Allegro™ Pro USB-C® 8-Port PCIe® Card

**8-Port, 4-Controller, 10Gbps USB Type-C® PCIe Card
With USB Type-C Charging**

Quick Start Guide

You Should Have
The following items should be included in your product package:
• One Allegro Pro USB-C 8-Port PCIe Card
• Quick Start Guide

The following items may be required for installation:
• Medium Phillips screwdriver

Mac® Compatibility
• Mac Pro® 5,1, 7,1 (2019)*, 14,8 (2023) with available x16 PCIe slot
• macOS® 10.12.6+

Windows® Compatibility
• Computer with available x16 PCIe slot
• Windows 11**, 10
• Windows Server 2019, 2016

Linux® Compatibility†
• Computer with available x16 PCIe slot
• Linux Kernel 5.4+
• Ubuntu 20.04.1+

Thunderbolt PCIe Expansion System Compatibility
• Supports USB 3 devices when card is installed in a Thunderbolt to PCIe Card Expansion System with available x16 PCIe slot

---

* When installed in a 2019 Mac Pro running macOS Big Sur (macOS 11) this card requires version macOS 11.3 or later; macOS 11.1 – 11.2.2 are not compatible.

** With the card installed in a 3-slot Thunderbolt to PCIe card expansion system connected to a computer running Windows 11, you must ensure Windows 11 is updated to version 22H2 or later; earlier versions are incompatible.

† Go to https://www.sonnettech.com/support/kb/kb.php, navigate to and click the Allegro Pro USB-C 8-Port PCIe Card link, and then read FAQ 1149 for additional information.

Installation Preparation
Read the section in your computer's user manual that addresses PCIe card installation, prior to installing the Allegro card into your system.

Support Note: When handling computer products, you must take care to prevent components from being damaged by static electricity. Before opening your computer or removing parts from their packages, always ground yourself first by touching a metal part of the computer, such as a port access cover, and work in an area free of static electricity; avoid carpeted areas. Handle all electronic components by their edges, and avoid touching connector traces and component pins.

Card Installation Steps
1. Shut down your computer or Thunderbolt to PCIe card expansion system, and then open it to access the PCIe slots; refer to the user's manual for specific information.

2. Locate an available x16 PCIe card slot and remove its access cover.

Support Note: When installing the Allegro card, make sure its ports are centered in the opening when you secure it. Otherwise, you may encounter issues when attempting to connect certain cables, adapters, etc.
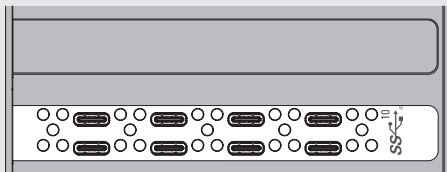
3. Remove the Sonnet card from its packaging, and then install it into the PCI Express slot; **make sure the card is firmly seated and secured.**

4. Close the computer or expansion chassis.

Driver Information
For Mac users, the drivers that enable this Allegro card to work in your computer or Thunderbolt expansion chassis are installed as part of macOS 10.12.6 and later; the Allegro card is ready to use when you power on your computer.

For Windows users, the drivers that enable this Allegro card to work in your computer running compatible versions of Windows are installed automatically; the Allegro card is ready to use when you power on your computer.

For Linux users, the drivers that enable the Allegro card to work in your computer running Linux Kernel 5.4+ or Ubuntu 20.04.1+ are installed automatically; the Allegro card is ready to use when you power on your computer.

Known Limitations and Advice

USB technology and peripherals have some limitations. Refer to your peripheral manufacturers' Web sites for more information.

• Most USB 3.2 (formerly 3.1) devices currently come in two varieties, Gen 1, and Gen 2. Gen 1 devices support data transfer speeds up to 5Gbps, while Gen 2 devices (such as this Sonnet adapter card) support data transfer speeds up to 10Gbps.

• The use of USB-C to USB-A cables is supported, but data transfer speeds are limited to the speeds supported by the cable and device.

• Allegro Pro USB-C 8-Port PCIe Card does not support Thunderbolt only peripheral devices, even though they use the same connector. If the peripheral device only has the Thunderbolt icon (⚡) next to its port(s), or on the connector of an attached cable, it will not work with the Sonnet card.

• Many peripherals require additional drivers and application software to operate or have full functionality. Software should be included with the device, or available to download from the manufacturer's Web site. Check the peripheral's user's manual for information about necessary software.

• macOS 10.12 erroneously reports a 5Gbps connection when connected at 10Gbps. macOS 10.13+ reports connections correctly.

• While your computer is on, always "eject" any memory card from the operating system before removing it from an attached card reader, or disconnecting the reader (with the card inserted in it) from its cable or the Sonnet card. Also, always "eject", "stop", "unplug", or "put away" any drive (hard drive, SSD, etc.) before disconnecting it from its cable or the Sonnet card's USB-C port.

4

• Disconnecting drives while they are transferring or receiving data, may result in damage to the file(s) being transferred or cause your system to hang.

• Although many peripherals may draw enough power directly from the Sonnet card, other devices require an external power source. Remember to use external power adapters when necessary.

• 1-meter or longer Thunderbolt 3 (40Gbps) cables DO NOT support USB 3.0 (3.1 Gen 1 and 3.2 Gen 1) by design, only Thunderbolt 3 and USB 2.0.

• Some USB-C cables—such as those included with recent iPhone® models—are designed for device charging purposes only, and will not transfter data.

5

Contacting Customer Service

The Sonnet Web site located at https://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
• 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
Tel: 1-949-472-2772
(Monday–Friday, 9 a.m.–5 p.m. Pacific, excluding holidays)

Japan Customers
Contact Sonnet Customer Service Japan at:
E-mail: jp.support@sonnettech.com

6

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 Allegro Pro USB-C 8-Port PCIe Card link.
3. Click the Manual link.
4. Click the Allegro Pro USB-C 8-Port PCIe Card 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.

SONNETTECH