

Quick Start Guide

Echo 13 Thunderbolt 5 SSD Dock



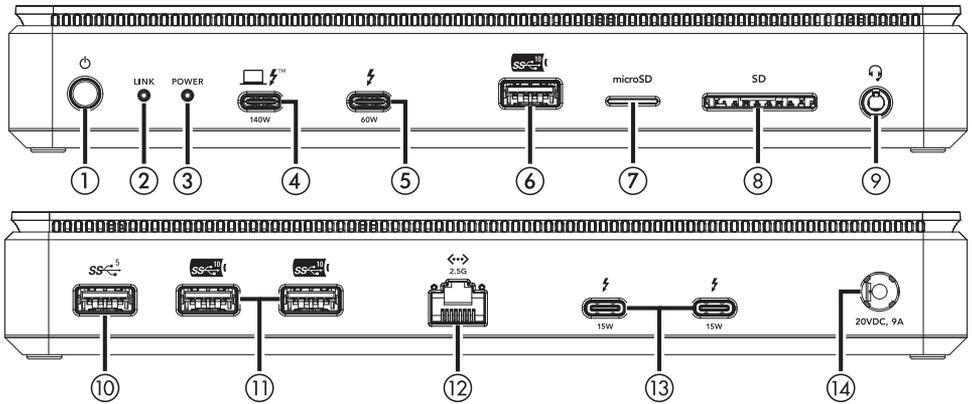
Support Note: This document was up to date at the time of printing. However, changes to the hardware or software may have occurred since then. Please check the Sonnet website for the latest documentation.

1. Go to <https://www.sonnettech.com/support/kb/kb.php>
2. Navigate to and click the Echo 13 Thunderbolt 5 SSD Dock link.
3. Click the Manual link.
4. Click the Echo 13 Thunderbolt 5 SSD Dock 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.

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2 – Echo 13 Thunderbolt 5 SSD Dock Description



FRONT PANEL

1 – Power Switch

Press and hold this button for 3 seconds to switch the dock on or off. *When switched off, power is removed from all ports and the dock will not charge a connected computer or phone, etc.*

2 – Thunderbolt Link Indicator

With the dock switched on, this lights blue when the connected computer 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.

3 – Power Indicator

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

4 – Computer/Charging Port

Connect your computer or iPad to this port using the included Thunderbolt cable. For laptop/notebook computers (and iPad Pro tablets) that support charging through a Thunderbolt port, this port delivers up to 140W of power.

5 – 60W Thunderbolt Peripheral Port

Connect a Thunderbolt device, USB peripheral or monitor to this port using an appropriate cable or adapter. This port provides up to 60W of downstream power to connected bus-powered devices, and may be used to charge laptop computers or tablets that support charging through a USB-C or Thunderbolt port.

6 – USB 3.2 Gen 2 (10Gbps) Type A Charging Port

Connect a USB device to this USB Battery Charging 1.2-compliant port; you may charge iOS® devices — and other devices that charge via USB — connected to this port.

2 – Echo 13 Thunderbolt 5 SSD Dock Description

7 – microSD Memory Card Slot

This supports microSD, microSDHC, and microSDXC cards. Insert cards label-side up. Push the card in again to remove it

8 – SD Card Slot

This supports SD, SDHC, and SDXC memory cards. Insert cards label-side up. Pull the card out to remove it.

9 – Combo Audio Jack

Connect headphones or a headset.

BACK PANEL

10 – USB 3.2 Gen 1 (5Gbps) Type A Port

Connect a USB device such as a mouse, keyboard, printer, or USB storage to this port.

11 – USB 3.2 Gen 2 (10Gbps) Type A Charging Ports

Same as front panel USB-A port.

12 – 2.5 Gigabit Ethernet Port

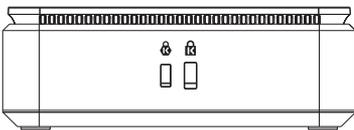
Supports 2.5 Gb/s, 1 Gb/s, and 100 Mb/s link speeds. Connect to a switch or router using Cat 5e or better unshielded twisted pair (UTP) cable with RJ45 connectors. The left (green) LED lights up to indicate an Ethernet link, while the right (orange) LED flashes to indicate network activity.

13 – Thunderbolt Peripheral Ports

Connect Thunderbolt devices, USB peripherals or monitors to these ports using appropriate cables or adapters. These ports each provide up to 15W of downstream power to connected bus-powered devices.

14 – 20VDC, 9A Power Port

Connect the included power adapter's power connector here.



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.

3 – Audio Jack and Ethernet Port Information

Enabling the Combo Audio Jack—macOS

1. Connect headphones to the Combo Audio Jack.
2. From the Apple menu, select System Settings.
3. In the *System Settings* sidebar, click Sound. In the *Sound* setting window, click Output, and then select Dock (or Echo 13 ALC4032 Audio).

2.5 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 Settings' Network preferences panel. 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 Gaming USB 2.5GbE Family Controller. Sonnet recommends you update the driver (controller model RTL8156B).

