

Quick Start Guide

for Echo™ 13 Triple 4K Display Dock



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.

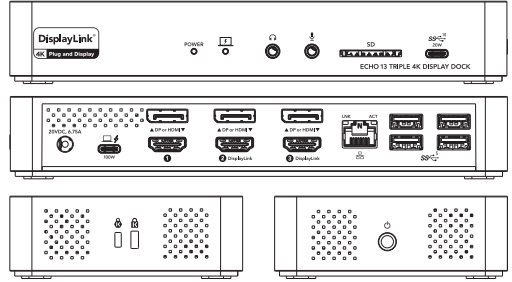
1. Go to <https://www.sonnettech.com/support/kb/kb.php>
2. Navigate to and click the Echo 13 Triple 4K Display Dock link.
3. Click the Manual link.
4. Click the Echo 13 Triple 4K Display Dock User's Guide [English] link and then check the Document Version information. If the version listed is later than this document (**revision D**), click the Download Now button for the latest version.



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1 – Compatibility Information and Computer Preparation



Mac® Compatibility

- macOS® 11+
- Mac (M1/M2/M3; not compatible with Pro, Max, or Ultra versions)
- Mac (Intel®) with Thunderbolt™ 3 ports
- MacBook® with a USB-C port

Windows® Compatibility

- Windows computer with a Thunderbolt 4 port or USB4 port
- Windows computer with a Thunderbolt 3 port
- Windows computer with a USB-C (with Alt Mode DP) port
- Windows 11 or 10

Chromebook Compatibility

- Chromebook with a Thunderbolt 4 port or USB4 port
- Chromebook with a Thunderbolt 3 port
- Chromebook with a USB-C (with Alt-Mode DP) port

Ubuntu Compatibility

- Computer with Thunderbolt 4 or USB4 port

Required Ethernet Drivers

The standard drivers required to support the Ethernet port on the Echo 13 Triple 4K Display Dock are installed as part of supported operating systems.

Required DisplayLink Application or Drivers

For Mac Users:

The application required to enable the dock's DisplayLink display ports must be downloaded and installed; those ports are not functional until after the application is installed. Instructions follow.

Instructions follow.

For Windows Users:

The correct drivers required to enable the dock's DisplayLink display ports must be downloaded and installed prior to connecting the dock to your computer. Instructions follow.

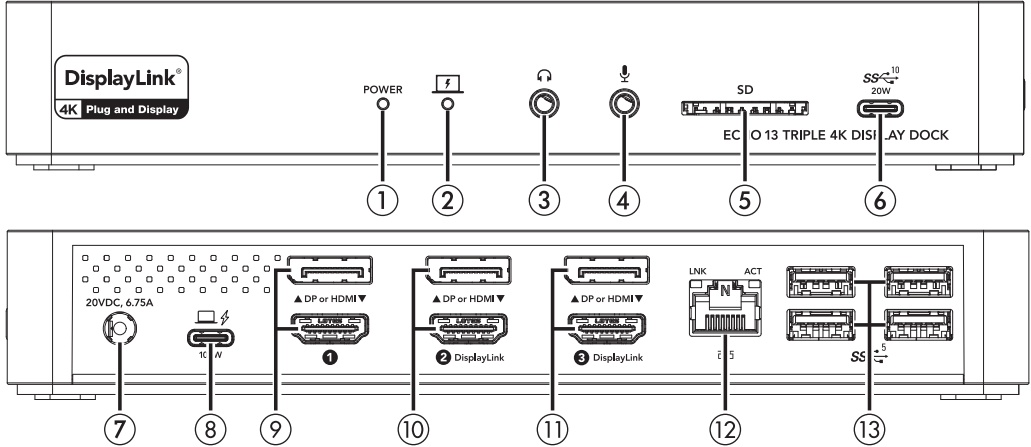
For Chromebook Users:

The drivers required to enable the dock's DisplayLink display ports are installed as part of ChromeOS version 100 or later.

For Ubuntu Users:

The drivers required to enable the dock's DisplayLink display ports are installed as part of Ubuntu 20.04 or later.

2 – Echo 13 Triple 4K Display Dock Description



FRONT PANEL

1 – Power Indicator

This lights green when the Echo dock is switched on, and stays off when the dock is switched off.

