

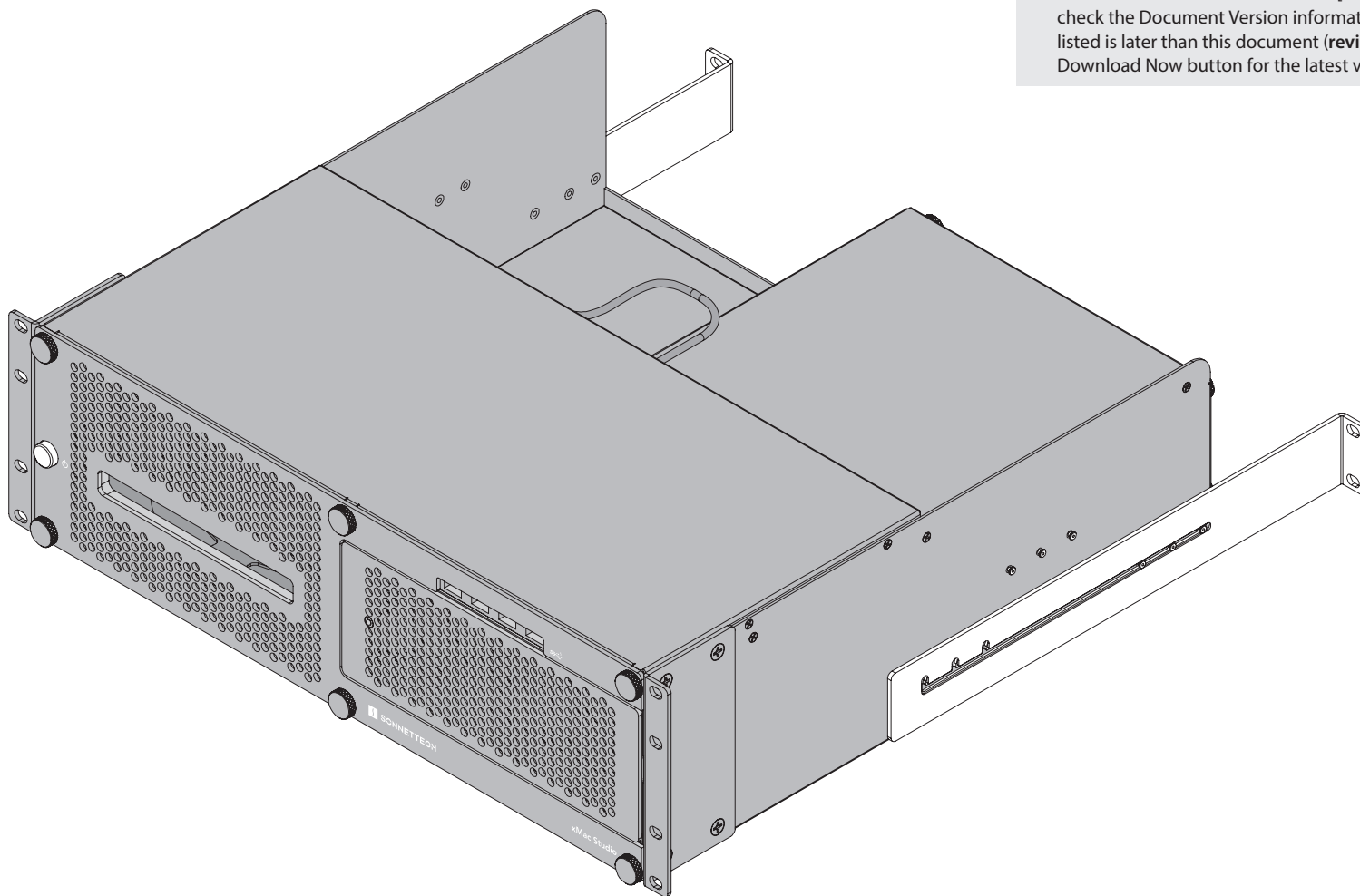
# User's Guide

## for xMac Studio



**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.

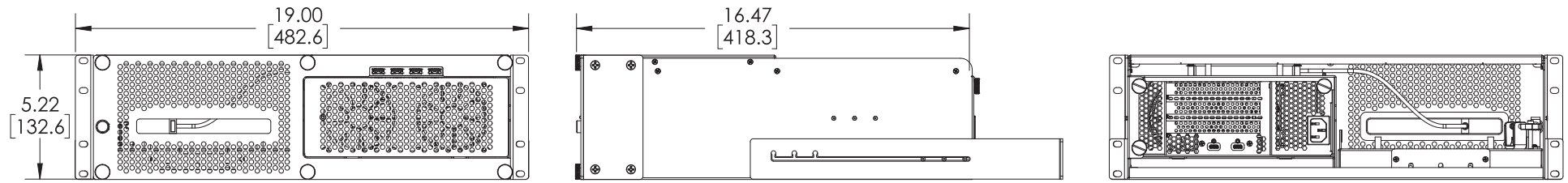
1. Go to <https://www.sonnettech.com/support/kb/kb.php>
2. Navigate to and click the xMac Studio link.
3. Click the Manual link.
4. Click the xMac Studio User's Guide [English] link and then check the Document Version information. If the version listed is later than this document (**revision K**), click the Download Now button for the latest version.



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## Section 1 – Introduction and System Requirements



### Introduction

Congratulations on your purchase! xMac Studio is a rackmount enclosure for Mac Studio computers and Sonnet Echo™ Thunderbolt expansion modules for PCIe cards. Through a module's PCIe slot(s), you may connect two or three non-GPU adapter cards to your Mac Studio to expand its capabilities and add connectivity beyond what's offered through its native ports.

