SOLO 10G

10GBASE-T/NBASE-T® to Thunderbolt™ Adapter

Quick Start Guide
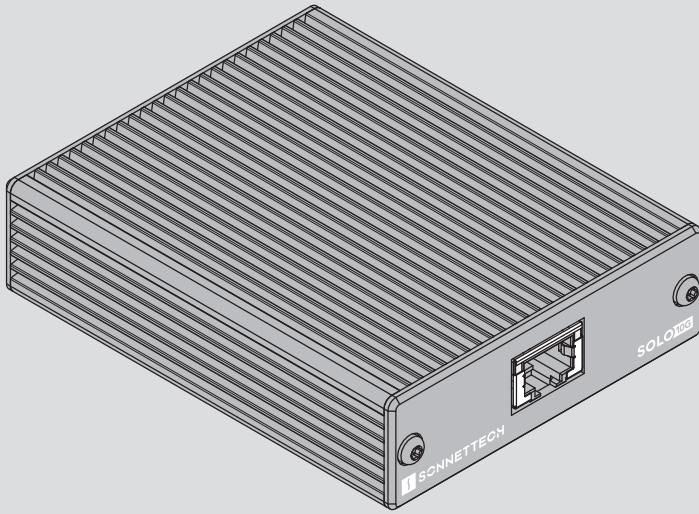
SONNETTECH®

Mac® Compatibility
• Mac (M series)
• Mac (Intel®) with Thunderbolt 3 ports
• macOS 12+

Windows® Compatibility
• Windows computer with Thunderbolt 5, 4 or 3 ports
• Windows 11 and 10

Linux® Compatibility
• Linux computer with Thunderbolt 5, 4 or 3 ports
• Linux Kernel 5.4 or later

## iPad® Compatibility
• iPad Pro® with Thunderbolt port

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 Solo10G link.
3. Click the Manual link.
4. Click the Solo10G Thunderbolt 3 Edition Quick Start Guide [English] link and then check the Document Version information. If the version listed is later than this document (**revision K**), click the Download Now button for the latest version.

Solo10G Description

GRN=10G   LINK/ACT
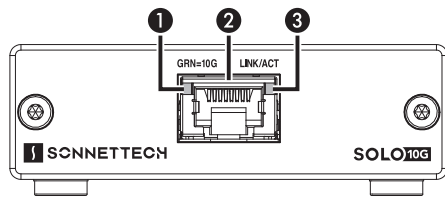
1 – Link Speed Indicator
When a link is established between the adapter and the switch, this LED lights to indicate the link speed to the switch: green = 10Gb; yellow = 5Gb, 2.5Gb, 1Gb, or 100Mb.
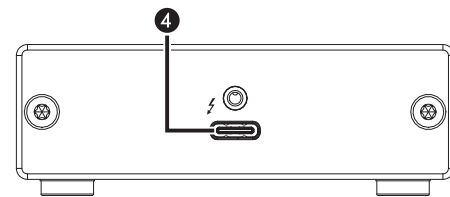
2 – RJ45 (10GBASE-T/NBASE-T) Port
Connect a Cat 6A, Cat 6 or Cat 5e* cable between this port and the switch's or device's RJ45 port.

3 – Link/Activity Indicator
This LED flashes green to indicate a link is established between the adapter and the switch, and flashes yellow when the link is training.

**4 – Thunderbolt Connector** (illustrated next panel)
Connect the included (or other certified) Thunderbolt cable between this connector and your computer's (or intermediate peripheral device's) Thunderbolt port.

* 10 Gb/s speed supported on Cat 6A and Cat 6 cabling at 100 and 55 meters, respectively. Lower speeds supported on Cat 5e and better cabling at up to 100 meters. 5 Gb/s and 2.5 Gb/s link speed support requires an NBASE-T (multi-Gigabit) compatible switch.

Additional Package Contents Description
Thunderbolt Cable
Connect this cable between Solo10G and one of your computer's Thunderbolt ports (often indicated by a ⚡ logo), or other Thunderbolt peripheral device in the chain connected to the computer. Connecting the adapter to a computer port marked with the generic USB icon (•⟵⟶) or USB Charging Port icon (⚡) is NOT supported.
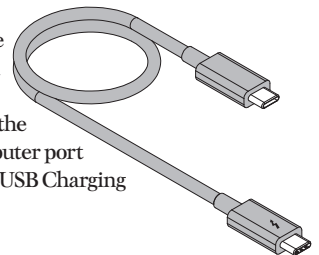
Driver Information
For Mac, Linux, and iPad users, the drivers required to support this product are installed as part of supported operating systems; the Sonnet adapter is ready for use when you power on your computer.

