# User's Guide

## for Qio™ E3 Professional SxS™ Media Reader & Writer

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For Windows

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# Chapter 1 – Introduction and Package Contents

## Introduction

Qio E3 is a professional 3-slot SxS™ media reader & writer, eSATA host controller, and expansion chassis for ExpressCard/34 adapter cards. Included with Qio E3 is either the Sonnet Express Bus Extender PCIe 2.0 adapter card (for desktop computers) or the Sonnet PCIe Bus Extender ExpressCard®/34 adapter (for notebook and laptop computers). Both adapter cards are available separately for purchase.

Featuring three slots for SxS memory cards, Qio E3 enables you to transfer data between cards, between cards and computer, and between cards and attached drives; you can even transfer data from two or more cards at the same time. Using Sonnet ExpressCard/34 media readers (sold separately), Qio can also work with CompactFlash™, Memory Stick™, MMC, SD and xD-Picture Card™ memory cards.

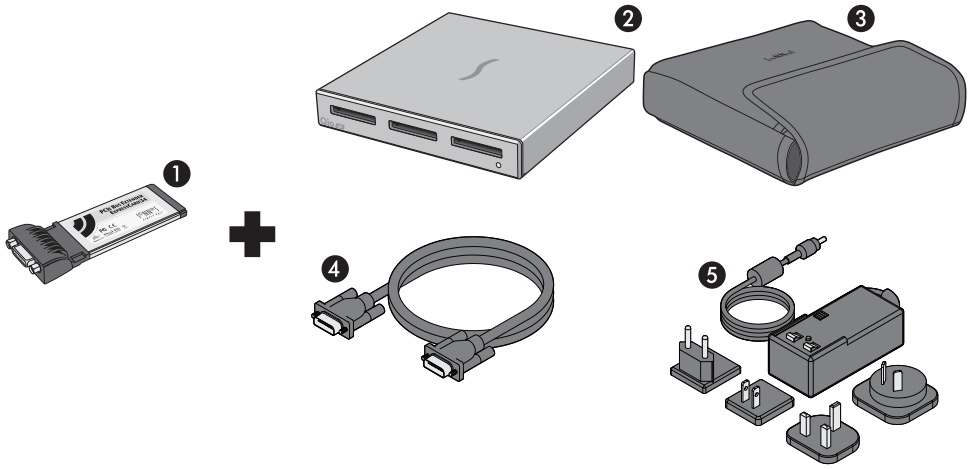
Qio E3's eSATA controller is based on Sonnet's Tempo™ SATA 6Gb/s PCIe 2.0 host controller and shares the same functionality. Support for hardware RAID controllers enable Qio E3 to control up to eight drives (in two drive enclosures).

Qio E3 supports ExpressCard/34 adapter cards. Compatible adapter types include memory card readers, eSATA, FireWire®, Gigabit Ethernet, SmartCard reader, TV tuner, USB, WiFi, and WWAN modem, and others. You may use adapter cards at the same time as memory cards, however, performance may be limited by the total bandwidth available from your computer's PCI Express® bus.

*Please take a few minutes to read this user's guide before using your Qio E3; you will save time in the long run.*

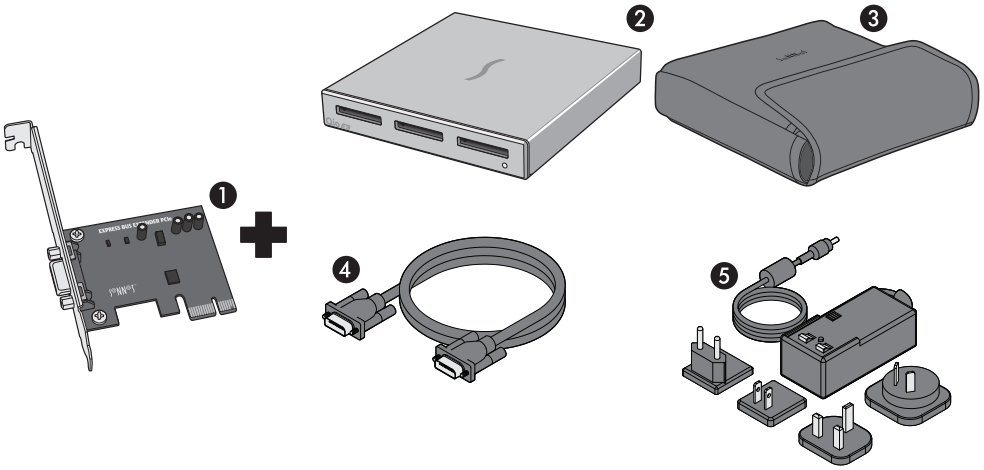
## Package Contents—QIO-E3-E34

**1** – Sonnet PCIe Bus Extender ExpressCard/34 adapter
**2** – Qio E3 professional SxS media reader/ writer (enclosure)
**3** – Carrying case
**4** – 1-meter external PCIe x1 interface cable
**5** – Universal 12V power supply with 10-foot cable