2 – Computer Power Delivery (PD) Link Indicator

This lights blue when the computer to which the dock is connected is accepting PD (charging) power from the dock. The LED remains off when connected to desktop computers.

3 – Headphones Jack

Connect headphones to this jack.

4 – Microphone Jack

Connect a monaural microphone to this jack

5 – SD™ 4.0 Card Slot

This slot supports SD, SDHC™, and SDXC™ memory cards (and MicroSD cards when used with an adapter. Insert cards label-side up.

6 – USB 3.2 Gen 2 (10Gbps) Type-C 20W Charging Port

Connect a USB device to this port. Note that this port is USB Type-C Charging-compliant; you may fast charge iOS® devices (and other devices that charge via USB) connected to this port.

BACK PANEL

7 – 20VDC 6.75A Socket

Connect the included DC power adapter between this socket and the included power cord.

2 – Echo 13 Triple 4K Display Dock Description

8 – Computer/Charging Port

Connect your computer to this port using the included USB-C cable. For laptop/notebook computers that support charging through a USB-C or Thunderbolt port, this port delivers up to 100W of power.

9 – Display Ports Group 1

Connect a single DisplayPort display to the DP port *or* an HDMI display to the HDMI port. Note that unlike the DisplayLink display ports to the right, these ports do not require the installation of an application or drivers to function.

10 – DisplayLink Display Ports Group 2

The use of these ports requires the installation of an application (macOS) or the latest drivers (Windows) to function; instructions follow. Connect a single DisplayPort display to the DP port *or* an HDMI display to the HDMI port.

11 – DisplayLink Display Ports Group 3

The use of these ports requires the installation of an application (macOS) or the latest drivers (Windows) to function; instructions follow. Connect a single DisplayPort display to the DP port *or* an HDMI display to the HDMI port.

12 – Gigabit Ethernet Port

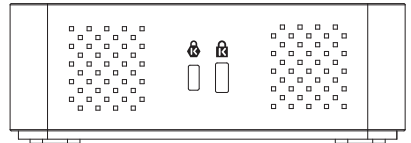
Connect to a switch or router using Cat 5 or better unshielded twisted pair (UTP) cable with RJ45 connectors. The left (green) LED lights up to indicate an Ethernet link, while the right (orange) LED flashes to indicate network activity.

13 – USB 3.2 Gen 1 (5Gbps) Type A Ports

Connect USB devices such as mice, keyboards, printers, or USB storage to these ports.

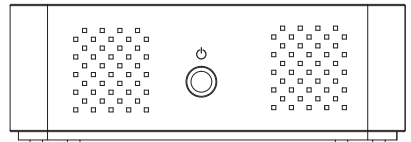
LEFT SIDE PANEL – Kensington® Lock Slots

When used with a Kensington Lock (sold separately), these can provide added security for the Echo Dock. The slot on the left with the hexagonal lock icon (🔒) is compatible with NanoSaver® locks. The slot on the right with the square lock icon (🔒) is compatible with standard Kensington locks, plus MicroSaver® and MicroSaver 2 locks.



RIGHT SIDE PANEL – 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.*



3 – DisplayLink Software Download and Displays Configuration Steps

Application Download/Installation Steps—macOS

This section describes the download and installation of the DisplayLink Manager application required to support the Echo dock's DisplayLink display ports when the dock is connected to your Mac computer. Windows users should skip to Driver Download/Installation Steps—Windows on page 6.



Support Notes: The installation procedure listed here assumes that the Echo dock is not connected to your computer. When the Echo dock is connected when you install the application, the steps may be out of order as listed.


If you installed a previous version of the DisplayLink Manager application, uninstall it and then reboot your system before proceeding.

1. Launch a Web browser and go to <https://www.sonnettech.com/support/kb/kb.php>
2. Navigate to and click the Echo 13 Triple 4K Display Dock link.
3. On the Echo 13 Triple 4K Display Dock page, click the Driver link, and then click the Download Now button next to Echo 13 Triple 4K Display Dock Software (macOS); a new tab or window will open.



Support Note: Beta software may be available, but Sonnet recommends against using it, as beta software is intended only for specific development and test purposes, and may not run stably on your system.

4. Click the Release Notes link for the software you're downloading to read about known issues and limitations, and other important information.