For Windows users, please go to www.sonnettech.com/support/kb/kb.php. Navigate to and click the Solo10G link, and then click the Driver link. Locate, download, and install the Windows drivers.
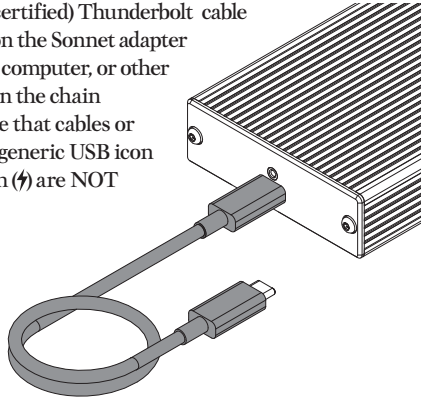
Connecting the Adapter

Connect the included (or other certified) Thunderbolt cable between the Thunderbolt port on the Sonnet adapter and a Thunderbolt port on your computer, or other Thunderbolt peripheral device in the chain connected to the computer. Note that cables or computer ports marked with a generic USB icon (⬦⟵➤) or USB Charging Port icon (ϟ) are NOT compatible.

Basic Configuration Information—macOS

With Solo10G connected to your computer and network infrastructure, configure the adapter's settings in the System Preferences' Network preferences panel. The adapter will be identified as Thunderbolt Ethernet Slot x.

Performance Tuning Steps—macOS

These are steps required to configure Solo10G for maximum performance.

Support Note: To obtain maximum 10Gbps performance, the Solo10G duplex setting must be set to full-duplex, and the MTU (frames) setting to Jumbo (9000). For large frames to be transmitted intact end to end, every component in the path must support that frame size. Switches, routers, and NICs from one end to the other must all support the same size of jumbo frame transmission for a successful jumbo frame communication session.

1. Open System Preferences, and then click Network. In the Network preferences panel, click Solo10G (Thunderbolt Ethernet, Slot x) in the left panel, and then click Advanced; a new panel appears.

2. In the new panel, click Hardware. From the Configure drop-down menu, select "Manually". In the Speed drop-down menu, leave the setting at or select "10GbaseT" (or "5000baseT" or "2500baseT" if either is the top speed your network connection supports). In the Duplex drop-down menu, select "full-duplex" (*not* "full duplex, flow-control"). In the MTU drop-down menu, select "Jumbo (9000)" or select "Custom," and then enter "9000" in the box below.

3. When you've finished changing the settings, click OK.

4. Back in the main Network window, click Apply after you've completed changing the settings.

Support Note: For additional info on improving throughput under macOS, visit the Solo10G support page.
1. Go to www.sonnettech.com/support/kb/kb.php
2. Navigate to and click the Solo10G link, and then click the FAQ link.
3. Click the link for article ID 814.

Basic Configuration Information—Windows

Configure the Solo10G adapter's settings using Windows Device Manager. You may locate the device in the Network adapters category, listed as Sonnet Solo 10G Thunderbolt 3 Edition. Please note that the first time you connect Solo10G to your computer, an *Approve New Thunderbolt™ Devices* window will appear. From the drop-down menu select Always Connect, and then click OK.

Basic Confiruration Information—Linux

The steps necessary to configure the Sonnet adapter with your computer may vary based on the version of Linux running. Sonnet recommends using the method or tools you would normally use for configuring any onboard ports.

Tips, General Information

5 Gb/s and 2.5 Gb/s Link Speed Support

Solo10G supports 5 Gb/s and 2.5 Gb/s link speeds when used with NBASE-T compatible (multi-Gigabit) switches and connected via CAT 5e (or better) cabling.

Performance May Drop With a Mac Laptop Running on Battery Power

When a Mac laptop computer's battery level drops below -20%, macOS will decrease Ethernet performance in order to conserve battery life.

Audio Video Bridging (AVB) Support—macOS Only

Solo10G supports AVB under macOS when used with AVB-compatible (802.1Qav) switches. For AVB applications, use the macOS Audio MIDI Setup app to configure your setup.

Solo10G Requires a Thunderbolt 5, 4, or 3 Port to Operate

The Solo10G adapter is *not* compatible with the Apple Thunderbolt 3 (USB-C) to Thunderbolt 2 adapter, which does not support bus-powered devices.

Operating System (OS) Updates May Cause Issues

Specific device drivers that work under one OS version may not work under a later version, and OS updates may corrupt preferences or configurations. Before updating your computer to the latest OS, we recommend that you check the Solo10G support page to verify that the existing drivers work.

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