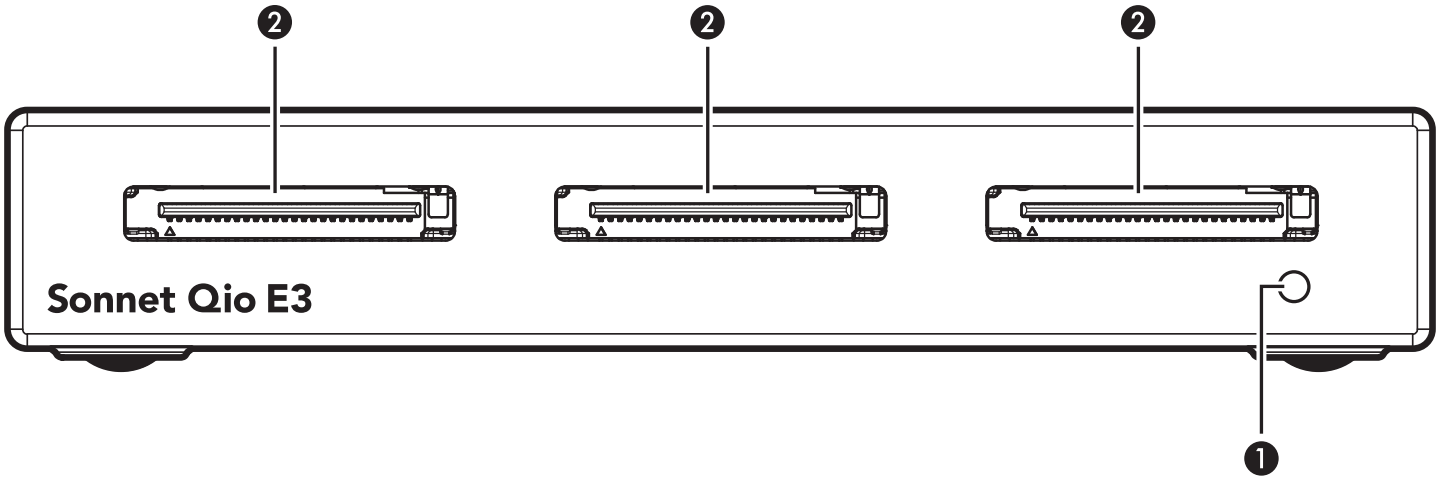



## Package Contents—QIO-E3-PCIE

**1** – Sonnet Express Bus Extender PCIe 2.0 adapter card
**2** – Qio E3 professional SxS media reader/ writer (enclosure)
**3** – Carrying case
**4** – 1-meter external PCIe x1 interface cable
**5** – Universal 12V power supply with 10-foot cable

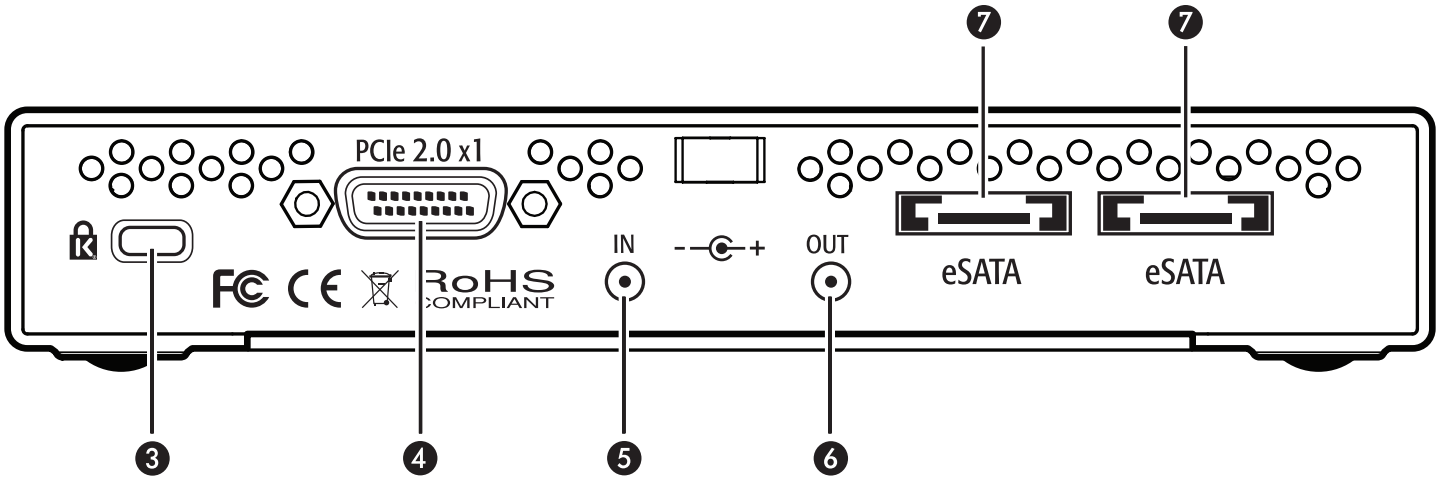


## Chapter 2 – Qio E3 Enclosure Description




**1 – Power Indicator LED**
This indicator lights when Qio E3 is powered, the Sonnet adapter card is installed properly in its slot, the PCIe cable between the two is plugged in securely, and the computer powered on

**2 – SxS Media Slots**
These slots accept both SxS memory cards and ExpressCard/34 adapter cards. You may use Sonnet memory card readers (sold separately) in these slots to work with CF, Memory Stick, SDXC™, SDHC™, SD, MMC, and xD-Picture memory cards




**3 – Security Slot**
This slot works with Kensington® brand and similar security locks to secure the Qio E3 enclosure and deter theft

**4 – PCIe x1 Connector**
This connects the included interface cable plugged in between the Qio E3 enclosure and the PCIe bus extender card in your computer

**5 – 12VDC Input Socket**
Use this socket to connect either the included AC power adapter cable, or the optional XLR power adapter cable (connected to an external battery or other power source) to power the Qio E3 enclosure

**6 – 12VDC Output Socket**
Use this socket to power a connected Sonnet Fusion™ F2 or F2QR 2-drive RAID SATA storage system. **DO NOT CONNECT POWER INPUT CABLES HERE**

**7 – eSATA Ports**
These connect eSATA data cables plugged in between the Qio and SATA drive enclosures. Each port supports an individual SATA hard disk drive (or SSD), or up to four drives in an enclosure with an eSATA interface and a built-in hardware RAID controller

# Chapter 3 – Mac User's Software/Hardware Installation Steps

This chapter covers the Qio E3 software and hardware installation steps for Mac users. Windows users should skip to Chapter 5 – Windows User's Hardware Installation and Connection Steps.

