use support it before you update.

1. From the Apple menu, select About This Mac; a new window will open.
2. Verify your computer is running macOS 10.12.1 or later.
3. If it is necessary for you to update your computer's operating system software, open the App Store app on your Mac, type macOS Sierra in the search bar. Otherwise, skip to the next page.
4. Click the Download button on the macOS Sierra page; the installer downloads to your Applications folder.
5. After the download is complete, the installer launches; click Continue and follow the onscreen instructions.
6. After updates are completed, shut down your computer, and then skip to the next page.

COMPUTER UPDATE STEPS—WINDOWS USERS



Windows Users' Support Note: Computer manufacturers often have systems in place to automatically detect your hardware when you visit their website support pages, and will direct you to a page with the latest drivers for your system. We recommend you try this method first before resorting to following the steps in sections A and B below.

A – Confirm Computer is Running, or Update to, the Latest BIOS

1. Open a *Command Prompt* window (press the Windows key + R), type cmd in the Run dialog, and then press Enter.
2. Type msinfo32; your computer's BIOS version and date will be displayed.
3. Confirm your computer's BIOS is the latest available: Go to the manufacturer's website and locate the downloads or support page for your specific model of motherboard. Compare the latest available BIOS' info to that of your computer's. If it is up-to-date, skip to section B. Otherwise, download the latest file and install it following the manufacturer's instructions.
4. Restart your computer.

B – Confirm Computer is Running, or Update to, the Latest Thunderbolt Software

1. If you have not yet connected a Thunderbolt device to the computer, click the Start button, type Thunderbolt, and then click on the search result. Otherwise, go to the next step.
2. In the system tray, right-click the Thunderbolt icon, and then click Settings > Details; the *Thunderbolt Settings* window appears (if you have not disabled User Account Control (UAC), a UAC window will appear first; click yes).
3. Confirm your computer's Thunderbolt software is up-to-date: Go to the computer manufacturer's website and locate the downloads or support page for your specific model. Compare the latest available software package, NVM firmware, PD firmware, and drivers' info to that of your computer's. If they are up-to-date, skip to section C. Otherwise, download the latest files and install them following the manufacturer's instructions.
4. Restart your computer.



Windows Users' Support Note: To ensure support for Twin 10G SFP+ T3E, you must update your computer's operating system software to the latest available version.

C – Confirm Computer is Running, or Update to, the Latest Version of Windows

The steps listed here refer to how to update to the latest version of Windows 10. For information on how to confirm, and if necessary, install the latest versions of Windows 8 or 7, please search support.microsoft.com.

1. From the Windows Start menu, select the Windows Settings (gear) icon; the *Windows Settings* window will appear.
2. Click "Update & security," and then click Windows Update. Click the Check for updates button. If there are updates listed, install them. Otherwise, go to the next step.
3. After confirming your Windows software is up-to date, or installing updates, shut down the computer, and then go to the next page.

Chapter 3 – Computer Update and Driver Download/Installation Steps

DRIVER DOWNLOAD AND INSTALLATION STEPS— MAC USERS

This section describes the download and installation of the drivers required to support the Twin 10G SFP+ T3E adapter connected to your Mac computer.

1. Launch a Web browser and go to www.sonnettech.com/support, and then click the Downloads, Manuals, & Knowledgebase link.
2. On the Support Categories page, click the Thunderbolt link, and then click the Twin 10G SFP+ Thunderbolt 3 Edition link.
3. On the Twin 10G SFP+ Thunderbolt 3 Edition page, click the Driver link, and then click the Download Now button next to “Twin 10G SFP+ Thunderbolt 3 Edition Software (macOS)”; the software will be downloaded.
4. Double-click the `dskcd-twin10gplus-xxxx.dmg` (xxxx is the version) file; the file will expand and a new window will open.
5. Double-click the `Sonnet Twin-10G+.pkg` file to launch the driver installer.
6. When the *Welcome to the Sonnet Twin-10G Installer* window appears, click Continue.
7. When the *Important Information* window appears, read the information, and then click Continue.
8. When the *Software License Agreement* window appears, read the agreement, click Continue, and then click Agree.
9. When the *Standard Install* window appears, click Install.
10. When asked to do so, enter the Administrator password, and then click Install Software; a warning dialogue appears.
11. Click Continue Installation; the software will be installed.
12. When the next window appears, click Restart to restart your system and finish the driver installation.

