Quick Start Guide
for Echo™ 11 Thunderbolt™ 4 HDMI® Dock

You Should Have

The following items should be included in your product package:
• Sonnet Echo 11 Thunderbolt 4 HDMI Dock
• Power adapter
• Power cord
• Thunderbolt 4 cable
• Quick Start Guide

Mac® Compatibility

• M series Mac computer
• Intel® Mac with Thunderbolt 3 ports
• macOS® 11+

Windows® Compatibility

• Windows computer with a Thunderbolt 4 port or USB4® port*
• Windows computer with an 8th generation or later Intel CPU plus a Thunderbolt 3 port
• Windows 11 and 10

Chromebook Compatibility

• Chromebook computer with Thunderbolt 4 or USB4* port

iPad® Compatibility

• iPad Pro® tablet with a Thunderbolt port

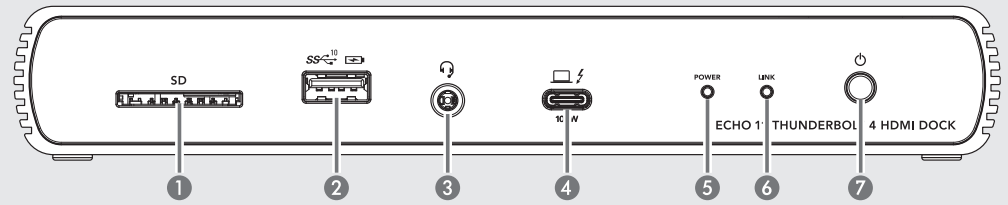### Required Drivers — All Compatible Computers/iPad Pro

The standard drivers required to support the Echo dock are installed as part of all supported operating systems.

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 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 Echo 11 Thunderbolt 4 HDMI Dock link.
3. Click the Manual link.
4. Click the Echo 11 Thunderbolt 4 HDMI Dock Quick Start Guide [English] link, and then check the document version information. If the version listed is later than this document (**revision D**), click the Download Now button for the latest version.

*When connected to a USB4 Windows or Chromebook host, this dock's Thunderbolt 4 peripheral ports become USB4 ports with the same functionality as the host computer USB4 port — which may support one display or two; which may connect at 20Gbps or 40Gbps; and/or which may or may not support PCIe tunneling.

1 – SD™ Card Slot
This slot reads SD, SDHC™, and SDXC™ memory cards. Insert cards label-side up.

2 – USB 3.2 Gen 2 (10Gbps) Type A Charging Port
Connect a USB device to this port. Note that this port is USB Battery Charging 1.2–compliant; you may charge iOS® devices (and other devices that charge via USB) connected to this port.

3 – Combo Audio Jack
Connect headphones or a headset.

4 – Computer/Charging Port
Connect your computer or iPad to this port using the included Thunderbolt 4 cable. For laptop/notebook computers (and iPad Pro tablets) that support charging through a Thunderbolt port, this port delivers up to 100W of power.
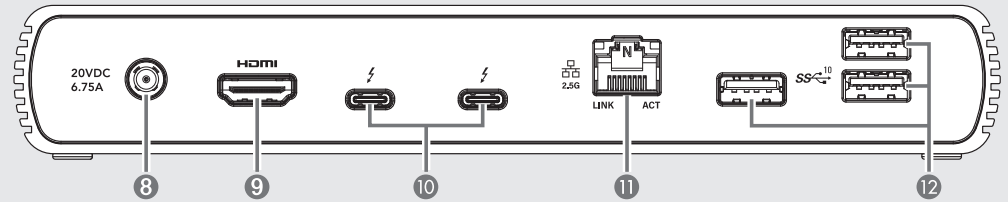
5 – Power Indicator
This lights green when the Echo dock is switched on, and stays off when the dock is switched off.

6 – Thunderbolt Link Indicator
With the dock switched on, this lights blue when the computer to which the dock is connected is on; the LED turns off when the computer is off or sleeping. If the dock is connected to another Thunderbolt device instead of directly to a computer, devices connected between the computer and dock must also be powered on before this indicator will light.

7 – Power Switch
This switches the dock on and off. *When switched off, power is removed from all ports and the dock will not charge a connected computer or phone, etc.*

8 – 20VDC 6.75A Socket
Connect the included DC power adapter between this socket and the included power cord.

9 – HDMI 2.1 Port
Connect an HDMI display to this port.

10 – Thunderbolt Peripheral Ports
Connect Thunderbolt or USB peripheral devices (including monitors) to these ports using appropriate cables or adapters.

11 – 2.5 Gigabit Ethernet Port
Supports 2.5 Gb/s, 1 Gb/s, and 100 Mb/s link speeds. Connect to a switch or router using Cat 5e or better unshielded twisted pair (UTP) cable with RJ45 connectors. The left (green) LED lights up to indicate an Ethernet link, while the right (orange) LED flashes to indicate network activity.