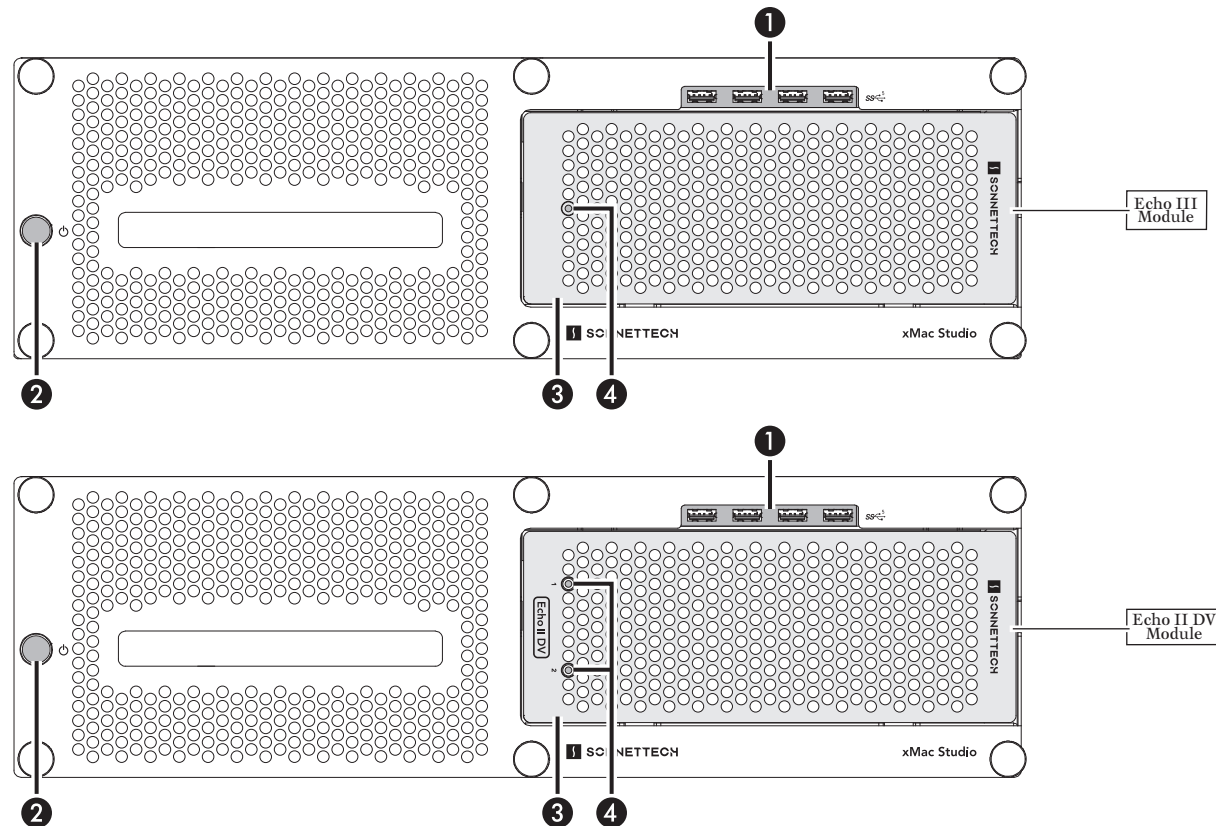
### Mac Compatibility

- Mac Studio computers with PCIe cards that have M series processor-compatible drivers
- macOS 13+

### System Requirements

While Echo modules require no drivers beyond those pre-installed in macOS, many expansion cards you install do; Thunderbolt-compatible drivers to enable them to work properly through the Thunderbolt interface are required. More information on which cards are compatible with Echo II DV and Echo III Modules is available at: <https://sonnettech.com/support/>

## Section 2 – xMac Studio Description



### Front Panel

#### 1 – USB Hub

This connects via a passthrough cable to one of the computer's back-panel USB ports, supporting connection of keyboards, mice, thumb drives, and other USB devices. Note that the total number of USB devices you can connect to the hub may be limited by the width of the devices' USB connectors.

#### 2 – Power Switch

This button activates the Mac Studio computer's power switch; an installed Echo module's power supply turns on and off along with the computer.

#### 3 – Echo Module

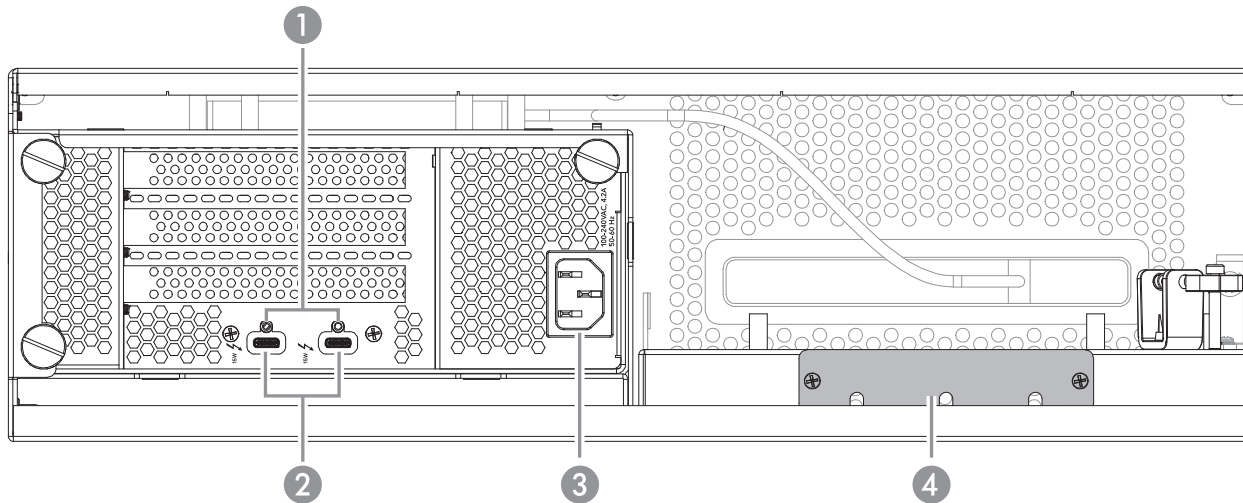
Depending on the xMac Studio model you purchased, there is either a 3-slot (Echo III Module) or 2-slot (Echo II DV Module Thunderbolt to PCIe card expansion system, or an empty space for installing one of the modules. Note that *you may remove and install the Echo module without removing the rackmount enclosure's front panel*; instructions follow.

#### 4 – Power Indicator LED(s)

In systems including an Echo module, this lights when the Echo module is powered, the Thunderbolt cable between the module and your computer is plugged in securely, and the computer powered on. Echo II DV Module includes two Power Indicator LEDs (one for each slot, which has its own Thunderbolt interface), and requires the connection of two Thunderbolt cables between the module and your computer.

## Section 2 – xMac Studio Description

### Back Panel — xMac Studio / Echo III



#### 1 – Threaded Nut(s) for ThunderLok

Attach the included Thunderbolt connector retainer clip here.

#### 2 – Thunderbolt Port(s)

Connect the included (or other certified) Thunderbolt cable between one of these ports and one of your computer's Thunderbolt ports.

Echo III Module's second Thunderbolt port may be used to connect to another Thunderbolt peripheral device. We recommend that you connect displays and USB devices directly to your Mac Studio instead of the second Thunderbolt port.

#### 3 – Power Input Socket

Connect the included AC power cord here.

