

Sonnet Technologies macOS Thunderbolt Firmware Update Procedure

Version 2.1

OS Requirements:

macOS 14.6+ is required to use this installer

Compatible Devices:

Breakaway Box 850T5

Echo 13 Thunderbolt 5 SSD Dock

Thunderbolt 5 PCIe Expansion

Procedure:

Step 1:

Disconnect all devices from your Mac host except for the Sonnet Technologies Thunderbolt device and disconnect all downstream devices on your Sonnet Technologies Thunderbolt device. The firmware updater cannot launch unless all devices are disconnected from the Sonnet Technologies Thunderbolt device.

Step 2:

Check that your Sonnet Technologies Thunderbolt device is allowed to connect to your Mac host.

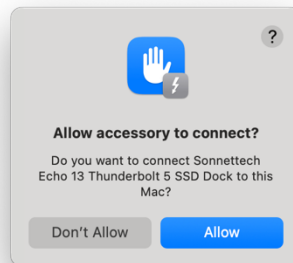


Figure 1 - Example with Sonnetech Echo 13 Thunderbolt 5 SSD Dock

Step 3:

If you are using a MacBook, in “**System Settings**”, change the “**Privacy & Security**” -> “**Accessories**” to “**Ask for new accessories**”. This setting enables notification of when your Sonnet device’s update is complete.

Step 4:

Download the latest macOS Thunderbolt Firmware updater for your Thunderbolt device: <https://www.sonnettech.com/support/kb/kb.php>

Step 5:

Launch the Sonnet Thunderbolt Firmware Updater and follow instructions.

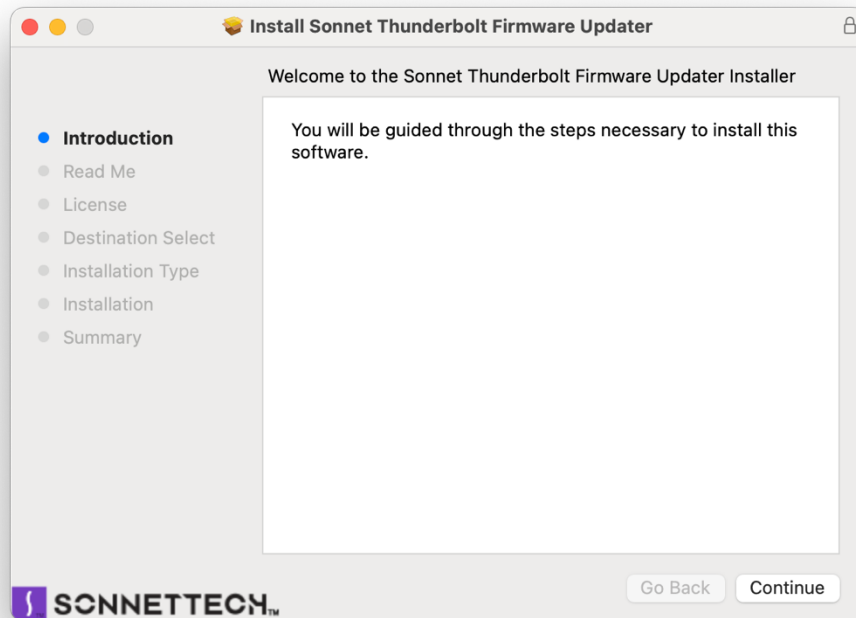


Figure 2 - First Page of the Thunderbolt Updater

Step 6:

Copy the Sonnet Technologies Firmware Update Procedure PDF to your desktop to continue to the procedure after computer restart.

Step 7:

After the installer completes, please restart your computer.

Step 8:

Plug in your Sonnet Technologies Thunderbolt device into your computer. You will see a macOS notification appear in the top right of your screen.

In the notification, navigate to the “**Options**” dropdown and select “**Update**”.