4 – SSD Information

SSD Formatting Information

Sonnet ships the Echo 13 dock with the preinstalled SSD formatted in the exFAT file system format and as a single volume. The SSD is named Echo 13 SSD. exFAT-formatted SSDs support macOS, Windows, and Linux operating systems.

Mac Users: Should you wish to reformat the SSD to a Mac-only file system such as macOS Extended (Journaled), or divide the SSD into multiple volumes, etc., use Disk Utility (located in the Utilities folder within the Applications folder). For additional information, refer to Disk Utility Help from the Disk Utility menu.

Windows Users: Should you wish to reformat the SSD, or divide the SSD into multiple volumes, etc., use Disk Management (right-click the Windows Start button and select Disk Management).

Achieving the Best SSD Performance With Your Windows Computer

In addition to your computer's CPU, its OS version, SSD format, and transfer size, the Echo dock's SSD's performance will be affected by its disk removal policy (a setting that determines how a removable storage device, such as the Echo dock's SSD, can be safely disconnected from your computer). The default disk removal policy under Windows 11 is Quick Removal. This setting enables you to disconnect the dock from your computer while it's on without having to select "Safely Remove Hardware" beforehand. The downside to this is that "write caching" is disabled, resulting in much slower SSD write performance.

You may change the disk removal policy for the SSD to "Better Performance", which enables write caching for better performance. The trade-off when selecting this setting is that *you must always select Safely Remove Hardware before disconnecting the Echo dock while the computer is on*. Otherwise, the SSD may experience data loss or corruption.

To Change the Disk Removal Policy to Improve SSD Performance, Follow the Steps Below:

1. Right-click Start, and then select File Explorer.
2. In the *File Explorer* window, identify the drive letter associated with the Echo dock's SSD.
3. Right-click Start, and then select Disk Management.
4. In the *Disk Management* window, locate and right-click the label for the dock's SSD, and then select Properties.
5. In the Properties window, click Policies, select Better performance under Removal Policy, and then click OK.

5 – Tips and General Information

Hot Plugging the Echo Dock

You may connect and disconnect the dock while the computer is on. Follow proper procedures for ejecting (unmounting, safely removing hardware) the dock's internal SSD and any other external storage devices, cameras, etc before unplugging the dock from the computer.

Using the Echo Dock to Charge Your Laptop Computer or iPad Pro

- Compatible laptop computers and iPad tablets may be charged via the dock's Computer/Charging port (Power Delivery charging), which provides up to 140W of power.
- Windows laptops including AC power adapters rated at greater than 140W 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.
- When sleeping, any connected computer that supports USB-C charging will be charged to 100%. *Note that some computers may limit charging power through their Thunderbolt or USB4 port(s) to less than what their dedicated power connector accepts.*

The Echo Dock Provides Downstream Power

For connected peripheral devices requiring extra power, the Echo dock provides power to bus-powered devices—up to 60W through its front Thunderbolt peripheral port, 15W through its rear Thunderbolt peripheral ports, and 7.5W through its 10Gbps USB-A ports—enabling them to operate without connecting an additional power adapter.

Note that when bus-powered peripheral devices are in use, the power provided by the dock to operate and charge your computer may be diminished.

Display Support

Although this dock supports the connection of up to three displays through its Thunderbolt peripheral ports, the actual number of displays supported (and specific resolutions and refresh rates supported) is dependent on the connected computer, its GPU, and its OS software. For more information, see https://www.sonnettech.com/support/downloads/manuals/Thunderbolt_5_Dock_Compatibility.pdf and download the Displays Compatibility document.

6 – Precautions, Compliance Information

SAFETY PRECAUTIONS

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.

General Usage

- **Use Only Provided Power Adapter**
Use only the Sonnet-provided power supply to prevent overheating or electrical damage.
- **Keep Away from Liquids**
Avoid exposing the dock to water, moisture, or extreme humidity to prevent short circuits or electrical hazards.
- **Do Not Block Ventilation**
This dock has cooling vents; ensure proper airflow to prevent overheating.

- **Handle Cables with Care**

Do not force cables into ports; align connectors properly before inserting to avoid damage.

Power and Electrical Safety

- **Disconnect During Storms**
Unplug the dock during electrical storms to prevent damage from power surges.
- **Protection Recommended**
Use a surge protector or UPS (Uninterruptible Power Supply) to safeguard against sudden voltage spikes.

Physical Safety & Placement

- **Avoid Extreme Temperatures**
Do not place on or near heat sources (e.g., radiators) or in direct sunlight.
- **Do Not Disassemble**
Opening the dock may expose internal components and void the warranty.

FCC Compliance

Echo 13 Thunderbolt 5 SSD 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

7 – Support Information

Contacting Customer Service

The Sonnet Web site located at 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.

If further assistance is needed, please contact **Sonnet Customer Service** via email at support@sonnettech.com

Japan Customers

Contact **Sonnet Customer Service Japan** via email at jp.support@sonnettech.com

When you contact Customer Service, please provide the following information available so the customer service staff can better assist you:

- 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

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