#### 4 – Accessory Space/Airflow Integrity Cover Plate

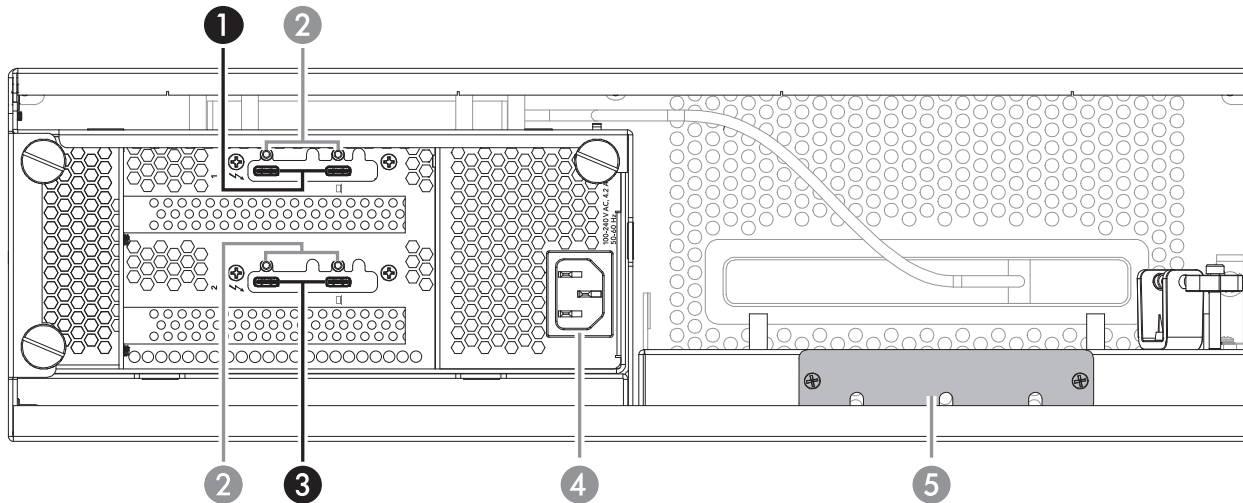
Remove this plate to insert your Thunderbolt or USB SSD (or other compact device) up to 3.2-inches (81 mm) wide by 0.7-inch (17.7 mm) tall, and then reinstall the plate to secure the device. Depending on its size, you may install more than one device. This plate must be reinstalled after removal to ensure the installed Mac Studio computer cools properly.



**Support Note:** You may install SSDs up to 0.9-inches (23 mm) tall when inserted through the front of the rackmount enclosure (with the front panel removed).

## Section 2 – xMac Studio Description

### Back Panel — xMac Studio / Echo II DV



#### 1 – Thunderbolt Ports (Slot 1)

Connect the included (or other certified) Thunderbolt cable between the port marked with the computer icon and one of your computer's Thunderbolt ports. This port pair only supports slot 1.

The second Thunderbolt port of this slot's pair may be used to connect to another Thunderbolt peripheral device. *However*, if you install a PCIe card with high bandwidth requirements, such as a DV I/O card, we recommend you do not connect a downstream device. Also, you should connect displays and USB devices directly to your Mac Studio instead of the second Thunderbolt port.

#### 2 – Threaded Nuts for ThunderLok

Attach the included Thunderbolt connector retainer clips here.



**Support Note:** Depending on when you purchased your xMac Studio, there may be clearance/interference issues when attempting to use ThunderLok clips with the top Thunderbolt ports (slot 1).

#### 3 – Thunderbolt Ports (Slot 2)

Same as Thunderbolt Ports (Slot 1), but for slot 2.

#### 4 – Power Input Socket

Connect the included AC power cord here.

#### 5 – Accessory Space/Airflow Integrity Cover Plate

Remove this plate to insert your Thunderbolt or USB SSD (or other compact device) up to 3.2-inches (81 mm) wide by 0.7-inch (17.7 mm) tall, and then reinstall the plate to secure the device. Depending on its size, you may install more than one device. This plate must be reinstalled after removal to ensure the installed Mac Studio computer cools properly.



**Support Note:** You may install SSDs up to 0.9-inches (23 mm) tall when inserted through the front of the rackmount enclosure (with the front panel removed).



## Section 2 – xMac Studio Description

### Echo III Module Interior

#### 1 – Slot 1

This is an x8 mechanical (x8 electrical) PCIe 3.1 slot.\* It also supports PCIe 4.0, 2.0, and 1.1 cards.

#### 2 – Slot 2

This is an x16 mechanical (x8 electrical) PCIe 3.1 slot.\* It also supports PCIe 4.0, 2.0, and 1.1 cards.

#### 3 – Slot 3

This is an x8 mechanical (x4 electrical) PCIe 3.1 slot.\* It also supports PCIe 4.0, 2.0, and 1.1 cards.

#### 4 – PCIe Gen 3/Gen 2 (HDX) Mode Switch

This switch enables the use of Avid Pro Tools | HDX PCIe cards in the Echo module; instructions follow.

#### 5 – Thunderbolt Interface Card

This card is installed in its own slot and may not be moved to another.

#### 6 – PCIe Slot Access Covers

These cover openings when PCIe slots are unoccupied.