## A – Software Download Steps

**Before connecting the Qio E3 enclosure, install the Qio E3 drivers, and if necessary, the latest SxS device and UDF drivers.**

1. Log onto the Internet.
2. Go to http://www.sonnettech.com/support/kb/kb.php, click the Pro Media Readers link, and then click the Qio E3 link.
3. Locate and click the Driver link, then click the Qio E3 System Installer link, and then click the Download Now button; the file will be downloaded.
4. If you have verified you have installed the latest Sony SxS device and UDF drivers, skip to B – Qio E3 System Drivers Installation Steps. Otherwise, locate and click the Qio E3 SxS Device Drivers Installer link, and then click the Download Now button; you will be redirected to a Sony Web page. Click "Click here".
5. When the *License Agreement* page appears, read the license, and then click I Agree; the software will start downloading automatically.

## B – Qio E3 System Software Installation Steps

1. Locate and double-click the Sonnet .dmg file you downloaded; a *QIO E3 System x.x.x Installer* window will open.
2. Double-click the Qio E3 System Installer x.x.x.mpkg file inside the *QIO System x.x.x Installer* window to launch the installer; when the *Welcome to the Qio E3 System Installer* window appears, click Continue.
3. When the *Important Information* window appears, click Continue.
4. When the *Software License Agreement* window appears, read the license, click Continue, and then click Agree.
5. When the *Standard Install* window appears, accept the default install destination or choose a new destination. Either click Install to perform the standard installation, or click Customize, select the packages to install, and then click Install.
6. When prompted for a password, enter your password, and then click OK.
7. When prompted, click Continue Installation to install the drivers. While the driver is installed, a progress bar appears. When the *Installation Completed Successfully* screen appears, click Restart.
8. After your computer finishes restarting, proceed to C – SxS Drivers Installation Steps if you downloaded the SxS drivers. If you did not download the SxS drivers and you purchased the QIO-E3-PCIE, go to D – Express Bus Extender PCIe 2.0 Installation Steps. Otherwise, skip to Chapter 4 – Mac User's Qio E3 Connection Steps.

## C – SxS Drivers Installation Steps

1. Double-click the SxS_UDF_v*X_xx*_and_Device_Drivers_v*X_xx*.zip file you just downloaded; a folder with the same will appear in the same location.
2. Open the SxS_UDF_v*X_xx*_and_Device_Drivers_v*X_xx* folder.
3. Open the two ReadMe files, read them, and then follow the steps provided to install the device driver and UDF driver.

**WARNING:** When handling computer products, take care to prevent components from being damaged by static electricity; avoid working in carpeted areas. Handle expansion cards only by their edges and avoid touching connector traces and component pins. Also, avoid touching the logic board and any of its components.

## D – Express Bus Extender PCIe 2.0 Installation Steps

If you purchased the QIO-E3-PCIE, install the PCIe adapter card into your computer after installing the software. Otherwise, go to the next page.

1. If you haven't already done so, shut down your computer, and then open it to access the expansion card area (PCI Express slots); refer to your computer's user manual for specific information.

**Support Note:** To avoid generating a static charge in your body, do not walk around the room until after you finish installing the PCIe adapter card and close the computer.

2. Locate an available PCI Express slot and remove its access cover:
   - Mac Pro (Mid 2010), Mac Pro (Early 2009), and pre-2008 Mac Pro users may install the card into any available slot
   - Mac Pro (Early 2008) users should use slot 2 if available, or slot 3 or 4 if not
3. Remove the Sonnet card from its packaging, and then install it into the slot; **make sure the card is firmly seated and secured**.
4. Close your computer.

(continued on next page)

## Chapter 3 – Mac User's Software/Hardware Installation Steps

### D – Express Bus Extender PCIe 2.0 Installation Steps (continued)

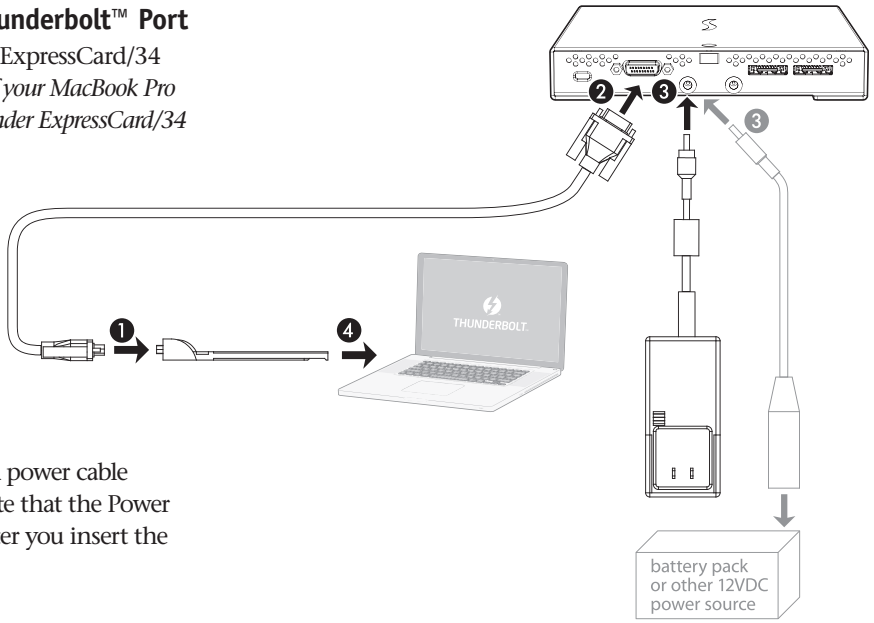
5. If you installed the card into a Mac Pro (Mid 2010), Mac Pro (Early 2009), or Mac Pro (Early 2008), proceed to to Chapter 4 – Mac User's Qio E3 Connection Steps.