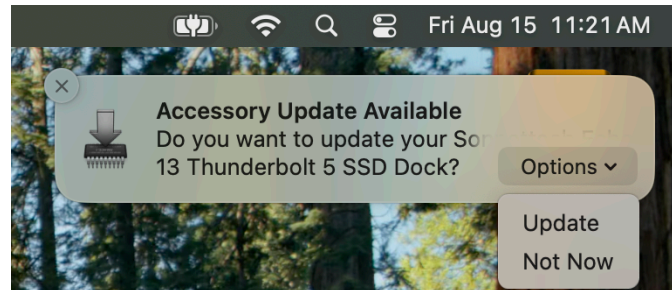


Figure 3 - Example with Sonnettech Echo 13 Thunderbolt 5 SSD Dock

Step 9:

After “Update” has been selected an additional notification will appear. Follow the instructions of the notification by **disconnecting the power** from the Sonnet Technologies Thunderbolt device for 10 seconds and then plugging it back in.

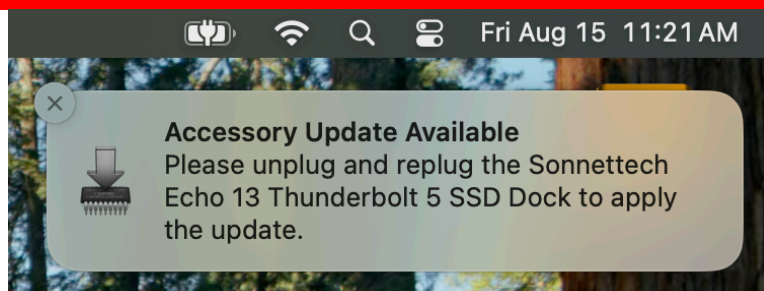


Figure 4 - Example with Sonnettech Echo 13 Thunderbolt 5 SSD Dock

Step 10:

Once powered, macOS will update the firmware of the Thunderbolt device **in the background. The update does not have a progress indicator**. This update will take up to 10 minutes to complete. **DO NOT disconnect the device from your computer or remove power for about 10 minutes.**

Step 11:

When the firmware update completes, the device will restart. You may see the blue link LED blink and then you will see a notification pop-up. Click the “**Allow**” button to enable your updated Sonnet Thunderbolt Device. *If you did not follow Step 2b, you may not see the pop-up.*

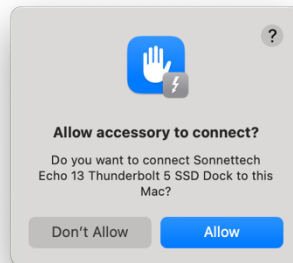


Figure 5 - Example with Sonnetech Echo 13 Thunderbolt 5 SSD Dock

Step 12:

To verify the Sonnet Technologies Thunderbolt device updated successfully, launch the system information application and navigate to “**Thunderbolt / USB4**” -> “**<Sonnet Device>**” and verify “**Firmware Version**” matches the expected version.

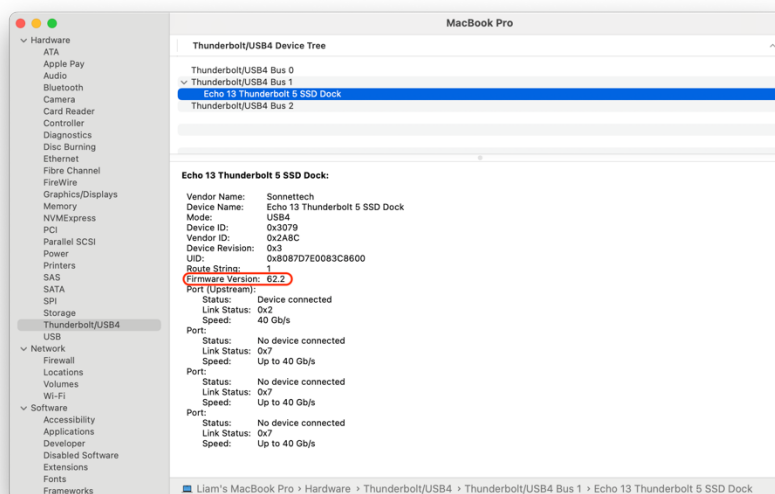


Figure 6 - Example with Sonnetech Echo 13 Thunderbolt 5 SSD Dock updating to 62.2

Step 13:

If you do not have another Sonnet Technologies Thunderbolt device to update, run Sonnet_Thunderbolt_Firmware_Updater_Uninstaller.