#### 7 – 6-Pin Auxilliary Power Connector and Cable

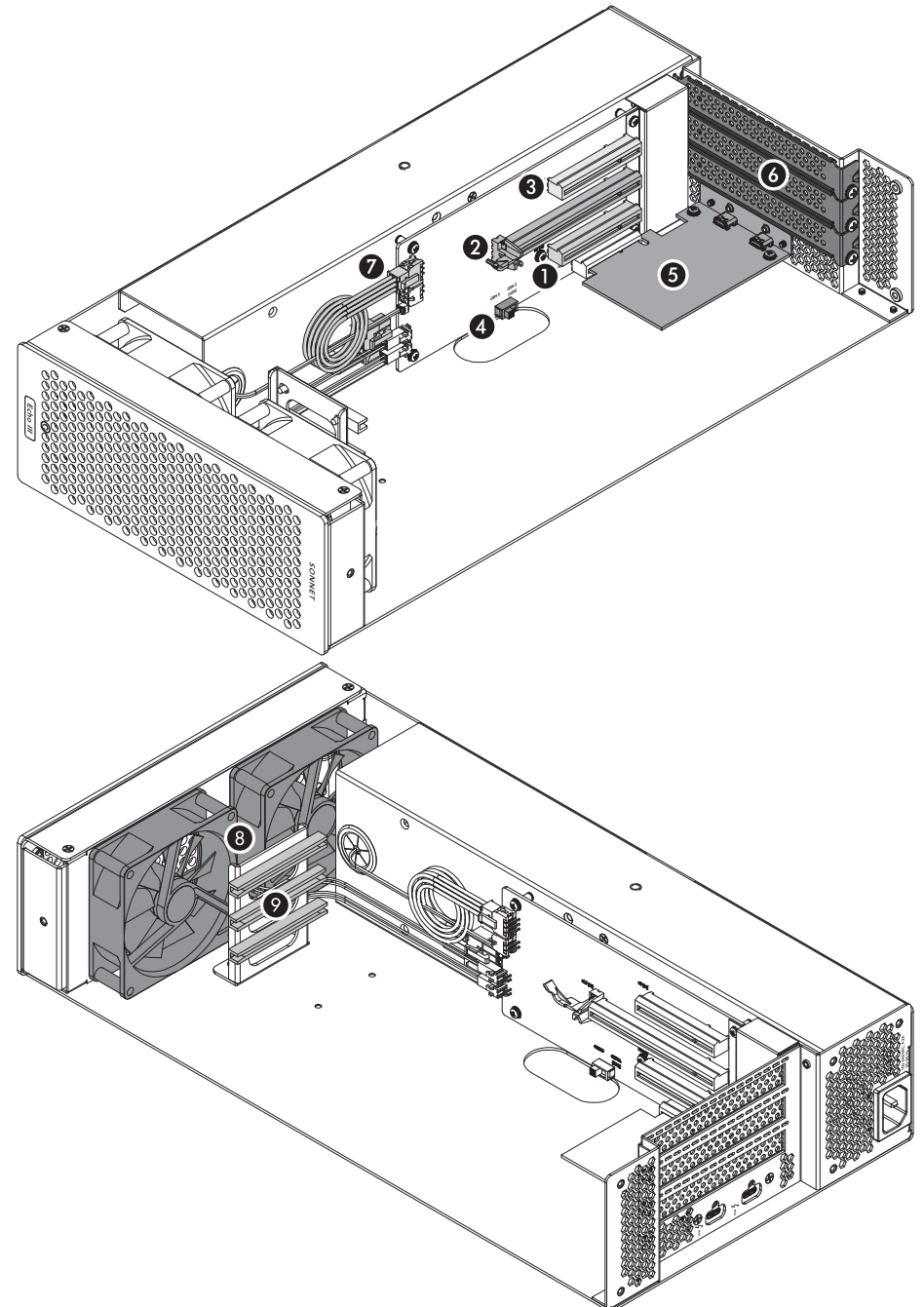
Plug in the included auxiliary power cable into this connector when you're installing cards requiring extra power. When installing Avid Pro Tools | HDX PCIe cards, connect an HDX card's custom power cable instead.

#### 8 – Temperature-Controlled Fans

These provide cooling for the installed PCIe cards and the module's supporting Thunderbolt and power circuitry. The fans operate at a whisper when the cards are running cool, and automatically speed up in steps as the temperature rises. To prevent overheating, do not block the fans or the vent holes on the module.

#### 9 – PCIe Card Guides

When installing full-length cards, use these to support and secure the cards in place.



\* PCIe 2.0 slot when PCIe Gen 3/Gen 2 (HDX) Mode Switch set to Gen 2 (HDX) position.

## Section 2 – xMac Studio Description

### Echo II DV Module Interior

#### 1 – 6-Pin Auxilliary Power Connector for Slot 1

Plug in one of the included auxiliary power cables into this connector when you're installing a card requiring extra power. When installing an Avid Pro Tools | HDX PCIe card, connect an HDX card's custom power cable instead.

#### 2 – 6-Pin Auxilliary Power Connector for Slot 2

Same as for 6-Pin Auxiliary Power Connector for Slot 1, except for slot 2.

#### 3 – Slot 1

This is an x16 mechanical (x4 electrical) PCIe 3.1 slot. It supports PCIe 4.0, 3.0, 2.0, and 1.1 cards.

#### 4 – Slot 2

This is an x16 mechanical (x4 electrical) PCIe 3.1 slot. It supports PCIe 4.0, 3.0, 2.0, and 1.1 cards.

#### 5 – Thunderbolt Interface Card for Slot 1

This card is installed in its own slot and may not be moved to another. This interface card only supports slot 1.

#### 6 – Thunderbolt Interface Card for Slot 2

This card is installed in its own slot and may not be moved to another. This interface card only supports slot 2.

#### 7 – PCIe Slot Access Covers

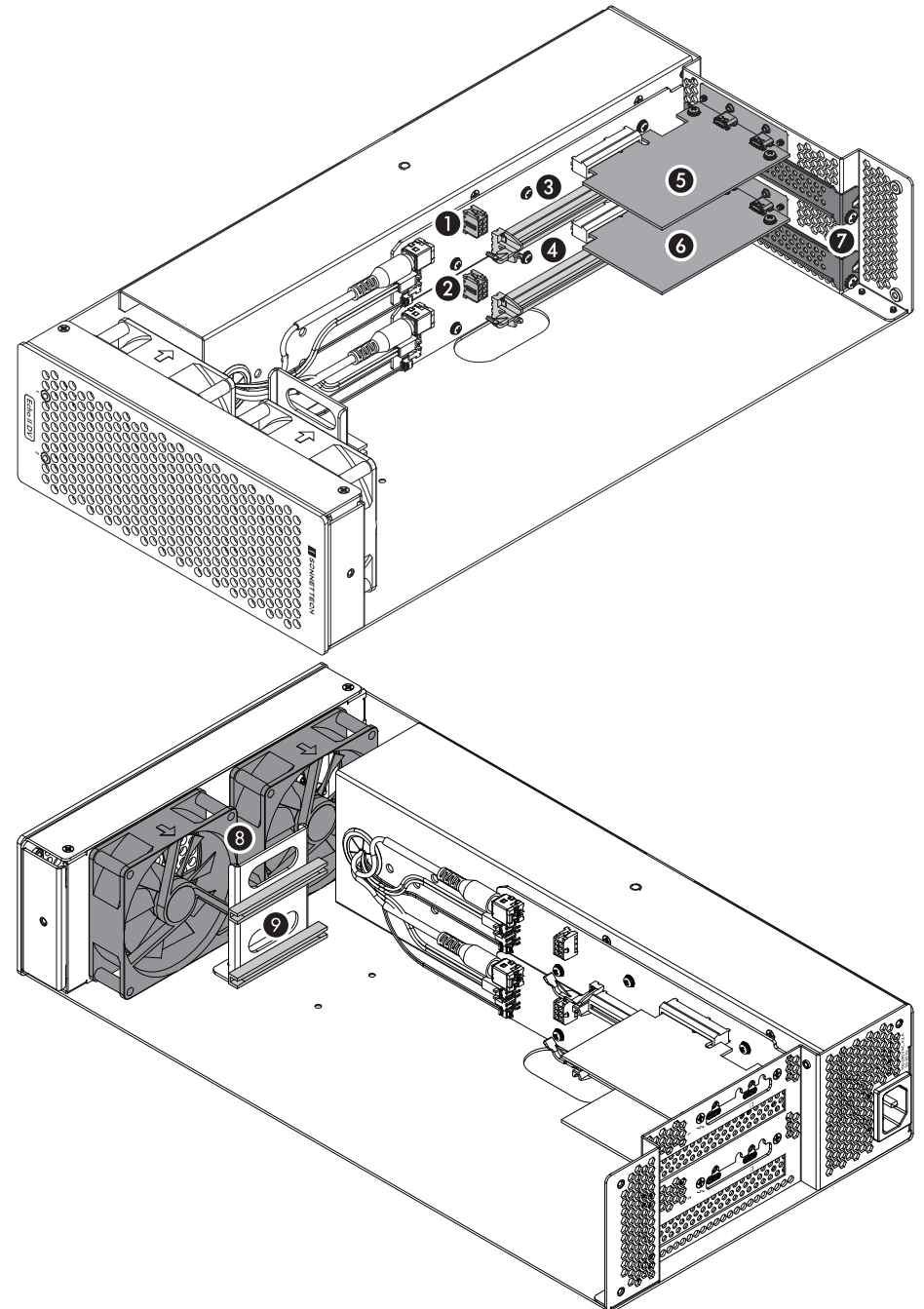
These cover openings when PCIe slots are unoccupied.