12 – USB 3.2 Gen 2 (10Gbps) Type A Ports
Connect USB devices to these ports.

Connecting the Dock to Your Computer

Connect the included Thunderbolt 4 cable (or 0.8-meter or shorter 100W Thunderbolt 3 (40Gbps) cable) between the Computer/Charging port on the front of the dock and a Thunderbolt port on your computer or iPad Pro. Note that cables or computer ports marked with a generic USB icon (•⟷) or USB + Charging Port icon (⚡) are NOT compatible.

Using the Echo Dock to Charge Your Computer

• Compatible laptop computers may be charged via the dock's Computer/Charging port (Power Delivery charging), which provides up to 100W of power.

• Windows laptops with AC power adapters rated at greater than 100W may display a Power Manager alert when the dock (but not the computer's power adapter) is initially connected to the computer. This is normal.

• Laptops including AC power adapters rated greater than 100W will accept up to 100W power from the dock, but may slowly discharge; connecting bus-powered storage to a laptop will draw additional power that may affect the charging (discharging) rate. When sleeping, any connected computer that supports Thunderbolt charging will be charged to 100% so long as the Echo dock is switched on.

Enabling the Combo Audio Jack—macOS

1. From the Apple menu, select System Settings (or System Preferences).

2. In the *System Settings* sidebar, click Sound.

3. In the *Sound* preference window, click Output, and then select Realtek USB2.0 Audio. If you wish to enable the audio input through Combo Audio Jack, click Input, and then select Realtek USB2.0 Audio.

2.5 Gigabit Ethernet Port Configuration Information

With the Echo dock connected to your computer and network infrastructure, configure the dock's network settings.

• *Mac Users*: Use System Settings' Network setting. The dock's Ethernet port will be identified as USB 10/100/1G/2.5G LAN.

• *Windows Users*: Use Windows Device Manager, Network Adapters category. The dock's Ethernet port will be identified as Realtek USB 2.5GbE Family Controller.

Tips, Known Issues, and General Information

• **Connecting Additional Thunderbolt Peripheral Devices**
The dock includes three Thunderbolt 4 ports; the front port is reserved for connection to your computer, while the two back ports support connection of up to five additional Thunderbolt peripheral devices (two directly, with three more through daisy-chain connection).

• **Hot-Plugging the Echo Dock**
You may connect and disconnect the dock while the computer is on. If anything such as a storage device is connected to the dock, or a card is inserted into the SD slot, follow proper procedures for ejecting (unmounting) those devices before unplugging the dock from the computer.

• **Not All Computers' Thunderbolt Performance is Equal**
When using the dock with Thunderbolt 3 Windows computers, be aware that some use an x2 (2 lane) implementation of Thunderbolt 3 that limits PCIe bandwidth to 20Gbps (up to 1,400 MB/s). All Thunderbolt 4 computer ports support PCIe x4.

Thunderbolt Cable Compatibility

• You may use 0.8-meter or shorter Thunderbolt 3 (40Gbps) cables (or any Thunderbolt 4 cable) with Thunderbolt 4 or Thunderbolt 3 peripherals without any compromise in performance.

Display Support

• Although this dock supports the connection of up to two displays (two through the Thunderbolt ports, or one through the HDMI port plus one through a Thunderbolt peripheral port), the number of displays supported (as well as specific resolutions and standards supported) is dependent on the connected computer, its GPU, and its OS software. *Note that when used with an M1 or M2 MacBook Air, MacBook Pro, or Mac mini with two Thunderbolt/USB4 ports, only one display can be connected to the dock.* For more information, see https://www.sonnettech.com/support/downloads/manuals/Thunderbolt_4_Dock_Compatibility.pdf

• **2.5 Gb/s & 1 Gb/s Ethernet Link Speeds Support Requirements**
The Echo dock only supports a 2.5 Gb/s Ethernet link speed when used with NBASE-T compatible (multi-Gigabit) switches, routers, and other devices and connected via Cat 5e (or better) cabling. Multi-Gigabit-compatible equipment is not required for 1 Gb/s and lower link speed support.

Contacting Customer Service

Before contacting Customer Service, please check the Sonnet website (www.sonnettech.com) for the latest updates and files. Email 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, please have the following information available:

• 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
(M–F, 9 a.m.–5 p.m. Pacific Time, excluding holidays)

Japan Customers

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

FCC Compliance

Echo 11 Thunderbolt 4 HDMI Dock 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.

EU Compliance

Sonnet Technologies, Inc. hereby declares that this device is in compliance with Directive 2014/30/EU.

Japan VCCI Compliance

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