Quick Start Guide
for Sonnet SxS™ PRO X Thunderbolt™ Single-Slot Card Reader

![SxS logo]
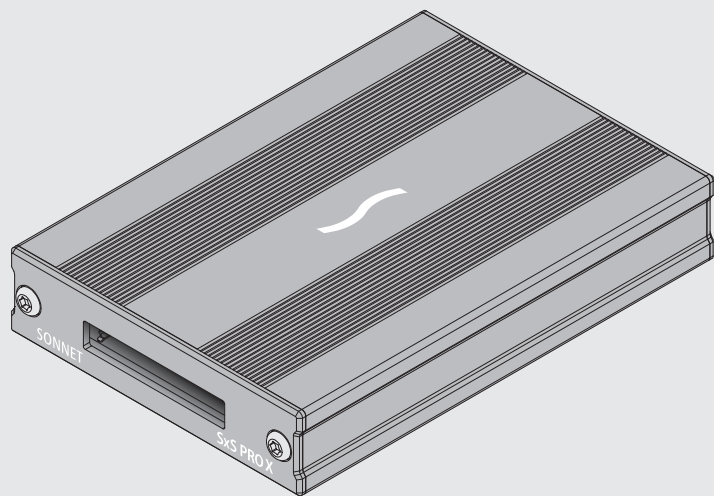
![Thunderbolt logo]
THUNDERBOLT.

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

SxS Media Compatibility
• Sony SxS, SxS-1, SxS Pro, SxS Pro+, SxS Pro+ D Series, SxS Pro+ E Series, SxS PRO X
• Sony AXS media NOT supported

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 SxS PRO X Thunderbolt Single-Slot Card Reader link.
3. Click the Manual link.
4. Click the SxS PRO X Single-Slot Card Reader QSG [English] link and then check the Document Version information. If the version listed is later than this document (**revision G**), click the Download Now button for the latest version.

SxS PRO X Thunderbolt Single-Slot Card Reader Description
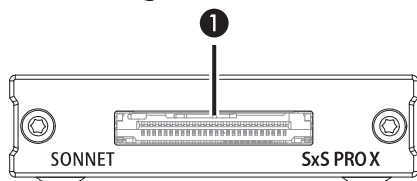
1 – Card Slot
This slot accepts all SxS cards; SD, SDHC, and SDXC cards are supported with an adapter (sold separately).
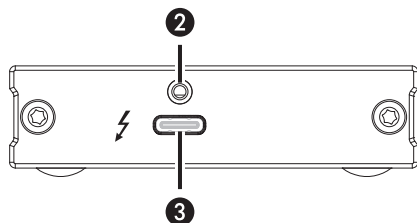
2 – Threaded Nut for ThunderLok™
Attach the included Thunderbolt connector retainer clip here.

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


Additional Package Contents Description

Thunderbolt Cable
Connect this cable between the Sonnet card reader 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 reader to a computer port marked with the generic USB icon (•⛛•) or USB Charging Port icon (⚡) is NOT supported.
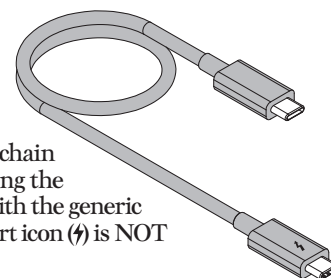
ThunderLok Thunderbolt Connector Retainer Clip
This clip secures the Thunderbolt connector plugged into the Sonnet card reader's Thunderbolt port to prevent accidental cable disconnection. This clip is compatible with Sonnet 0.5- and 0.7-meter Thunderbolt cables.
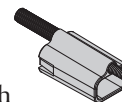
Preparing to Use the Sonnet Card Reader With a Windows Computer

1. Update your computer's BIOS to the latest version.

2. Confirm your computer is running, or update to, the latest Thunderbolt software.

3. Confirm your computer is running, or update to Windows 11 or Windows 10.

Driver Information—All Users

The drivers that enable the Sonnet SxS PRO X Thunderbolt Single-Slot Card Reader itself to work with your computer are installed as part of macOS, and Windows 11 and 10. *However,* to enable support for SxS memory cards, you must download Sony® drivers via the Sonnet website and install them on your computer. Additionally, **Windows users should download and install the Sonnet Device Manager Rescan applet.**

1. Go to https://www.sonnettech.com/support/kb/kb.php

2. Navigate to and click the SxS PRO X Thunderbolt 3 Single-Slot Card Reader link.

3. Click the appropriate links for macOS or Windows software, *read the instructions,* and then click the Download Now button(s); note that macOS users need to download version-specific software. Follow the directions on the Sony website to download the appropriate drivers.

4. Install the drivers, and then restart your computer.

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Support Note: To attach the ThunderLok clip to the cable, remove both from their packaging, and then insert the connector through the connector clip as shown. Note that the connector will pass all the way through the clip; when you connect the cable to the reader, the clip will secure the connector.
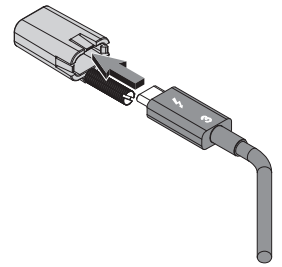
Connecting the Reader

Connect the included (or other certified) Thunderbolt cable between the Thunderbolt port on the Sonnet card reader 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 (⚡) are NOT compatible. Secure the retainer clip to the reader if you attached it to the cable.
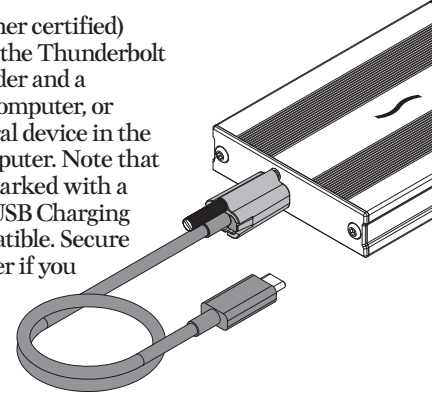

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Windows Users—Using the Card Reader For the First Time

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.

All Users—Inserting and Removing Cards

• To insert a card, push it 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 from the reader, 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.
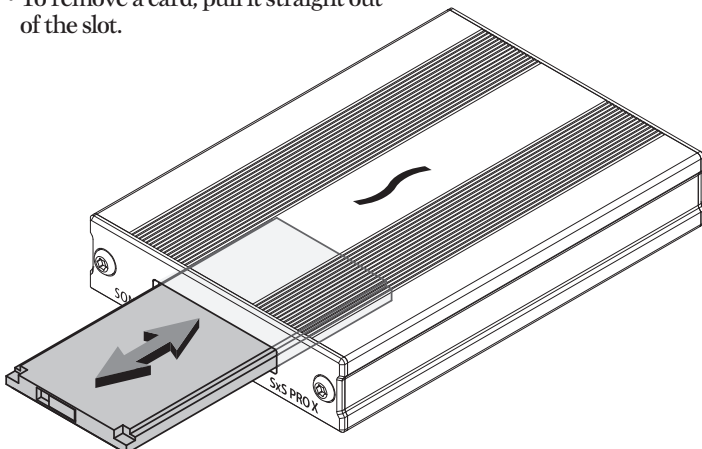
Contacting Customer Service

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

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