#### 8 – Temperature-Controlled Fans

These provide cooling for the installed PCIe cards and the module's supporting Thunderbolt and power circuitry. The fans operate at a whisper when the cards are running cool, and automatically speed up in steps as the temperature rises. To prevent overheating, do not block the fans or the vent holes on the module.

#### 9 – PCIe Card Guides

When installing full-length cards, use these to support and secure the cards in place.



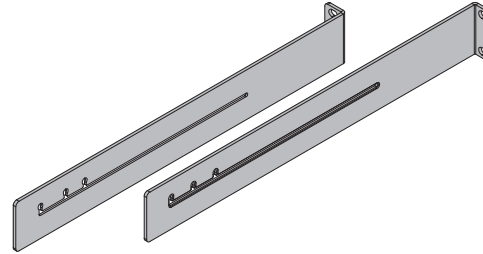


## Section 2 – xMac Studio Description

### Additional Package Contents

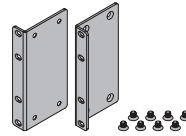
#### Rackmount Rails

When installed on the enclosure's upper mounting pins, the rails support system installation in racks with mounting depths ranging from 16–20.25 inches. When installed on lower mounting pins, the rails support system installation in racks with mounting depths ranging from 19.75–24 inches.



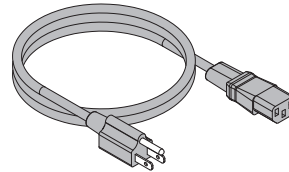
#### Rack Ears and Mounting Screws

Attach the ears to the rackmount enclosure with the eight included screws (four screws each).



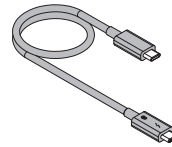
#### Power Cord

Included only with xMac Studio with an Echo module, connect this between a power outlet and the power input socket on the Echo module. Note that the power cord included with your product may appear different than the one pictured here, depending on where the product was purchased.



#### Thunderbolt Cable(s)

Included only with xMac Studio with an Echo module, connect this cable between a Thunderbolt port on the module and a Thunderbolt port on your computer. Two cables are included with xMac Studio/Echo II DV.



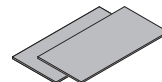
#### Thunderbolt Connector Retainer Clip(s)

Included only with xMac Studio with an Echo module, this clip secures the Thunderbolt connector plugged into one of the module's Thunderbolt ports to prevent accidental cable disconnection. Two clips are included with xMac Studio/Echo II DV.



#### Self-adhesive Magnets

These may be cut to size and affixed to Thunderbolt or USB SSDs or other devices (except for spinning drives) installed in the enclosure's accessory space to secure them in place; instructions follow.



#### Auxiliary Power Cable (Not Shown)

Included only with xMac Studio with an Echo module, this cable provides extra power to cards with high power requirements. Two cables are included with Echo II DV Module.

## Section 3 – Computer Installation and Module Removal Steps



**Support Note:** If you only need to remove the Echo module, you do not have to remove the front panel from the rackmount enclosure. Simply remove the three thumbscrews securing the module to the back of the enclosure, and then push the module out through the front.

1. Remove xMac Studio from its packaging, and then set it on a flat, level surface.
2. Remove the six thumbscrews securing the front panel to the rackmount enclosure, and then set aside the screws and front panel (Figure 1).

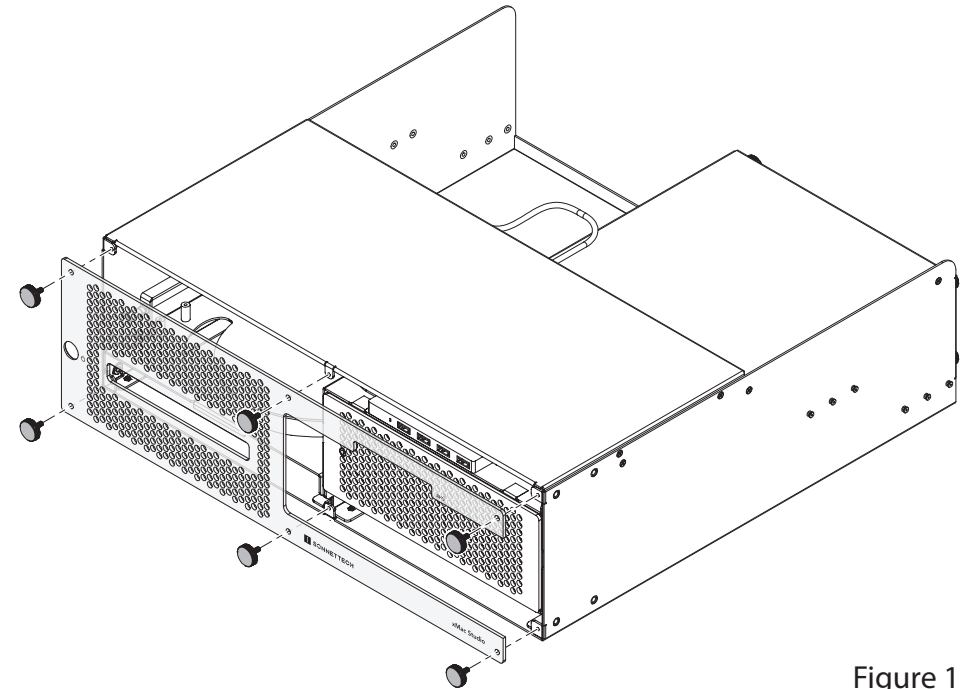


Figure 1

3. Remove your Mac Studio computer from its packaging, and then carefully insert it into the rackmount enclosure as shown. Push the computer in until it stops (Figure 2).