DRIVER DOWNLOAD AND INSTALLATION STEPS— WINDOWS USERS

This section describes the download and installation of the drivers required to support the Twin 10G SFP+ T3E adapter connected to your Windows PC.

2. On the Support Categories page, click the Thunderbolt link, and then click the Twin 10G SFP+ Thunderbolt 3 Edition link.
3. On the Twin 10G SFP+ Thunderbolt 3 Edition page, click the Driver link, and then click the Download Now button next to “Twin 10G SFP+ Thunderbolt 3 Edition Software (Windows)” link; a new window or tab will open.
4. On the *Intel® Network Adapter Driver for Windows 10* page, locate and click the PROWin64.exe button (this software is for all supported Windows versions); an *Intel Software License Agreement* window will open.
5. Read the license agreement, and then click the “I accept the terms in this license agreement” button; the *Opening PROWin64.exe* window will open.
6. In the *Opening PROWin64.exe* window, click Save File; the file will be saved.
7. Locate and double-click the PROWin64 application file to launch the installer. If you haven’t disabled User Access Control (UAC) on your computer, another window will appear asking you to allow the program to run; click Allow; the installer will launch.
8. In the *Welcome to the install wizard for Intel(R) Network Connections* window, click Next.
9. In the *License Agreement* window, read the agreement, click the “I accept the terms in this license agreement” radio button, and then click Next.
10. In the *Setup Options* window, select the drivers to install (choose at least the Intel(R) PROSet and Advanced Network Services drivers), and then click Next.
11. If you are installing this software on a system not running Windows 10, go to the next step. Otherwise, an alert may appear stating that Intel Advanced Network Services will not work correctly. Click Yes.
12. When the *Ready to Install the Program* window appears, click Install to begin the installation.
13. An *Installing Intel Network Connections* window will briefly appear, followed by *Install Wizard Completed*. Click Finish; the software installation is complete.

Chapter 4 – Twin 10G SFP+ T3E Adapter Connection Steps



Support Note: Sonnet's ThunderLok™ 3 Thunderbolt connector retainer clip secures the included Thunderbolt 3 (40Gbps) cable to the Twin 10G adapter to prevent accidental disconnects. It is compatible with 0.5-meter Thunderbolt 3 (40Gbps) cables and 1–2 meter Thunderbolt 3 (20Gbps) cables, but it is not compatible with 1-meter and longer Thunderbolt 3 (40Gbps) cables.

To attach the clip to the cable, remove both from their packaging, and then insert the connector through the connector clip as shown (**Figure 1**). Note that the connector will pass all the way through the clip; when you connect the cable to the chassis, the clip will secure the connector.