5. Click the Download button; the page displaying the software license agreement page will appear.
6. Read the agreement and then click Accept to download the software.
7. Open the .pkg file you downloaded to launch the installer. Follow the on-screen instructions to install the DisplayLink Manager application.
8. During the installation, a pop-up may appear regarding DisplayLink Manager Notifications; click Options > Allow. Alternately, after connecting the dock to your computer you may enable notifications in System Settings (macOS 13+) or System Preferences (macOS 11 – macOS 12.6) > Notifications (or Notifications & Focus), selecting DisplayLink Manager on the left and clicking the Allow Notifications toggle switch on the right.
9. During the installation, a pop-up regarding DisplayLink Manager Autostart may appear; click Allow (recommended, otherwise you'll need to launch the application manually each time you log in). If the pop-up does not appear, enable autostart by clicking the DisplayLink Manager icon () in the menu bar and clicking the Automatic app startup checkbox. *Displays connected to the dock's DisplayLink display ports will not work unless the DisplayLink application is open.*

3 – DisplayLink Software Download and Displays Configuration Steps

Connected Displays Configuration Steps—macOS

This section describes the configuration of the DisplayLink Manager application and System Settings/Preferences when displays are connected to the Echo 13 Triple 4K Display Dock DisplayLink display port(s).

1. Power on your displays and, if necessary, select the proper video input.
2. Connect the display(s) to the Sonnet dock's DisplayLink display port(s), and then connect the dock to your computer.



Support Note: When you first connect the Echo dock to a MacBook Air® or MacBook Pro® computer with an M1 or M2 processor, an “Allow accessory to connect?” alert will appear; click Allow.

3. When the pop-up window about DisplayLink Manager screen recording appears, click Open System Settings (or System Preferences); the applications will open to Security & Privacy.



Support Note: Although your screen (video output) is not actually recorded, macOS requires you to permit “Screen Recording” for the Echo dock's DisplayLink display ports to work. Permitting “Screen Recording” enables the DisplayLink Manager application to access the pixels it needs to output video and send it from your computer to the connected display(s). The application does not send any data or pixels to DisplayLink or Sonnet or anywhere else. Additionally, when DisplayLink Manager is running, a notice that your screen is being observed will be displayed on the lock screen.

4. In the Security and Privacy preferences window, click the toggle switch for DisplayLink Manager to the on position. In the Privacy and Security pop-up that appears, enter your password and click Unlock, and then click the checkbox next to DisplayLink Manager.
5. Click Quit and Reopen, and then click the lock again to save changes. Please note that the pop-up regarding DisplayLink Manager Notifications may appear now; click Options > Allow.
6. Open System Preferences and click Displays. If your computer is running macOS 11 or macOS 12, click Display Settings. Otherwise, go to the next step.
7. In the Displays window, arrange displays to extend your desktop or choose to mirror your displays, and adjust each display's settings.

3 – DisplayLink Software Download and Displays Configuration Steps

Driver Download/Installation Steps—Windows



WARNINGS: You must uninstall any previous versions of DisplayLink software on your computer before proceeding:

1. From the Start Menu, click Control Panel.
2. From the Programs item, click Uninstall program.
3. Double-click DisplayLink Core Software, and then follow the onscreen instructions.

Although Windows 11 and 10 include in-box DisplayLink drivers, they are not up-to-date and will not support the Echo 13 Triple 4K Display Dock.

Download the latest drivers through Sonnet website. **In order to prevent the out-of-date drivers from being installed, do not connect the Echo 13 Dock until after you follow the instructions below.**

1. Launch a Web browser and go to <https://www.sonnettech.com/support/kb/kb.php>
2. Navigate to and click the Echo 13 Triple 4K Display Dock link.
3. On the Echo 13 Triple 4K Display Dock page, click the Driver link, and then click the Download Now button next to Echo 13 Triple 4K Display Dock Software (Windows); a new tab or window will open.



Support Note: Beta software may be available, but Sonnet recommends against using it, as beta software is intended only for specific development and test purposes, and may not run stably on your system.

4. Click the Release Notes link for the software you're downloading to read about known issues and limitations, and other important information.

5. Click the Download button; the page displaying the software license agreement page will appear.
6. Read the agreement and then click Accept to download the DisplayLink USB Graphics Software for Windows installer.
7. Follow the on-screen instructions to complete the driver installation.

