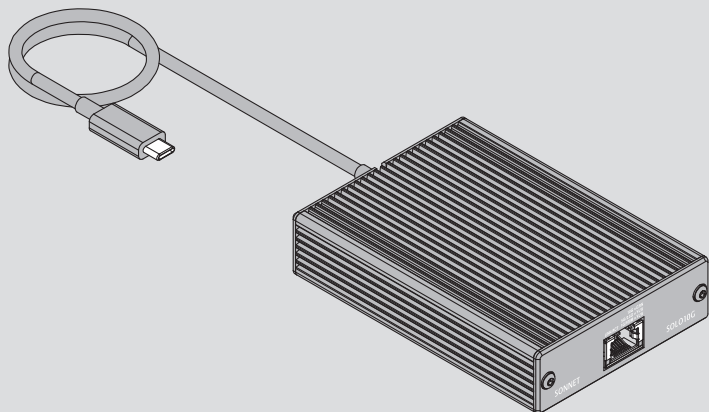


# Solo10G™ Thunderbolt™ 3 Edition

## 10GBASE-T/NBASE-T® to Thunderbolt 3 Adapter

# Quick Start Guide



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### Mac® Compatibility

- Mac with Thunderbolt 3 ports
- macOS® 10.13.6+
- macOS Mojave compatible

### Windows® Compatibility

- PC with Thunderbolt 3 ports
- 64-bit editions of Windows® 10, Version 1809 or later

**Important Note:** Windows computers require the latest BIOS and Thunderbolt drivers to support this product. Check with your computer manufacturer for update information.

### Linux® Compatibility

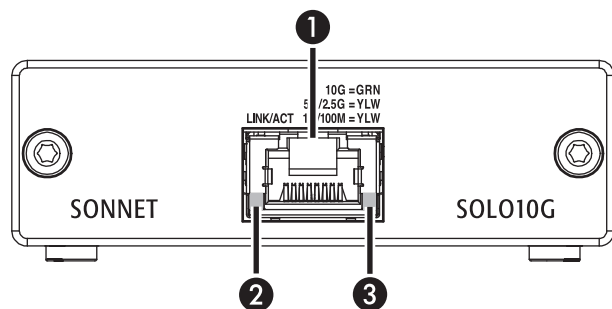
- PC with Thunderbolt 3 ports
- Linux Kernel 5.0 or later



**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](http://www.sonnettech.com/support/kb/kb.php)
2. Click the Thunderbolt link.
3. Locate and click Solo10G Thunderbolt 3 Edition link, and then click the Manual link.
4. Click the Solo10G Thunderbolt 3 Edition Quick Start Guide [English] link, and then check the Document Version information. If the version listed is later than this document (**revision E**), click the Download Now button for the latest version.

## Solo10G Thunderbolt 3 Edition Description



### 1 – RJ45 (10GBASE-T/NBASE-T) Port

Connect a CAT 6A, CAT 6 or CAT 5e\* cable between this port and the switch's or device's RJ45 port.

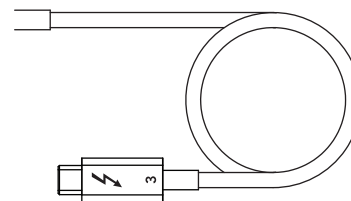
### 2 – Link/Activity Indicator

This LED flashes green to indicate a link is established between the adapter and the switch, and flashes yellow when the link is training.

### 3 – Link Speed Indicator

When a link is established between the adapter and the switch, this LED lights to indicate the link speed to the switch: green = 10Gb; yellow = 5Gb, 2.5Gb, 1Gb, or 100Mb.

\* 10 Gb/s speed supported on CAT 6A and CAT 6 cabling at 100 and 55 meters, respectively. Lower speeds supported on CAT 5e and better cabling at up to 100 meters. 5 Gb/s and 2.5 Gb/s link speed support requires an NBASE-T (multi-Gigabit) compatible switch.



**Thunderbolt 3 Connector**—Plug this connector into one of your computer's Thunderbolt 3 ports (often indicated by a ⚡ logo), or at the end of a Thunderbolt device chain. Ports marked with the USB icon (🔌) are NOT compatible.

### Driver Information

*For Mac users,* the drivers required to support the Solo10G adapter are installed as part of macOS 10.13.6 and later; the Sonnet adapter is ready for use when you power on your computer.