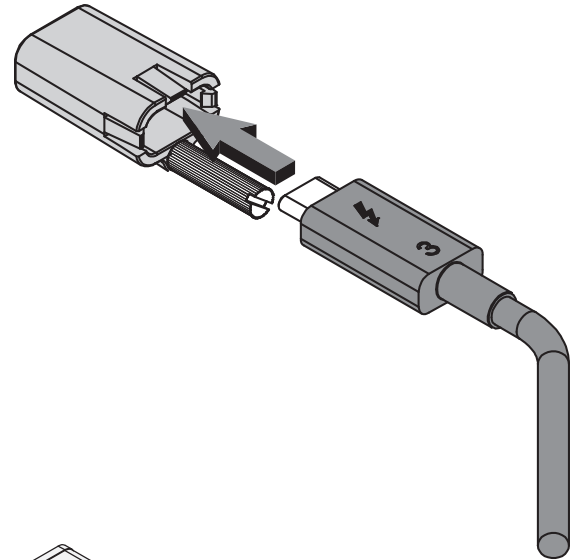


Figure 1

1. Connect the included Thunderbolt cable between either Thunderbolt port on the Twin 10G SFP+ T3E adapter and a Thunderbolt port on your computer, or other Thunderbolt peripheral device in the chain connected to the computer (**Figure 2**). Secure the retainer clip to the adapter if you attached it to the cable. If you are daisy chaining additional Thunderbolt peripheral devices, connect another Thunderbolt cable between the downstream device and the open Thunderbolt port on the Sonnet adapter. Note that **you may not connect two computers to a daisy chain of Thunderbolt devices**.
2. If you are using SFP+ terminated Twinax copper cables to connect the Twin 10G SFP+ T3E adapter, connect them now, and then go to step 4. Otherwise, read the documentation included with the SFP+ transceivers you purchased, and then install them into the Sonnet adapter's SFP+ sockets.
3. Connect LC/LC fiber optic cables between the ports on the Sonnet adapter and the port on the switch or device.
4. Connect the included power cord between a wall outlet or power strip and the power adapter; verify the connector is plugged in securely. Note that the power adapter's power indicator will light at this time.
5. Connect the power adapter cable to the Twin 10G SFP+ T3E adapter's 12V power socket. Note that the Sonnet adapter's power indicator will not light until the computer, and any other Thunderbolt devices connected between it and the adapter, is powered on.
6. Go to the next section, Verification and Configuration Steps.

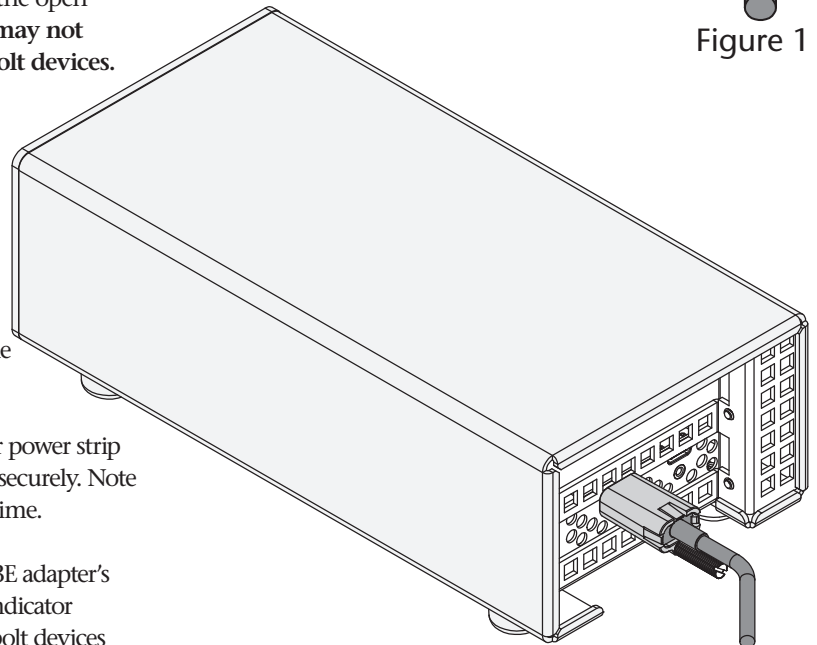


Figure 2

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Chapter 5 – Verification and Configuration Steps

CONFIRM THE TWIN 10G SFP+ T3E AND ITS ETHERNET CONTROLLERS ARE RECOGNIZED—MAC USERS

This page instructs Mac users how to verify the Twin 10G SFP+ T3E is recognized by the computer; Windows users should skip to the next page.

1. With the Twin 10G adapter powered and connected to the computer, turn on the computer.
2. From the Apple menu, select About This Mac; the *About This Mac* window will open.
3. In the *About This Mac* window click System Report; a full report window will open.
4. In the *System Information* window, click Thunderbolt under the Hardware header in the left column (Figure 3).
5. In the top right column under the Thunderbolt Device Tree header, you will see the computer, followed by Thunderbolt Bus, and then “Echo Express SEL TB3” (Figure 3).

**Support Note:** If you do not see “Echo Express SEL TB3” listed, disconnect and reconnect the Thunderbolt cable between the computer and Twin 10G adapter. Note that it is not necessary to shut down the computer before disconnecting and reconnecting the cable.