   If you installed the card into a pre-2008 Mac Pro, turn it on. Depending on which version of Mac OS X your computer is running, Expansion Slot Utility will open. If it does not open by itself, you must do so manually (Expansion Slot Utility is located in the /System/Library/CoreServices folder). Select the appropriate configuration (your Sonnet card is an x1 card), and then click Quit if the default configuration was appropriate, or click Save and Restart if you changed the configuration. Shut down your computer, and then proceed to Chapter 4 – Mac User's Qio E3 Connection Steps.

## Chapter 4 – Mac User's Qio E3 Connection Steps

### Connecting Qio E3 to a MacBook Pro WITH a Thunderbolt™ Port

It is important that you connect the PCIe Bus Extender ExpressCard/34 adapter and the Qio E3 enclosure in the proper order; *if your MacBook Pro has a Thunderbolt port, you must plug in the PCIe Bus Extender ExpressCard/34 adapter AFTER turning on your computer.*

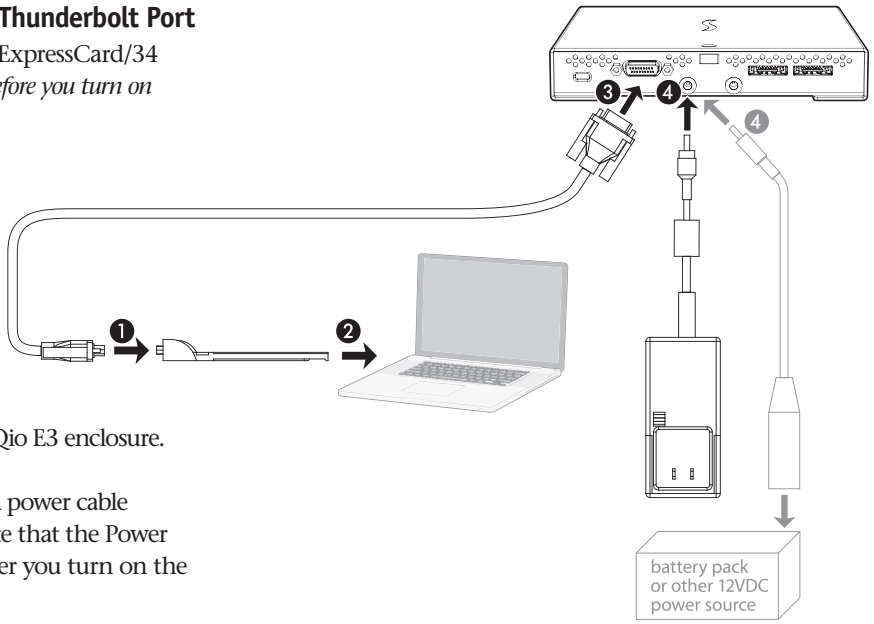



*After installing the software*, do the following:

1. Connect the external PCIe x1 interface cable to the PCIe Bus Extender ExpressCard/34 adapter.
2. Connect the other end of the interface cable to the Qio E3 enclosure.
3. Connect either the AC adapter or the optional XLR power cable (connected to a battery or other power source). Note that the Power Indicator LED on the Qio E3 will not light until after you insert the ExpressCard/34 adapter into the ExpressCard slot.
4. Turn on your computer.
5. Insert the PCIe Bus Extender ExpressCard/34 adapter into your computer's ExpressCard slot; Qio E3 is ready for use.

### Connecting Qio E3 to a MacBook Pro WITHOUT a Thunderbolt Port

It is important that you connect the PCIe Bus Extender ExpressCard/34 adapter and the Qio E3 enclosure in the proper order, *before you turn on your computer*:




*After installing the software*, do the following:

1. Connect the external PCIe x1 interface cable to the PCIe Bus Extender ExpressCard/34 adapter.
2. Insert the PCIe Bus Extender ExpressCard/34 adapter into your computer's ExpressCard slot.
3. Connect the other end of the interface cable to the Qio E3 enclosure.
4. Connect either the AC adapter or the optional XLR power cable (connected to a battery or other power source). Note that the Power Indicator LED on the Qio E3 will not light until after you turn on the computer.
5. Turn on your computer; the Qio E3 is ready for use.

# Chapter 4 – Mac User's Qio E3 Connection Steps

## Connecting Qio E3 to a Mac Pro

It is important that you connect and power Qio E3 in the proper order, *before you turn on your computer*:

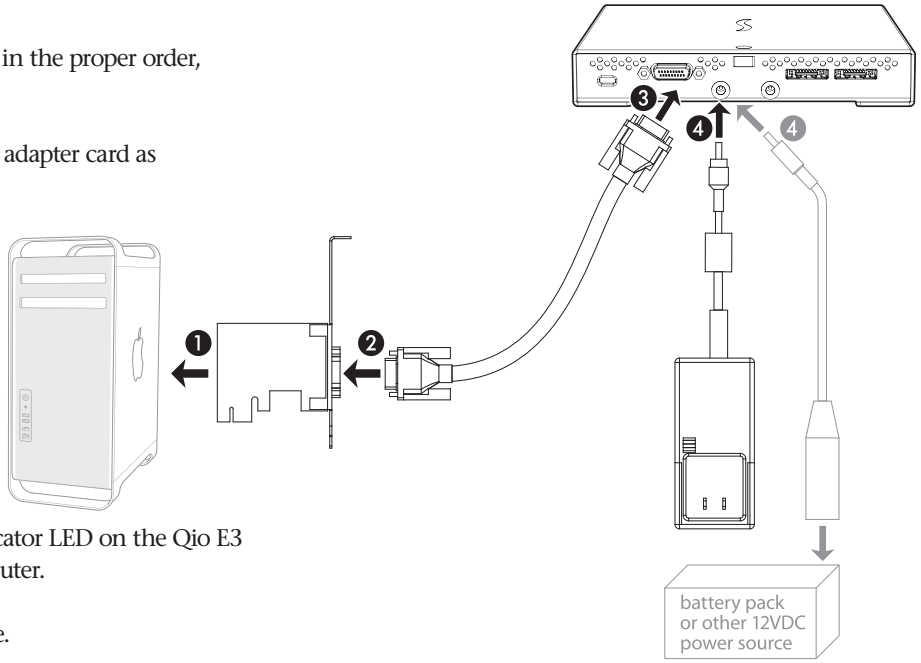
1. Install the software and Bus Extender PCIe 2.0 adapter card as described in the previous chapter.

