

Quick Start Guide

for Echo™ 5 Thunderbolt™ 4 Hub



SONNETTECH™

THUNDERBOLT™

You Should Have

The following items should be included in your product package:

- Sonnet Echo 5 Thunderbolt 4 Hub • Power adapter • Power cord
- Thunderbolt 4 cable • Quick Start Guide

Mac® Compatibility

- Mac (M series)
- Mac (Intel®) with Thunderbolt 3 ports
- macOS 11+

Windows® Compatibility

- Windows computer with Thunderbolt 4 ports
- Windows computer with a Thunderbolt 3 port and an Intel 8th Gen (2018) or newer CPU
- Windows computer with a USB4® port*
- Windows 11 and 10

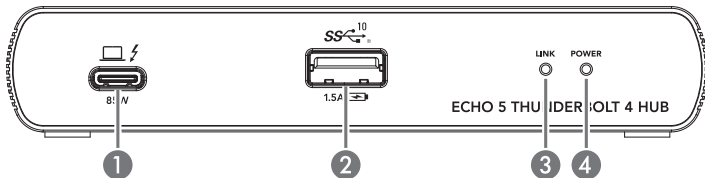
Chromebook Compatibility

- Chromebook with a Thunderbolt 4 port or USB4 port*

iPad® Compatibility

- iPad Pro® with Thunderbolt port

Echo 5 Thunderbolt 4 Hub Description



1 – Computer/Charging Port

Connect your computer or iPad to this port using the included Thunderbolt 4 cable. For laptop/notebook computers that support charging through a Thunderbolt port (and iPad Pro), this port delivers up to 85W of power.

2 – USB 3.2 Gen 2 (10Gbps) 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.

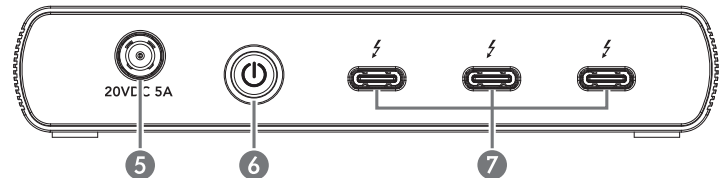
3 – Thunderbolt Link Indicator

With the hub switched on, this lights blue when the computer to which the hub is connected is on; the LED turns off when the computer is off or sleeping. Note that if the hub is connected to another Thunderbolt device instead of directly to a computer, other Thunderbolt devices connected between the computer and hub must also be powered on before this indicator will light.

4 – Power Indicator

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

2



5 – 20VDC 5A Socket

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

6 – Power Switch

This switches the hub on and off. *When switched off, power is removed from all ports and the hub will not charge a connected computer or phone.*

7 – Thunderbolt Peripheral Ports

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

3

Preparing to Use the Hub — Driver Installation

The standard drivers required to support Echo 5 Hub are installed as part of all supported operating systems; there are no preparation steps.

Connecting the Hub 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 Echo hub 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 Echo 5 Hub to Charge Your Laptop Computer

- Compatible laptop computers and iPad Pro may be charged via the hub's Computer/Charging port (Power Delivery charging), which provides a maximum of 85W of power.
- Windows laptop computers with AC power adapters rated at greater than 85W may display a Power Manager alert when the hub (but not the computer's power adapter) is initially connected to the computer. This is normal.
- Laptops with included AC power adapters rated greater than 85W will accept 85W power from the hub (when it is turned on), 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%.

4

Tips, General Information, Known Issues

• Connecting Thunderbolt Peripheral Devices

The hub includes four Thunderbolt ports; the front port is reserved for connection to your computer, while the three on the back support connection of up to five additional Thunderbolt peripheral devices (three directly, with two more through daisy-chain connection).

• Hot-Plugging Echo 5 Hub

You may connect and disconnect the hub while the computer is on. If anything is connected to the hub such as storage devices, or a card is inserted into the SD slot, follow proper procedures for ejecting (unmounting) those devices before unplugging the hub from the computer.

• Not All Computers' Thunderbolt Performance is Equal

When using the hub with the 2017 MacBook Pro 13-inch model with four Thunderbolt 3 ports, connect the hub to one of the left side ports. The right side ports use an x2 (2 lane) implementation of Thunderbolt 3 that limits PCIe bandwidth to 20Gbps (up to 1,400 MB/s).

• Thunderbolt Cable Compatibility

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

5

Tips, General Information, Known Issues (contd.)

• Display Support

Although this hub supports connection of up to two displays via the Thunderbolt ports, 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. M1 and M2 iPad Pro tablets support only one mirrored monitor. *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 hub.* For more information, see https://www.sonnettech.com/support/downloads/manuals/Thunderbolt_4_Dock_Compatibility.pdf

• Using the Hub With a USB4 Windows or ChromeOS Computer

When connected to a USB4 host, the hub's downstream TB4 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.

6

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
- Computer OS version
- 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, 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



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 Echo 5 Thunderbolt 4 Hub link.
3. Click the Manual link.
4. Click the Echo 5 Thunderbolt 4 Hub Quick Start Guide [English] link, and then check the Document Version information. If the version listed is later than this document (**revision F**), click the Download Now button for the latest version.