6. In the *System Information* window click PCI under the Hardware header in the left column (Figure 4).
7. At the top of the right column, the installed card is listed. You should see “Yes” next to Driver Installed and Tunnel Compatible, otherwise the card or driver may not be Thunderbolt-compatible (Figure 4).
8. Skip to the next section, Basic Configuration Steps—Mac Users

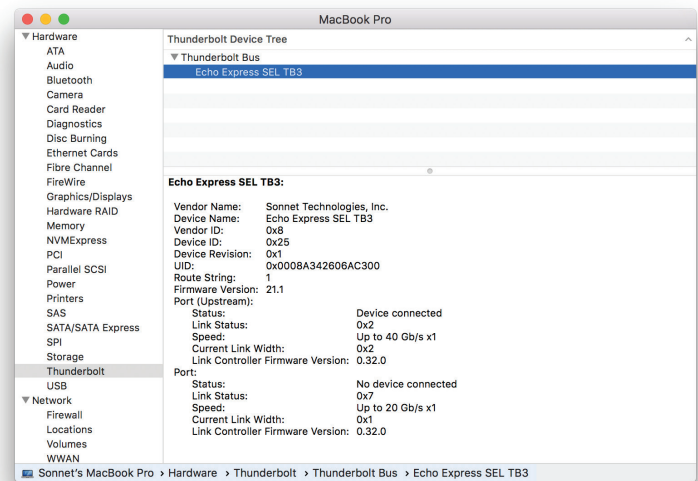


Figure 3

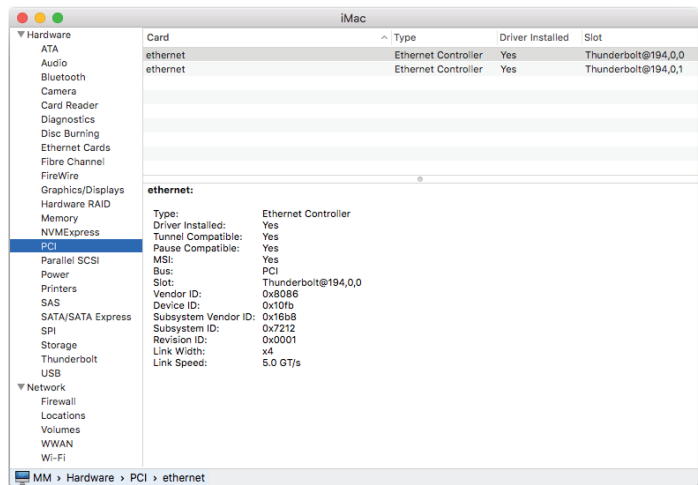


Figure 4

Chapter 5 – Verification and Configuration Steps

CONFIRM THE TWIN 10G SFP+ T3E AND ITS ETHERNET CONTROLLERS ARE RECOGNIZED— WINDOWS USERS

This section describes how to confirm the Twin 10G SFP+ T3E adapter is recognized by your Windows computer.

1. With the Twin 10G SFP+ T3E adapter connected to a power source and to the computer, turn on the computer.
2. When the computer boots for the first time after connecting the Twin 10G SFP+ T3E, a *New Thunderbolt™ Devices Attached...* window appears (Figure 5). Select Always Connect from the drop-down menu; another alert appears.
3. From the Windows Start menu, select the Windows Settings (gear) icon; the *Windows Settings* window will appear.
4. In the *Windows Settings* window, click on the Network & Internet Link; the *Network Status* window will appear. Click the Ethernet link on the left; the *Ethernet* window will appear.
5. In the *Ethernet* window, the various Ethernet ports recognized by the system are listed to the right. For most users, the Twin 10G SFP+ T3E adapter's will be the only other Ethernet ports listed, with the computer's onboard Ethernet port listed as "Network". Click on one of the other ports; an Ethernet port *Properties* window will appear. Each of the Sonnet adapter's ports will have the description "Intel(R) 82599 10 Gigabit Dual Port Network Connection" with either #1 or #2 listed next to it (Figure 6).
6. Skip to the next page, Basic Configuration Steps—Windows Users