Connected Display Configuration Steps—Windows

1. Power on your displays and, if necessary, select the proper video input.
2. Connect the display(s) to the Sonnet dock's display port(s), and then connect the dock to your computer.
3. Right-click the Windows desktop and select Display Settings.
4. Click a display you want to change the settings on.
5. Adjust the screen resolution and orientation settings as needed, and then click Apply.
6. Repeat as necessary with a second and third connected display.

4 – Audio Jacks and Ethernet Port Configuration Information

Enabling the Headphones Jack—macOS

1. Connect headphones to the Headphones Jack.
2. From the Apple menu, select System Settings (or System Preferences).
3. In the *System Preferences* window, click Sound. In the *Sound* preference window, click the Output tab, and then select Sonnet TD Dock Audio.

Enabling the Microphone Jack—macOS

1. Connect an analog microphone to the Microphone jack.
2. From the Apple menu, select System Preferences.
3. In the *System Preferences* window, click Sound. In the *Sound* preference window, click the Input tab, and then select Sonnet TD Dock Audio.

Gigabit Ethernet Port Configuration Information—macOS and Windows

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

- *Mac Users:* Use System Preferences' Network preferences panel. The dock's Ethernet port will be identified as Sonnet Triple Display Dock.
- *Windows Users:* Use Windows Device Manager, Network Adapters category. The dock's Ethernet port will be identified as Sonnet USB LAN.

5 – Tips, General Information, and Known Issues

TIPS, GENERAL INFORMATION

Hot Plugging the Echo Dock

You may connect and disconnect the dock while the computer is on. If you have anything connected such as storage devices, cameras, etc., follow proper procedures for ejecting (unmounting) those devices before unplugging the dock from the computer.

Using the Echo Dock to Charge Your Computer

- Compatible laptop/notebook computers may be charged via the Echo 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 with 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 USB charging will be charged to 100%.

The Echo Dock Provides Downstream Power

For connected peripheral devices requiring extra power, the Echo dock provides up to 20W to a bus-powered device connected to the front panel USB-C port, enabling it to operate without connecting an additional power adapter. The back panel USB-A ports provide up to 7.5W.

USB-C Computer/Charging Cable Compatibility

You may use a USB-C cable other than the one provided in the package with the Echo dock, but it **must be rated to support 100W Power Delivery AND specified as USB 3.2 (or 3.1) Gen 2 (10Gbps data rate)**. Cables rated to support less than 100W Power Delivery, and/or specified as USB 3.2 (or 3.1) Gen 1, or USB 2.0 are *not compatible*.

KNOWN ISSUES

Operating System (OS) Updates May Break Compatibility

Specific device drivers and applications that work under one OS version may not work under a later version. Before updating your computer to the latest OS, we recommend that you contact your Sonnet to verify that the existing drivers and/or application work. Note that other computer software updates may also break compatibility.

6 – Precautions, Compliance, and Support Information

SAFETY PRECAUTIONS

Please read this section carefully before proceeding. These precautions explain the correct and safe use of this device, thereby helping to prevent injury to you or others, and also help you to minimize the risk of damaging the device.

Warnings

Always follow the basic warnings listed here to avoid the risk of serious injury or death from electrical shock, short-circuiting, fire, and other hazards. These warnings include, but are not limited to:

- Do not attempt to modify the enclosure. If this device appears to be malfunctioning, contact your reseller or local distributor.
- Do not drop the dock; dropping or mishandling the dock may result in a malfunction leaving the product inoperable.
- Do not expose the device to rain, use it near water or containers that contain liquids which might spill into any openings, or in damp or wet conditions.
- If unusual smells, sounds, or smoke come from the device, or if liquids enter it, switch it off immediately and unplug it from the electrical outlet.
- Follow the instructions in this manual carefully; contact your reseller or local distributor for additional advice not covered in this Quick Start Guide.

FCC Compliance

Echo 13 Triple 4K Display 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

この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。取扱説明書に従って正しい取り扱いをしてください。VCCI-B

6 – Precautions, Compliance, and Support Information

Contacting Customer Service

Before contacting Customer Service, please check the Sonnet Web site (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
- Date and place of purchase
- Computer model
- Operating system version
- Software/firmware versions
- 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