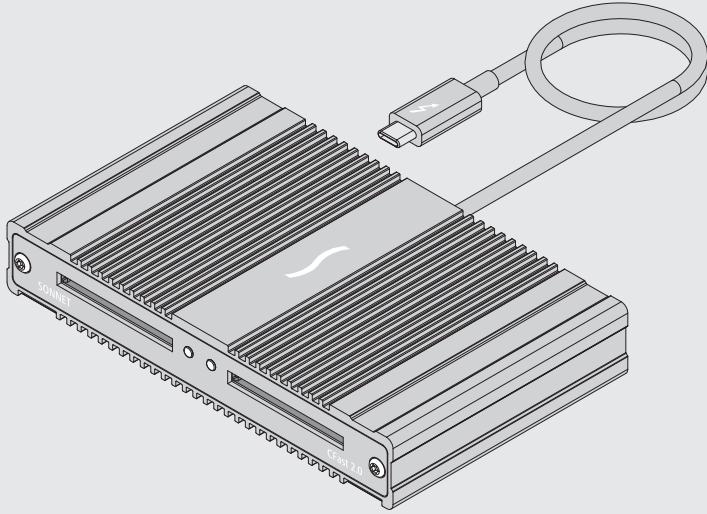# Quick Start Guide
## for SF3™ Series — CFast™ 2.0 Pro Card Reader



## Mac® Compatibility
• Mac (M series)
• Mac (Intel®) with Thunderbolt 3 ports
• macOS® 10.12.6+

## Windows® Compatibility
• Computer with Thunderbolt 5, 4, or 3 ports
• Windows 11, 10

## CFast Media Compatibility
• CFast, CFast 2.0

**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 SF3 Series CFast 2.0 Pro Card Reader link.
3. Click the Manual link.
4. Click the SF3 Series CFast 2.0 Pro Card Reader QSG [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.

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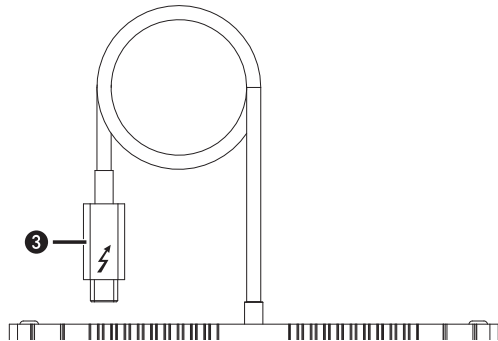## SF3 Series — CFast 2.0 Pro Card Reader Description
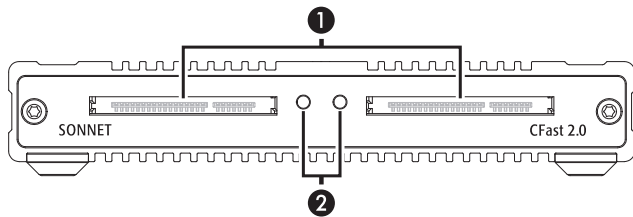


**1 – Power Indicator**
These LEDs light when the reader is connected to a computer and CFast cards are inserted into the slots.

**2 – Card Slots**
These slots accept CFast and CFast 2.0 cards.



**3 – Thunderbolt Connector**
Plug this into one of your computer's Thunderbolt ports (often indicated by a ⚡ logo), or at the end of a Thunderbolt device chain. Ports marked with the generic USB icon (•⟷•) or USB Charging Port icon (⚡) are NOT compatible.

## Mac® Driver Information
The drivers required to support SF3 Series – CFast 2.0 Pro Card Reader are installed as part of macOS 10.12.6 and later; there are no preparation steps for using the reader with your Mac.

## Windows® Users Preparation Steps
To enable SF3 Series — CFast 2.0 Pro Card Reader to work with your Windows computer, please do the following:

1. Go to www.sonnettech.com/support/kb/kb.php, and then navigate to and click the SF3 Series CFast 2.0 Pro Card Reader link.

2. Click the Driver link. Click the SF3 Series CFast 2.0 Pro Card Reader Driver (Windows) link and then click the Download Now button.

3. Install the driver, and then restart your computer.

## Windows Users—Using the Card Reader For the First Time

An *Approve New Thunderbolt™ Devices* window will appear the first time you connect Sonnet card reader to your computer while it is running (or the first time your computer boots with the reader connected). From the drop-down menu select Always Connect, and then click OK.

## Windows Users—CFast Cards May Not Mount

Windows needs to be trained to identify CFast cards. You can train Windows in two ways:

1. Boot with the Sonnet CFast reader attached (cards do not need to be plugged in).

2. Plug in two CFast cards, and then hot-plug the Thunderbolt cable to the Sonnet CFast reader.

After either one of these training methods, Windows will continue to automatically recognize inserted CFast cards.

## All Users—Inserting and Removing Cards

• To insert a CFast card, push it into straight into the slot, parallel to the top cover of the reader, until it stops; do not force a card into the slot, as you may damage the card or the slot connector.

• Before removing a card, be sure to "eject" or "Safely Remove" its mounted volume; otherwise, data on the memory card may be corrupted.

• To remove a card, pull it straight out of the slot.



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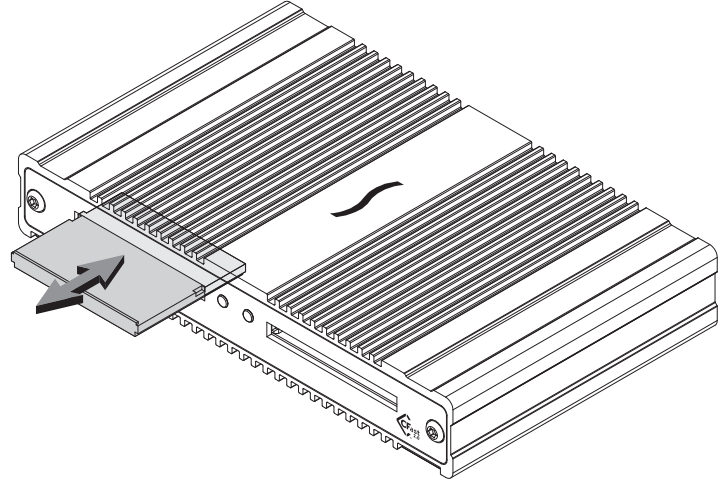
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## Known Issues/Advice

• The Sonnet CFast reader is compatible with all major brands of CFast and CFast 2.0 cards. Wyse brand CFast 2.0 cards are not compatible.

• The Sonnet CFast reader's captive Thunderbolt cable remains firmly connected at all times. Should the cable ever break, you can easily replace it with a Sonnet-approved Thunderbolt cable.

• The Sonnet CFast card reader requires 15W of power to operate. If upon connecting the Sonnet reader to your computer you see an *Accessory Needs More Power* message:

  – When plugging external devices into an Intel-based MacBook Pro, 15- and 13-inch models with four Thunderbolt 3 ports will provide 15W only to the first two devices and then 7.5W to the second two devices in the order that they are plugged in, irrespective of port and device type. The 13-inch model with only two Thunderbolt 3 ports will provide 15W to the first device and 7.5W to the second. Try disconnecting all the devices and plug in the Sonnet CFast card reader first.

  – Some Thunderbolt 3 PCs do not supply 15W to all of their Thunderbolt ports; check you computer specifications for details. Make sure the Sonnet CFast card reader is the first device plugged into the computer.

## 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
• 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

`6`