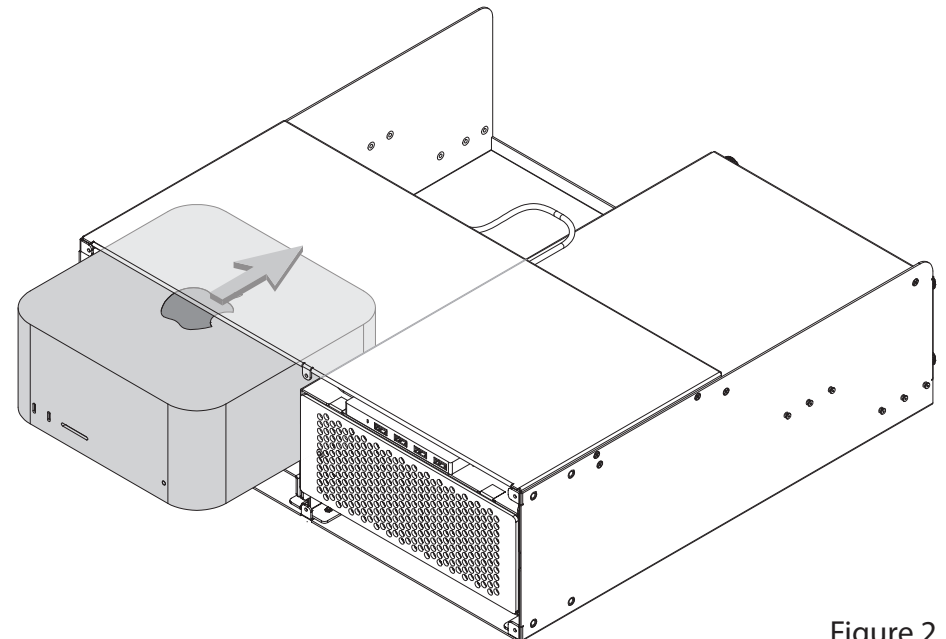


Figure 2

## Section 3 – Computer Installation and Module Removal Steps

4. Connect the USB hub's cable to a USB-A port on the Mac Studio (Figure 3).

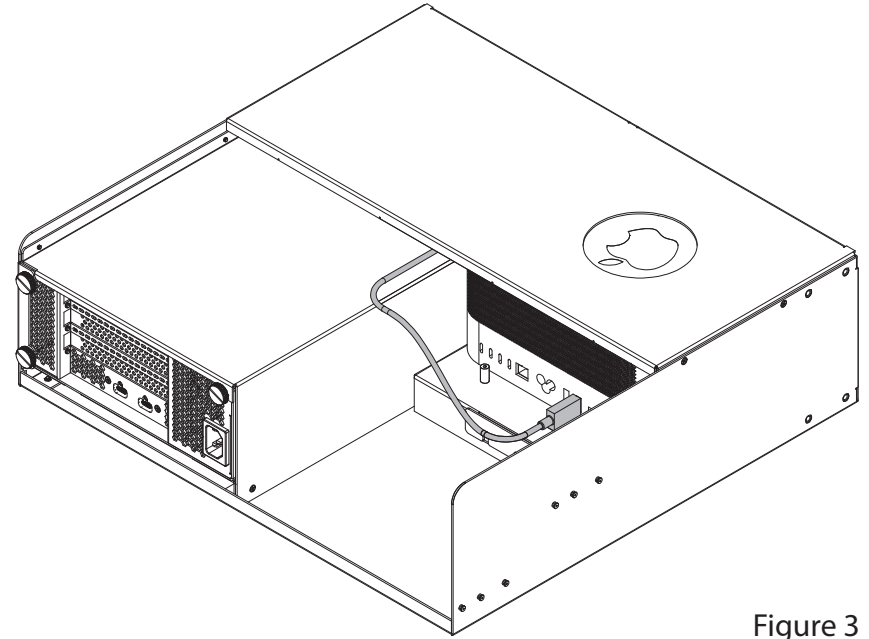


Figure 3

5. If you purchased xMac Studio *without* an Echo module, skip to the next page. Otherwise, remove and set aside the three thumbscrews securing the Echo module to the rackmount enclosure (Figure 4).
6. Push the Echo module out through the front of the enclosure (Figure 4).

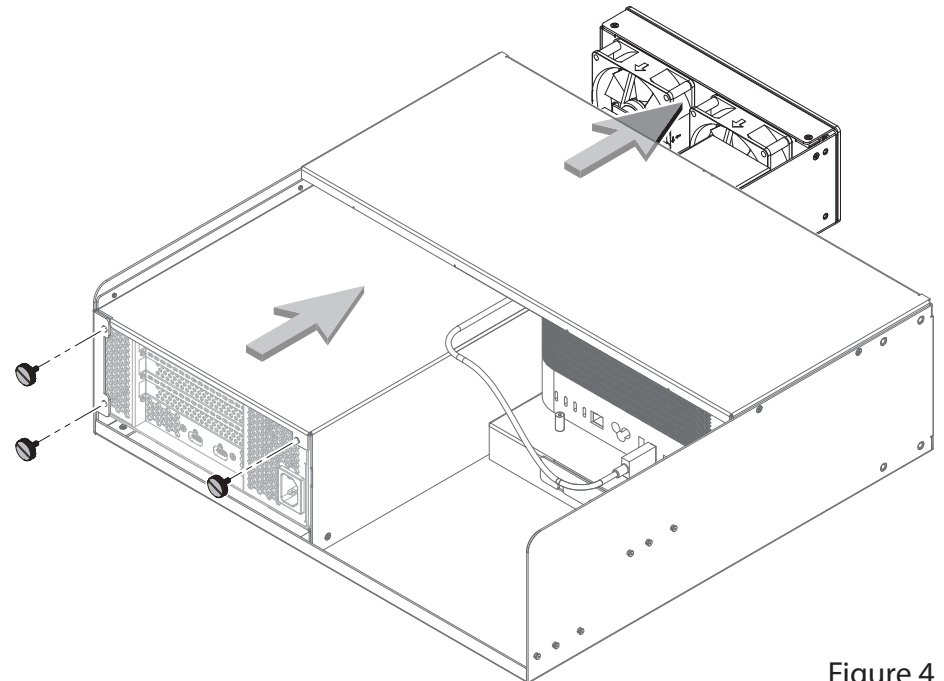


Figure 4

## Section 4 – Echo III Module PCIe Card Installation Steps

This section covers the installation of PCIe cards into Echo III Module. If you purchased xMac Studio with Echo II DV Module, skip to page 12.



**Support Note:** To avoid damaging components due to static electricity discharge, wear an antistatic wrist strap while working inside the Echo module.

1. Remove and set aside the screw securing a PCIe slot access cover (Figure 5).
2. Remove and set aside the loose PCIe slot access cover (Figure 5).
3. If you are installing more than one card, repeat steps 1 and 2 as necessary with the remaining PCIe slot access covers.



**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 Echo module's circuit boards and any of its components.

4. **OPTIONAL STEP 1:** If you are *not* installing a PCIe card which requires auxiliary power, skip to step 6. Otherwise, locate the auxiliary power cable connector (Figure 6).