2. Connect the external PCIe x1 interface cable to the Bus Extender PCIe adapter card in your computer.

3. Connect the other end of the interface cable to the Qio E3 enclosure.

4. Connect either the AC adapter or the optional XLR power cable (connected to a battery or other power source). Note that the Power Indicator LED on the Qio E3 will not light until after you turn on the computer.

5. Turn on your computer; Qio E3 is ready for use.



## Chapter 5 – Windows User's Hardware Installation and Connection Steps

**WARNING:** When handling computer products, take care to prevent components from being damaged by static electricity; avoid working in carpeted areas. Handle expansion cards only by their edges and avoid touching connector traces and component pins. Also, avoid touching the logic board and any of its components.

### A – Express Bus Extender PCIe 2.0 Installation Steps

If you purchased the QIO-E3-PCIE, install the PCIe adapter card into your computer first. *Otherwise, skip to the next page.*

1. Shut down your computer, and then touch an expansion card access cover on the back of the computer to discharge any potentially damaging static electricity.

2. Disconnect the power cord and any remaining cables for powered devices (monitor, printer, etc.) from the computer.

3. Open the computer to access the expansion card area (PCI Express slots); refer to your computer's user manual for specific information.

4. Locate an available PCI Express slot (PCIe 2.0, if possible) and remove its access cover.

**Support Note:** To avoid generating a static charge in your body, do not walk around the room until after you finish installing the PCIe adapter card and close the computer.

5. Remove the Sonnet card from its packaging, and then install it into the slot; **make sure the card is firmly seated and secured**.

6. Close your computer; *do not reconnect any power cables yet.*

### B – Connect Qio E3 to a Desktop Computer

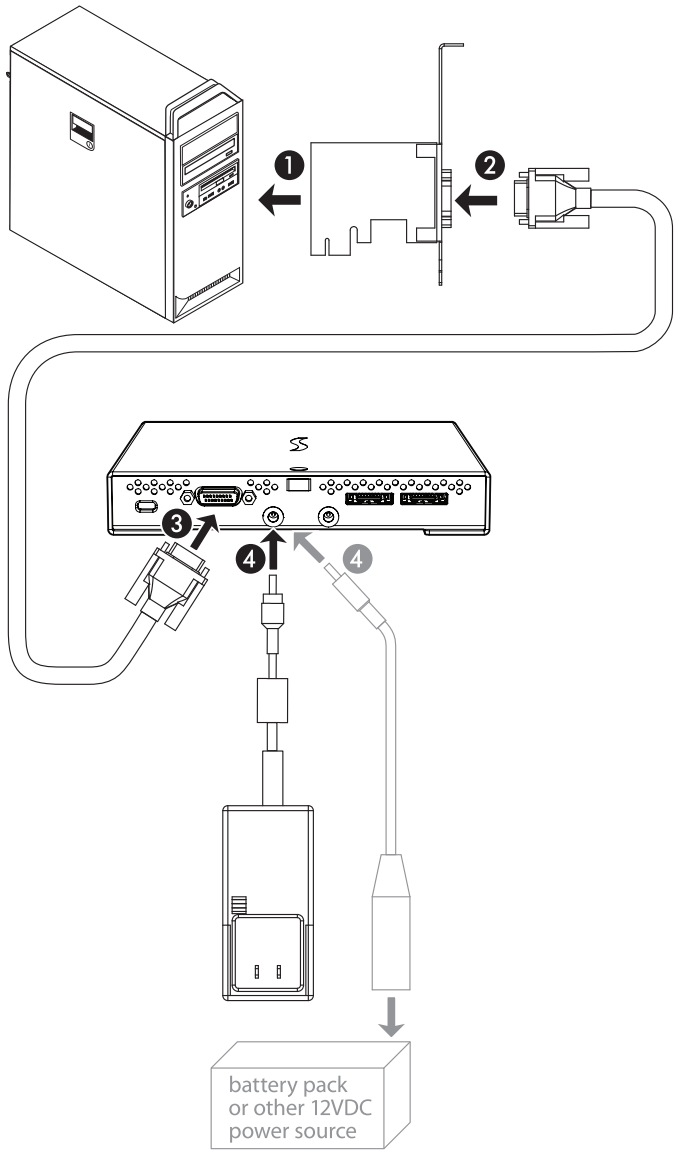
1. Install the Bus Extender PCIe 2.0 adapter card into your computer as described above.

2. Connect the external PCIe x1 interface cable to the Bus Extender PCIe adapter card in your computer.

3. Connect the other end of the interface cable to the Qio E3 enclosure.

4. Connect either the AC adapter or the optional XLR power cable (connected to a battery or other power source). Note that the Power Indicator LED on the Qio E3 will not light until after you turn on the computer.