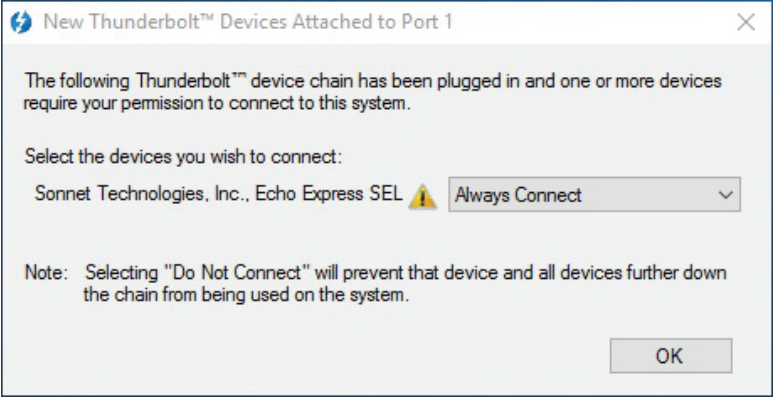


Figure 5



Figure 6

Chapter 5 – Verification and Configuration Steps

BASIC CONFIGURATION STEPS—MAC USERS

Listed below are the basic steps necessary to configure the Twin 10G SFP+ T3E adapter for use with your computer running macOS.

1. With the Twin 10G SFP+ T3E adapter connected to your computer and 10GbE infrastructure, open System Preferences, and then click Network.
2. In the Network system preferences panel, click one of the Twin 10G SFP+ T3E's ports (identified as Thunderbolt Ethernet Slot x, Port 1, and Thunderbolt Ethernet Slot x, Port 2) in the left panel, and then configure the settings, if necessary (repeat for both ports). If your computer was already connected to a network using built-in Ethernet, you may not have to enter new settings (**Figure 7**).
3. When you've completed reviewing or changing the settings, click Apply.
4. If you used existing settings and do not need to combine Ethernet ports (link aggregation), your installation is complete. For additional information on combining Ethernet ports, open a browser and go to support.apple.com; type "network, Ethernet" and "Manage Virtual interfaces" to display various articles.

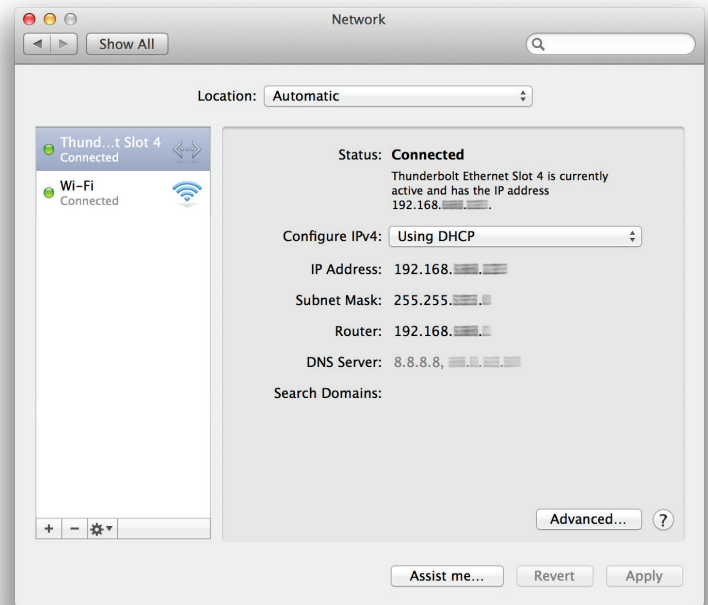


Figure 7

BASIC CONFIGURATION STEPS—WINDOWS USERS

Listed below are the basic steps necessary to configure the Twin 10G SFP+ T3E adapter for use with your computer.

1. With the Twin 10G SFP+ T3E adapter connected to your computer and 10GbE infrastructure, open the Network and Sharing Center control panel (**Figure 8**).
2. Set up network connections by clicking "Set up a new connection or network".