- When installing one or more Pro Tools | HDX PCIe cards, connect the custom power cable included with an Avid card, and then move the loose connectors aside for later connection.
- When installing cards other than the Pro Tools | HDX, connect the included auxiliary power cable, and then move the loose connector aside for later connection.

5. **OPTIONAL STEP 2:** If you are installing one or more Avid Pro Tools | HDX cards, move the Gen 3/Gen 2 (HDX) switch (Figure 6) to the Gen 2 (HDX) position to enable compatibility. Otherwise, the card(s) will not work in Echo III Module.

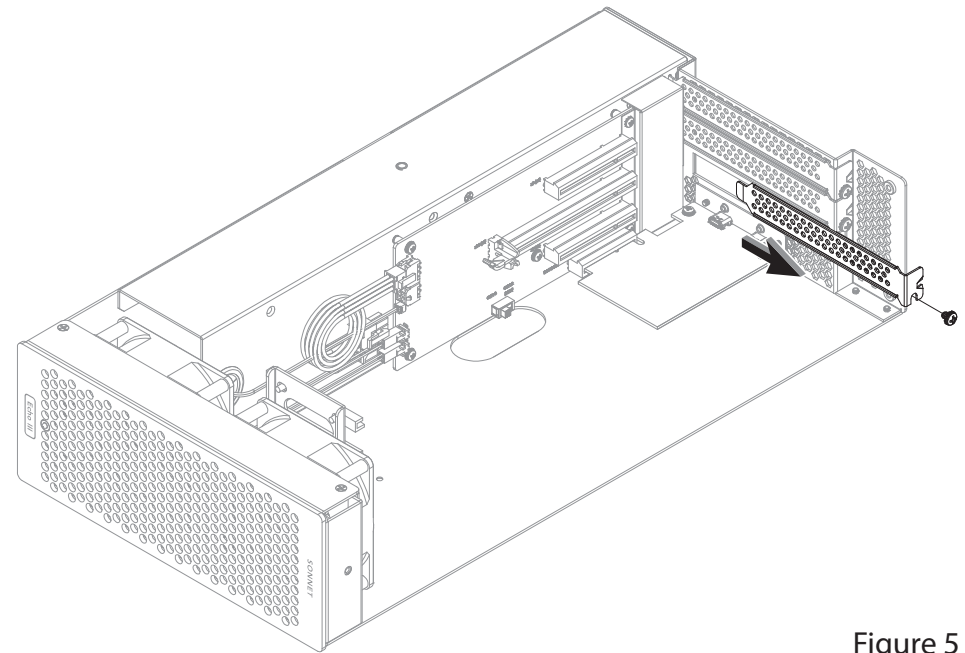


Figure 5

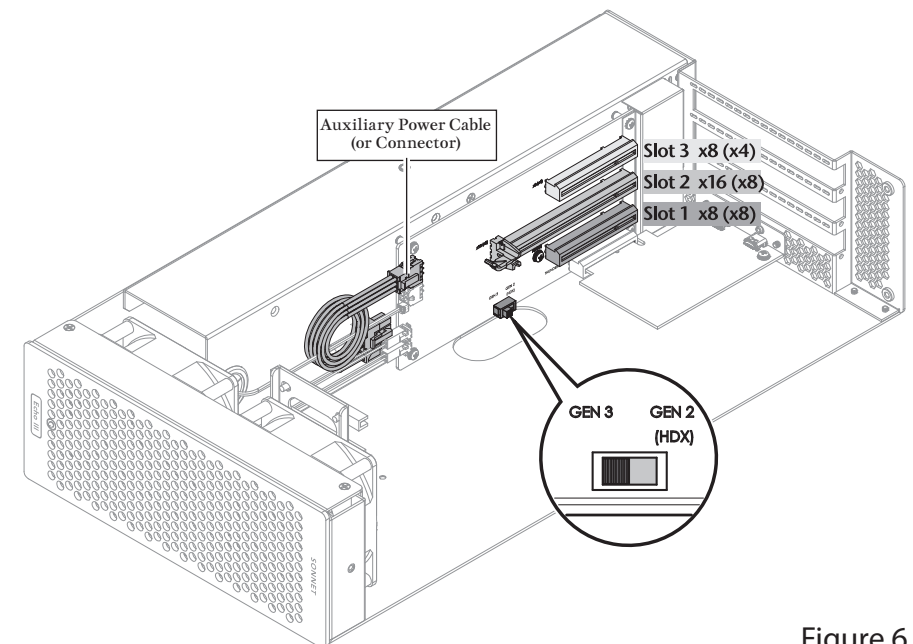


Figure 6

## Section 4 – Echo III Module PCIe Card Installation Steps

6. Remove a PCIe card from its packaging, handling the card by its edges and without touching any components or gold connector pins.



**Support Note:** If you are installing an x8 PCIe 1.1 card, installing it into slot 3 may result in reduced performance. We recommend you install it into either slot 1 or 2 for best performance.

7. Line up the card's connector with the slot, and then gently but firmly press the card straight into the slot; **do not rock the card or force the card into the slot**. If you encounter excessive resistance, check the card's connector and the slot for damage, and then try inserting the card again (Figure 7).
8. Repeat steps 6 and 7 as necessary with any remaining cards.
9. If you installed a card which requires auxiliary power, connect the auxiliary power connector to it now.
10. If there are any unoccupied slots, install the PCIe slot access covers you removed previously, and then secure the cards and slot covers using the previously-removed screws (Figure 7).
11. Skip to page 13.

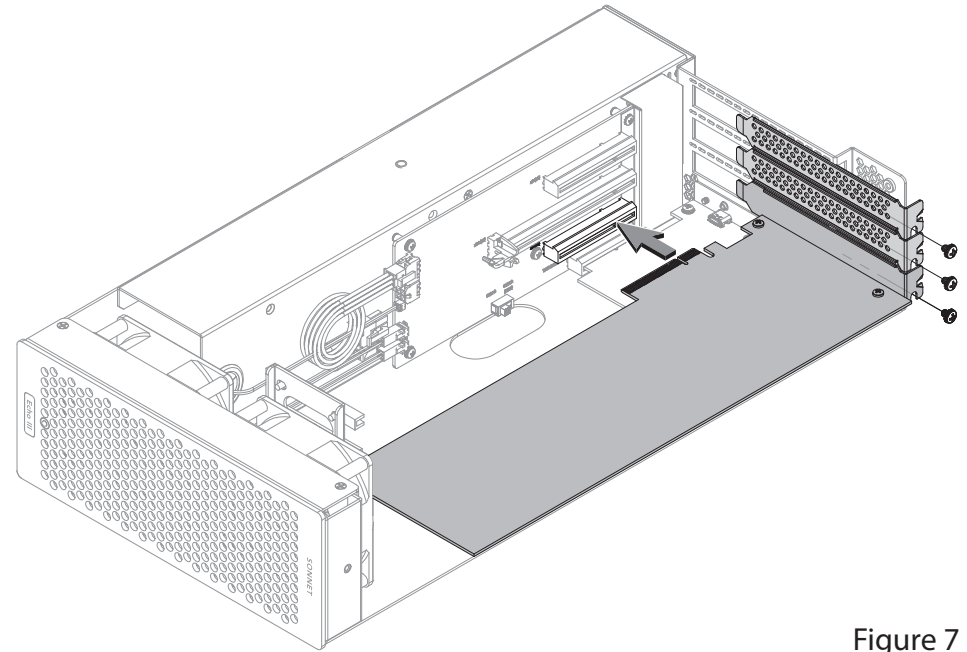


Figure 7

## Section 5 – Echo II DV Module PCIe Card Installation Steps

This section covers the installation of PCIe cards into Echo II DV Module.