5. Reconnect the power cord and peripheral cables to the computer, and then skip to Chapter 6 – Windows User's BIOS Setup and Software Installation Steps.



## Chapter 5 – Windows User's Hardware Installation and Connection Steps

### B – Connect Qio E3 to a Laptop Computer

Connect the PCIe Bus Extender ExpressCard/34 adapter and the Qio E3 enclosure in the proper order, *before you turn on your computer*:

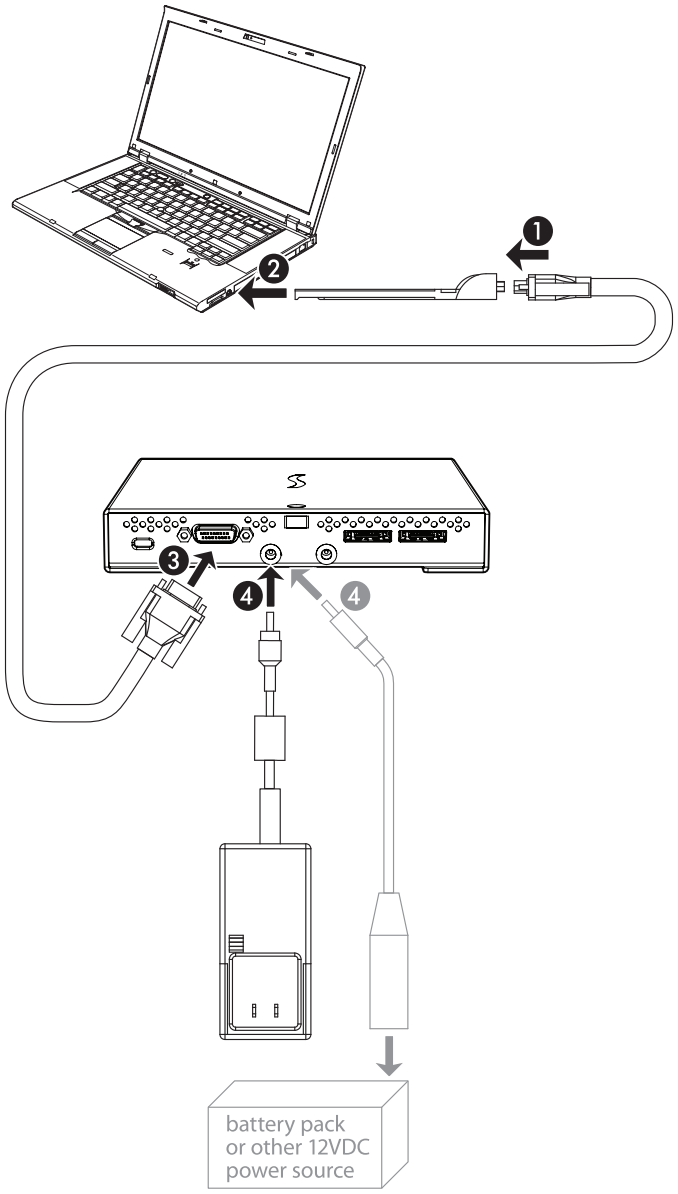
1. Connect the external PCIe x1 interface cable to the PCIe Bus Extender ExpressCard/34 adapter.

2. Insert the PCIe Bus Extender ExpressCard/34 adapter into your computer's ExpressCard slot.

3. Connect the other end of the interface cable to the Qio E3 enclosure.

4. Connect either the AC adapter or the optional XLR power cable (connected to a battery or other power source). Note that the Power Indicator LED on the Qio E3 will not light until after you turn on the computer.

5. Proceed to Chapter 6 – Windows User's BIOS Setup and Software Installation Steps.



# Chapter 6 – Windows User's BIOS Setup and Software Installation Steps

## A – BIOS Settings Change for Desktop Users

**Support Note:** Due to limited PCI I/O space, you will be instructed in the section below to disable at least one option ROM in the computer's BIOS, and possibly move the Sonnet card to a different slot. It may be necessary to disable at least one additional option ROM to support all of the Qio's features. If necessary, you can re-enable option ROMs in the BIOS.

1. Turn on your computer and boot immediately into the computer's BIOS (or setup) menu. Please refer to the computer's user's guide for specific instructions on how to perform the step.
2. Locate and disable the *S errors* (SERR#) option, if available.
3. Save the changes and exit; the computer will restart. If the computer boots normally, proceed to B – Software Download. Otherwise, go to the next step.
4. Shut down the computer, disconnect the power cord and any remaining cables for powered devices (monitor, printer, etc.), and then open it to access the expansion card area.
5. Remove the Sonnet card from its current slot and move it into another PCIe slot; if necessary, swap positions between the Sonnet card and another (except the graphics card). **Make sure the card is firmly seated and secured**.
6. Close your computer and reconnect the power cord and peripheral cables.
7. Turn on your computer. If it boots normally, proceed to B – Software Download. Otherwise, repeat steps 4 – 7 using any remaining available slots. After trying all the available slots, if your computer still freezes with the Sonnet card installed, move the card back to a slot you tried previously.
8. Turn on your computer and boot immediately into the computer's BIOS (or setup) menu.
9. Locate and disable an available, unused option ROM; the logic board's LSI RAID controller may be good option.
10. Save the changes and exit; the computer will restart. If the computer boots normally, proceed to B – Software Download. Otherwise, shut down the computer and repeat steps 8 – 10, disabling another available, unused option ROM.

**Support Note:** If your computer fails to operate with the Qio E3 attached, remove the Sonnet card and contact Sonnet support; refer to Contacting Sonnet Customer Support at the end of this manual. For further info, check the Qio E3 FAQs at www.sonnettech.com/support/kb/kb.php

## A – BIOS Settings Change for Laptop Users

**Support Note:** Due to limited PCI I/O space, you will be instructed in the section below to disable at least one option ROM in the computer's BIOS. It may be necessary to disable at least one additional option ROM to support all of the Qio's features. If necessary, you can re-enable option ROMs in the BIOS.