You may also configure the Sonnet adapter's settings using Windows Device Manager. You may locate the device's ports in the Network adapters category, listed as Intel 82599 10 Gigabit dual port network connections.

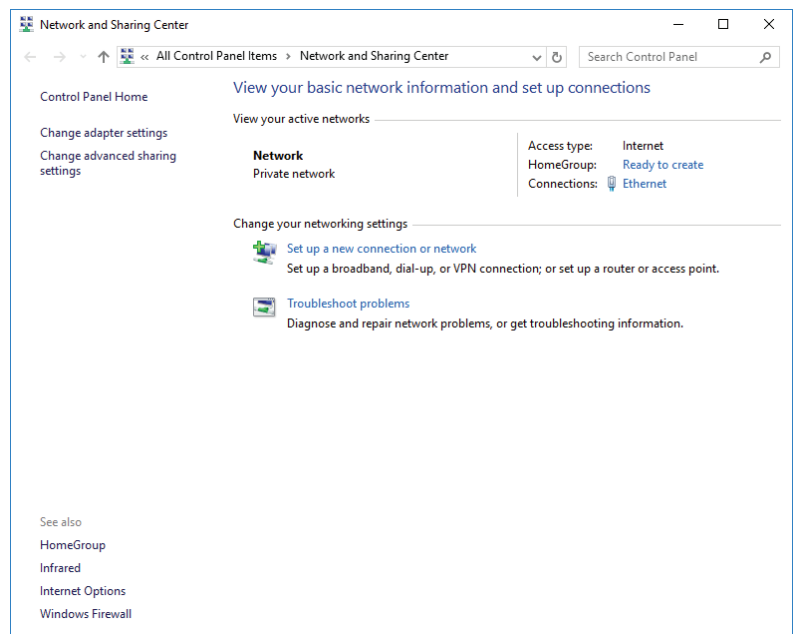


Figure 8

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Chapter 6 – Tips, General Information, and Known Issues

TIPS, GENERAL INFORMATION

Keeping the Twin 10G SFP+ T3E Adapter Cool

With its optimized airflow design and automatic, temperature-controlled fan providing cooling at all times, the Sonnet adapter provides adequate cooling for the components inside. *Do not block the fan or any of the vents while the adapter is operating!* Otherwise, the adapter may overheat.

Hot-Plugging the Twin 10G SFP+ T3E Adapter

You may connect and disconnect the Thunderbolt cable between the Twin 10G SFP+ T3E adapter and your computer while your computer is on.

There's No Need to Unplug the Power Adapter

Because the Twin 10G SFP+ T3E adapter automatically powers on and off with the computer to which it's connected, there's no power switch, nor is there any need to disconnect the power cable under normal use.

Power Indicator LED Operation

Because the Twin 10G SFP+ T3E adapter automatically powers on and off with the computer to which it's connected, its power indicator only lights when the computer is on, and turns off when the computer is sleeping or powered off. Note that the power adapter's power indicator remains lit as long as it is connected to a live power outlet.

Connecting Additional Thunderbolt 3 Peripheral Devices

The Twin 10G SFP+ T3E adapter includes two Thunderbolt 3 (USB-C) ports; the first connects it to your computer, while the second supports daisy-chaining of up to five additional Thunderbolt peripheral devices.

Twin 10G SFP+ T3E Can Provide Up to 15 Watts of Upstream Power

The Twin 10G SFP+ T3E adapter is designed to provide only 15 watts of upstream power, which is typically insufficient to charge the connected computer.

How to Identify Thunderbolt 3 (40Gbps) Cables

Look for the Thunderbolt icon AND the number 3 on the connector housings to identify these cables. Cables with USB-C connectors that only have the Thunderbolt icon without the number 3 support 20Gbps speeds, and are not recommended for devices with high bandwidth requirements.

KNOWN ISSUES

Not All Computers' Thunderbolt 3 Performance is Equal

While the Twin 10G SFP+ T3E adapter features a 40Gbps Thunderbolt 3 interface, some computers equipped with Thunderbolt 3, such as the Dell Precision 3510 and the Alienware 13 R2, use an implementation of Thunderbolt 3 technology that limits PCIe performance to 20Gbps (up to 1,400 MB/s). The MacBook Pro (13-inch, Late 2016, Four Thunderbolt 3 Ports) also has this limitation in the two right-hand Thunderbolt 3 ports, while offering full performance from the left-hand ports.