*For Windows users,* please go to [www.sonnettech.com/support/kb/kb.php](http://www.sonnettech.com/support/kb/kb.php), and then click the Thunderbolt link. Locate and click Solo10G Thunderbolt 3 Edition link, and then click the Driver link. Click the arrow to the left of Solo10G Software (Windows...) to read directions, and then click the Download Now button. Locate, download, and install the appropriate drivers.

*For Linux users,* the drivers required to support the Solo10G adapter are installed as part of Linux Kernel 5.0 and later.

## Basic Configuration Information—macOS

With the Solo10G adapter connected to your computer and network infrastructure, configure the adapter's settings in the System Preferences' Network preferences panel. The adapter will be identified as Thunderbolt Ethernet Slot x.

## Performance Tuning Steps—macOS

Listed below are steps required to configure the Solo10G adapter for maximum performance. Please note that to take advantage of these settings, the switch or router to which the adapter is connected must also support these features.

1. Open System Preferences, and then click Network. In the Network preferences panel, click the Solo10G adapter (Thunderbolt Ethernet, Slot x) in the left panel, and then click Advanced; a new panel appears.
2. In the new panel, click Hardware. From the Configure drop-down menu, select "Manually". In the Speed drop-down menu, leave the setting at or select "10GbaseT" (or "5000baseT" or "2500baseT" if either is the top speed your network connection supports). In the Duplex drop-down menu, select "full-duplex" (*not* "full duplex, flow-control"). In the MTU drop-down menu, select "Jumbo (9000)" or select "Custom," and then enter "9000" in the box below.
3. When you've finished changing the settings, click OK.
4. Back in the main Network window, click Apply after you've completed changing the settings.

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## Basic Configuration Information—Windows

Configure the Solo10G adapter's settings using Windows Device Manager. You may locate the device in the Network adapters category, listed as Sonnet Solo 10G Thunderbolt 3 Edition.

## First Time Use—Windows

The first time you connect the Solo10G Thunderbolt 3 Edition adapter to your computer, an *Approve New Thunderbolt™ Devices* window will appear. From the drop-down menu select Always Connect, and then click OK.

## Basic Configuration Information—Linux

The steps necessary to configure the Sonnet adapter with your computer may vary based on the version of Linux running. Sonnet recommends using whatever method or tools you would normally use for configuring any onboard ports.

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## TIPS, GENERAL INFORMATION

### 5 Gb/s and 2.5 Gb/s Link Speed Support

The Solo10G supports 5 Gb/s and 2.5 Gb/s link speeds when used with NBASE-T compatible (multi-Gigabit) switches, and connected via CAT 5e (or better) cabling.

### Solo10G May Become Very Warm While Operating

At times, the Solo10G may become very warm during operation; *this is normal* and does not indicate a malfunction. Due to the adapter's design, its case may become very warm to the touch while transferring very large files or transferring a large amount of data over an extended period of time. The adapter may also operate at a higher than expected temperature when connected to a long cable run to the switch or storage system. Sonnet designed the Solo10G so that its case radiates heat away from the electronic components inside, ensuring they operate within a safe temperature range.

### Solo10G Performance May Drop When Used With a Notebook Running on Battery Power

When the MacBook Pro's or MacBook Air's battery level drops below 20%, macOS will decrease Ethernet performance in order to conserve battery life.

### Audio Video Bridging (AVB) Support

The Solo10G supports AVB when used with AVB-compatible (802.1Qav) switches.

### Solo10G Requires a Thunderbolt 3 Port to Operate

The Solo10G T3E adapter is *not* compatible with the Apple Thunderbolt 3 (USB-C) to Thunderbolt 2 adapter; the Sonnet adapter requires more power than a Thunderbolt 2 connection can provide.

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## Contacting Customer Service

The Sonnet Web site located at [www.sonnettech.com](http://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 Customers

Please contact **Sonnet Customer Service** at:

**E-mail:** [support@sonnettech.com](mailto:support@sonnettech.com)

**Tel:** 1-949-472-2772

(Monday–Friday, 8 a.m.–4 p.m. Pacific Time)

### 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](http://www.sonnettech.com). Remember to register your product online at <https://registration.sonnettech.com> to be informed of future upgrades and product releases.

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