1. Turn on your computer and boot immediately into the computer's BIOS (or setup) menu. Please refer to the computer's user's guide for specific instructions on how to perform the step.
2. Locate and disable the *S errors* (SERR#) option, if available.
3. Save the changes and exit; the computer will restart. If the computer boots normally, proceed to B – Software Download. Otherwise, go to the next step.
4. Turn on your computer and boot immediately into the computer's BIOS (or setup) menu.
5. Locate and disable an available, unused option ROM; the Ethernet Boot Agent may be a good option.
6. Save the changes and exit; the computer will restart. If the computer boots normally, proceed to B – Software Download. Otherwise, shut down the computer and repeat steps 4 – 6, disabling another available, unused option ROM.

**Support Note:** If your computer fails to operate with the Qio E3 attached, remove the Sonnet card and contact Sonnet support; refer to Contacting Sonnet Customer Support at the end of this manual. For further info, check the Qio E3 FAQs at www.sonnettech.com/support/kb/kb.php

## B – Software Download

**Support Note:** You may skip the following software download and installation steps if you have confirmed you have installed the latest SxS device and UDF drivers.

1. Log onto the Internet.
2. Go to http://www.sonnettech.com/support/kb/kb.php, click the Pro Media Readers link, and then click the Qio E3 link.
3. Locate and click the Driver link, then click the Qio E3 SxS Device Drivers Installer link, and then click the Download Now button; you will be redirected to a Sony Web page. Click "Click here".
4. When the *License Agreement* page appears, read the license, and then click I Agree; depending on how your computer is configured, a new window may appear asking you what to do with the file; click Open. If another window appears asking for permission to open the file, click Allow.

### B – Software Download (continued)

5. When the window showing the contents of the .zip file appears, locate and click the Extract Files button.

6. When the *Extract Compressed (Zipped) Folders* window appears, click Browse.

7. When *Select a destination* window appears, click to choose a destination, and then click Extract.

### C – SxS Drivers Installation

1. Open the SxS_UDF_v*X_xx*_and_Device_Drivers_v*X_xx folder*.

2. Open the two ReadMe files, read them, and then follow the steps provided to install the device driver and UDF driver.

# Chapter 7 – SxS Media and ExpressCard/34 Adapter Card Use

## Inserting and Removing Cards

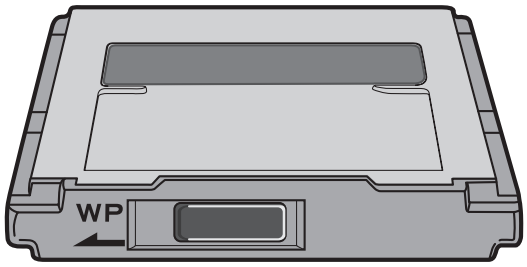
- Insert cards straight into the slots, parallel to the top cover of the Qio E3 enclosure
- Do not force a card into the slot, as you may damage the card or the slot connector
- To insert a card, push it into the slot until it "clicks" into place
- **Mac Users:** Before removing any memory card, be sure to eject (unmount) its mounted volume(s) by dragging its icon to the Eject icon in the Dock, or clicking its Eject button in a Finder window; otherwise, data on the memory card may be corrupted
- **Windows Users**: Before removing any SxS memory card, be sure to "eject" it first by clicking it in the taskbar and selecting Safely Remove Hardware > Safely remove Sony SxS…; otherwise, data on the memory card may be corrupted
- **Windows Users**: Before removing any ExpressCard/34 adapter, be sure to "eject" it first by clicking it in the taskbar and selecting Safely Remove Hardware
- If you are using an ExpressCard adapter to which you connect cables, always connect the cables to the adapter card before inserting it into the Qio E3 enclosure's slot
- To remove a card, push it further into the slot until it "clicks" again; the card will be ejected
- Do not pull out a card without first pushing it in; the next card you insert into the slot will be ejected immediately and may cause a problem

## Using the Sonnet PCIe Bus Extender ExpressCard/34 Adapter

- Always connect the external PCIe x1 interface cable to the PCIe Bus Extender ExpressCard/34 adapter before inserting it into your computer's ExpressCard slot
- Do not eject the PCIe Bus Extender ExpressCard/34 adapter from your computer unless the computer is shut off
- **If you are using a MacBook Pro that does NOT have a Thunderbolt port, hot-plugging the PCIe Bus Extender ExpressCard/34 adapter is not supported.**
  Insert the adapter into your computer with the Qio E3 enclosure attached and powered *before* you turn on your computer
- **If you are using a MacBook Pro that DOES have a Thunderbolt port, you MUST hot-plug the PCIe Bus Extender ExpressCard/34 adapter**
  Insert the adapter into your computer with the Qio E3 enclosure attached and powered *after* you turn on your computer; otherwise, Qio E3 will not be recognized if you boot or restart your computer with the Qio E3 plugged in

## SxS Memory Card Write Protect Switch

SxS memory cards have write protect switches. When set to the "WP" position, saving, editing and deleting data are disabled. Do not change the switch position on SxS cards when they are in the Qio E3. If you need to change the switch position, follow the instructions on card removal as previously described, pull the card out of its slot, change the card's switch position, and then reinsert the card into its slot.




