

Allegro™ USB 3.2 Gen 2 Type-C® PCIe® Card

2-Port 10Gbps USB-C® PCIe Card
With USB Type-C Charging

Quick Start Guide



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Installation Preparation

Sonnet strongly recommends that you read the section in your computer's user manual that addresses PCIe card installation, prior to installing the Allegro card into your system.



Support Notes: 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 chassis, and then open it to access the expansion card area (PCIe slots); refer to the user's manual for specific information.
2. Locate an available PCIe slot and remove its access cover.
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 Thunderbolt-to-PCIe card expansion chassis.

You Should Have

The following items should be included in your product package:

- One Allegro USB 3.2 Gen 2 Type-C PCIe Card
- Quick Start Guide

The following items may be required for installation:

- Medium Phillips screwdriver

Computer Compatibility

- Mac Pro® 3,1*, 4,1, 5,1, or 7,1 (2019)
- Windows® computer with PCIe slots
- Linux® computer with PCIe slots

OS Compatibility

- macOS® 10.12.6+
- Windows® 10, 8, 7
- Windows Server 2019, 2016, 2012, 2008 (64-bit editions)
- Linux® Kernel 5.1.9+ (LTS version only)

Thunderbolt™ Compatibility

- Mac®, Windows, or Linux computer via a Thunderbolt 2 or Thunderbolt 3 to PCIe card expansion system
- macOS 10.12.6+
- Windows 10 (64-bit Edition Version 1809 or newer)
- Linux Kernel 5.1.9+ (LTS version only)

Supported Cables

- USB-C 10Gbps or 5Gbps
- Thunderbolt 3 40Gbps (0.5- or 0.7-meter only)
- Thunderbolt 3 (20Gbps)

* The maximum Apple-supported OS for the Mac Pro 3,1 is OS X 10.11. Dosdude1 offers patchers to allow installation of newer versions of macOS for the Mac Pro 3,1. The Apple USB 3 driver in these patched newer versions will support the Allegro card. **1**

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 supported versions of Windows *except* Windows 7 (32- and 64-bit versions) are installed automatically. For Windows 7 users, please go to <https://www.sonnettech.com/support/kb/kb.php>. Navigate to and click the Allegro USB 3.2 Gen 2 Type-C PCIe Card link, and then click the Driver link. Locate, download, and install the appropriate drivers. For all other users, update Windows to the latest version to ensure full support and performance.

For Linux users, the drivers that enable this Allegro card to work in your computer running Linux Kernel 5.1.9 (LTS version only) and later 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.

- To minimize power usage during sleep, power is removed from PCIe cards. Because of this power-saving specification, a USB PCIe card is unable to maintain USB port power during sleep. In macOS, this power loss causes a storage device to disconnect when the computer wakes from sleep; although the storage device will automatically remount, the system still displays a Disk Not Ejected Properly message. Because macOS flushes all caches before sleeping, this disconnect should never result in any loss of data.
- 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.
- The Allegro USB 3.2 Gen 2 Type-C PCIe Card does not support Thunderbolt 3 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.

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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 Time, excluding holidays)

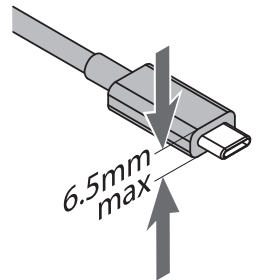
Japan Customers

Contact Sonnet Customer Service Japan at:

E-mail: jp.support@sonnettech.com

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- 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.
- 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 power directly from the Sonnet card, other devices require an external power source. Remember to use external power supplies when necessary.
- 1-meter or longer Thunderbolt 3 (40Gbps) cables DO NOT support USB 3.0 (3.2 Gen 1 and 3.1 Gen 1) by design, only Thunderbolt 3 & USB 2.0.
- When this card is installed in a 2019 Mac Pro, the cables, adapters and thumbdrives you can connect are limited to those with overmolds (the non-metal part of the USB connector) no thicker than 6.5mm. Due to its non-conventional PCIe backplate opening, the 2019 Mac Pro prevents connectors with larger overmolds from fully connecting to the ports on the Sonnet card.



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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 USB 3.2 Gen 2 Type-C PCIe Card link.
3. Click the Manual link.
4. Click the Allegro USB 3.2 Gen 2 Type-C PCIe Card Quick Start Guide [English] link and then check the Document Version information. If the version is later than this document (**revision F**), click the Download Now button for the latest version.

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