Not All Thunderbolt 3 Cables Deliver Full Performance

Full performance requires the use of the included Thunderbolt 3 (40Gbps) cable, or another 0.5-meter Thunderbolt 3 (40Gbps) cable. 1-meter Thunderbolt 3 (40Gbps) cables may slightly reduce performance of cards that depend on very high bandwidth.

Operating System (OS) Updates May Break Compatibility

Specific device drivers that work under one OS version may not work under a later version. Before updating your computer to the latest OS, we recommend that you check Sonnet's support pages to verify that the existing drivers work. Note that other software updates for the computer may also break compatibility.

Some Devices' Performance May be Affected by Where They Are Connected in a Thunderbolt Chain

However small, Thunderbolt introduces latency to a device chain. If you add additional Thunderbolt devices to the chain, you may need to experiment with positioning devices closer to or farther from the computer in the chain.

Creating Intel ANS teams and VLANs on Windows 10 is Currently Not Supported

As a result, when created, teams and VLANs do not pass traffic. We expect that ANS will be supported on Windows 10 client in a future release.

Chapter 7 – Specifications, Warnings, FCC Compliance, and Support Information

Specifications

External Connectors	• Two SFP+ sockets • Two Thunderbolt 3 • 12V power
10GbE Controller	Intel 82599
Network	10 Gigabit Ethernet
Packets	Maximum packet size: 15,872 bytes (jumbo packets)
Data Rate Supported Per Port	10Gb/s
Advanced Features	• Flow control support • Message Signaled Interrupts (MSI) • RSS (Receive-Side Scaling) • Interrupt coalescing • Multicast filtering • 64-bit address support for systems using more than 4GB of physical memory
Stateless Offloads	• TCP, UDP and IPv4 checksum offloading • TSO (TCP Segmentation Offload, AKA Large Send Offload) • LRO (Large Receive Offload)
Power Adapter	Universal 60W, 100–240V AC, 50–60 Hz
Operating Temperatures	0°C to 35°C (32°F to 95°F)
Dimensions WxDxH	4 x 8.25 x 2.75 in. (10.3 x 21 x 7.3 cm)
Weight	2.95 lbs. (1.34 kg)
RoHS Compliant	Yes
Package Contents	• Twin 10G SFP+ Thunderbolt 3 Edition 10 Gigabit Ethernet Thunderbolt 3 adapter • 0.5m Thunderbolt 3 (40Gbps) cable • ThunderLok 3 Thunderbolt Retainer Clip • Universal power adapter • Power cord • Documentation

Warnings

- Do not open the Twin 10G SFP+ T3E adapter under any conditions. There are no user-serviceable parts inside.
- Do not attempt to modify the enclosure. If this device appears to be malfunctioning, contact your reseller or local distributor.

- Do not expose the device to rain, use it near water or containers that contain liquids which might spill into any openings, or in damp or wet conditions.
- Do not drop the Twin 10G SFP+ T3E; dropping or mishandling the Sonnet adapter may result in a malfunction leaving the product inoperable.
- Follow the instructions in this manual carefully; contact your reseller or local distributor for additional advice not covered in this User's Guide.
- If unusual smells, sounds, or smoke come from the device, or if liquids enter it, switch it off immediately and unplug it from the electrical outlet.

FCC Compliance

Twin 10G SFP+ Thunderbolt 3 Edition 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 you call Customer Service, please check our Web site for the latest updates and online support files, and check this User's Guide for helpful information.

When you call 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
- Operating system version
- Software/firmware versions

USA Customers

If further assistance is needed, please contact **Sonnet Customer Service** at:

Tel: 1-949-472-2772

(Monday–Friday, 7 a.m.–4 p.m. Pacific Time)

E-mail: support@sonnettech.com

For Customers Outside the USA

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 <http://registration.sonnettech.com> to be informed of future upgrades and product releases.