Only change the write protect switch position when the card is not inserted into the Qio E3

## Chapter 8 – Using Drives Connected via eSATA

### Mac Users: Connecting/Disconnecting Drives

- Mac OS X users may hot-plug and hot-swap drives connected to the Qio E3

- Before disconnecting cables from the Qio E3 or attached drives, eject any mounted drive or volume by dragging its icon to the Eject icon in the Dock, or clicking its Eject button in a Finder window; otherwise, data on the connected drives may be corrupted

### Mac Users: Formatting Drives

Qio E3 supports one or two single-drive enclosures, or up to eight drives in two enclosures with hardware RAID controllers. Use Disk Utility (found in the Utilities folder within the Applications folder) to set up connected drives for use

### Windows Users: Connecting/Disconnecting Drives

- Always shut down your computer and drives before disconnecting the drives or their cables from the Qio E3

- Before disconnecting eSATA cables from the Qio E3 or attached drives, you must shut down your computer

### Windows Users: Formatting Drives

Qio E3 supports one or two single-drive enclosures, or up to eight drives in enclosures with a hardware RAID controller. If you intend to format drives connected to the Tempo card using Windows drive formatting tools (Disk Management), you may locate the information by using “format volume”, and “create striped volume” as search items in Windows Help

# Chapter 9 – Tips and Known Issues

## Tips

**Hot-Plugging Memory Cards**
You may hot-plug and hot-swap memory cards in and out of the Qio E3 enclosure. However, you must follow proper procedures for ejecting volumes or else you may lose data on the card or cause your computer to behave unexpectedly. Do not insert cards into the Qio E3 enclosure while your computer is sleeping.

**Hot-Plugging the Qio E3 Enclosure**
**Hot-plugging the Qio E3 enclosure is not supported**. You must connect a power source to the Qio E3 enclosure, and connect the Qio E3 to its adapter card in the order described earlier in this guide. Memory cards and adapter cards may already be plugged into Qio E3 when you turn on the computer.

**Memory Card Formatting**
For best compatibility, format memory cards in the cameras in which you use them. In some cases, a card formatted in Qio E3 will not be recognized and must be reformatted in the camera.

**Device Drivers**
When using adapter cards, some of them 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.

**Powering Devices Connected to Adapter Cards**
Although many peripherals may draw power directly through adapter cards plugged into the Qio E3 enclosure, other devices may draw more power than Qio E3 can provide and they require an external power source. Remember to use external power supplies when necessary.

## Known Issues

**Some ExpressCard Adapters are Not Properly Recognized When Hot-Plugged Into the Qio E3 Enclosure**
FireWire and combo FireWire/USB cards will not operate when plugged in while the computer is on. Cards inserted into the Qio E3 enclosure at startup will work without issue.

**Occasional Slow Wake from Sleep**
When storage devices are attached to an adapter card inserted in the Qio E3 enclosure, your computer may occasionally take several minutes to wake from sleep. Sonnet expects to resolve the issue in a future software update.

# Chapter 10 – Specifications, Precautions, FCC Compliance, and Support Information

## Specifications

| | |
|---|---|
| External Connectors (Qio E3 Enclosure) | Three ExpressCard/34 (SxS)<br>Two eSATA<br>External PCIe x1 - 18<br>Two power; one 12VDC @ 3A (20VDC MAX) input, one 12VDC @ .5A output |
| External Connectors (Adapter Card) | External PCIe x1 - 18 |
| Data Transfer Speed (used with PCIe 2.0 adapter) | Up to 400 MB/s aggregate |
| Data Transfer Speed (used with ExpressCard/34 adapter) | Up to 200 MB/s aggregate |
| Bus Interface (Qio E3 enclosure) | PCI Express 2.0 |
| Supported Media, ExpressCard/34 Slots | SxS; SxS Pro; SxS-1<br>(CF, SD, SDHC, SDXC, Memory Stick, MMC, and xD-Picture Card using adapters, sold separately) |
| Drives Supported | Up to 8* |
| Drive Types Supported | Serial ATA III, II, and I |
| Firmware | Flash-ROM upgradeable to latest firmware version |
| Bootability | Not supported |
| Dimensions (Qio E3 Enclosure) | WxDxH: 5.9 x 6.2 x 1 in. (14.9 x 15.7 x 2.5 cm) |
| Weight (Qio E3 Enclosure) | 1 lb (0.45 kg) |
| RoHS Compliant | Yes |

* Support for up to 8 drives requires the use of drive enclosures employing a hardware RAID controller (like Sonnet's Fusion D400QR5 or R400QR5)

## 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 disassemble or modify the enclosure. If this device appears to be malfunctioning, contact your reseller or local distributor
- Do not drop the enclosure or adapter card; dropping or mishandling of the enclosure or adapter card may result in a malfunction leaving the product inoperable
- Do not insert your fingers or foreign objects inside the enclosure

### Warnings (continued)

- 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 User's Guide

### FCC Compliance

Express Bus Extender PCIe 2.0, PCIe Bus Extender ExpressCard/34, and Qio E3 comply 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.

### Contacting Sonnet Customer Service

**USA Customers**

The Sonnet Web site located at www.sonnettech.com has the most current support information and technical updates. Before you call Sonnet Customer Service, please check our Web site for the latest updates and online support files, and check this User's Guide for helpful information. When you call Sonnet Customer Service, have the following information available so our customer service staff can better assist you:

- Product name
- Date and place of purchase
- Computer model
- Operating system version
- Software/firmware versions

If further assistance is needed, please contact **Sonnet Customer Service** at:
**Online Service Form**: http://serviceform.sonnettech.com
**Tel**: 1-949-472-2772
(Monday–Friday, 7 a.m.–4 p.m. Pacific Time)
**E-mail**: support@sonnettech.com

**For Customers Outside the USA**

For support on this product, contact your reseller or local distributor.

### Visit Our Web Site

For the most current product information and online support files, visit the Sonnet Web site at www.sonnettech.com/support/. Register your product online at http://registration.sonnettech.com to be informed of future upgrades and product releases.

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