**Support Note:** To avoid damaging components due to static electricity discharge, wear an antistatic wrist strap while working inside the Echo module.

1. Remove and set aside the screw securing a PCIe slot access cover (Figure 8). Repeat with the other slot access cover if you are installing two cards.
2. Remove and set aside the loose PCIe slot access cover (Figure 8). Repeat with the other slot access cover if you are installing two cards.



**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 Echo module's circuit boards and any of its components.

3. **OPTIONAL STEP:** If you are *not* installing a PCIe card which requires auxiliary power, skip to the next step. Otherwise, locate the auxiliary power cable connector (Figure 9).

- When installing a Pro Tools | HDX PCIe cards, connect the custom power cable included with the Avid card, and then move the loose connectors aside for later connection.
- When installing a card other than the Pro Tools | HDX, connect the included auxiliary power cable, and then move the loose connector aside for later connection.

4. Remove the PCIe card you're installing from its packaging, handling the card by its edges and without touching any components or gold connector pins.
5. Line up the card's connector with the slot, and then gently but firmly press the card straight into the slot; **do not rock the card or force it into the slot**. If you encounter excessive resistance, check the card's connector and the slot for damage, and then try inserting the card again (Figure 9).
6. Secure the card using the screw you removed previously; do not overtighten the screw (Figure 9).
7. If required, connect the auxiliary power connector to the installed card; make sure the connector is plugged in securely.
8. Repeat steps 3–7 as necessary with a second card. Go to the next page.

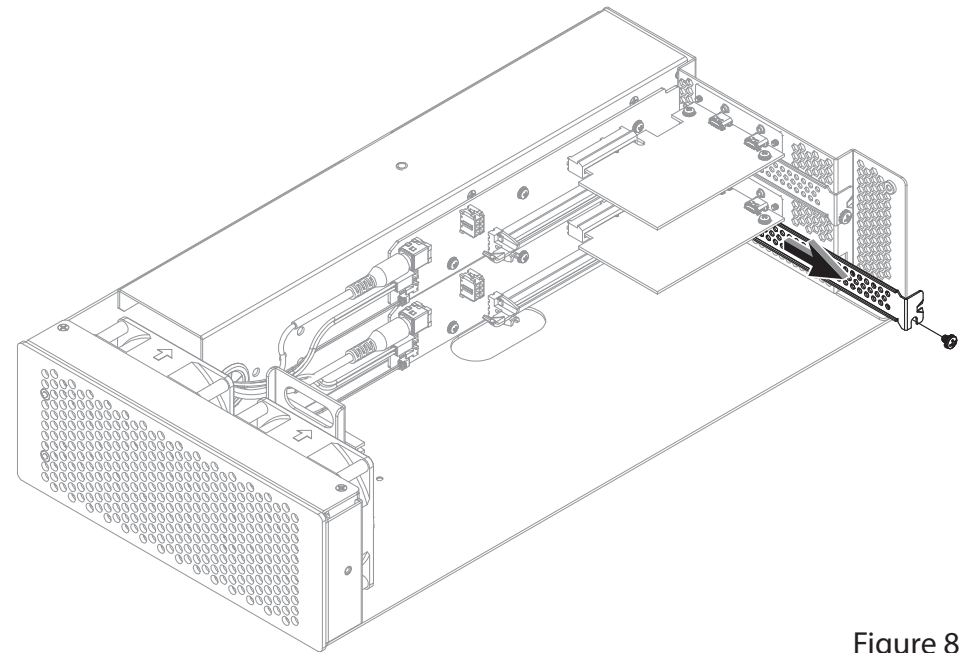


Figure 8

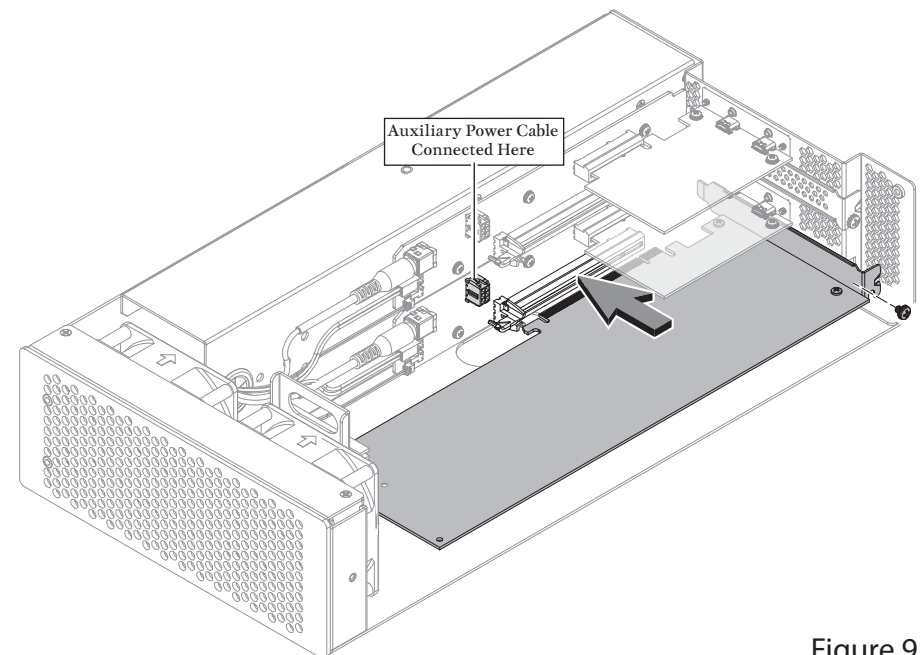


Figure 9



## Section 6 – Echo Module Installation Steps

1. Insert the Echo module into the rackmount enclosure (Figure 10).
- 2 Using the three thumbscrews you removed previously, secure the Echo module to the enclosure; **do not overrighten the screws** (Figure 10).

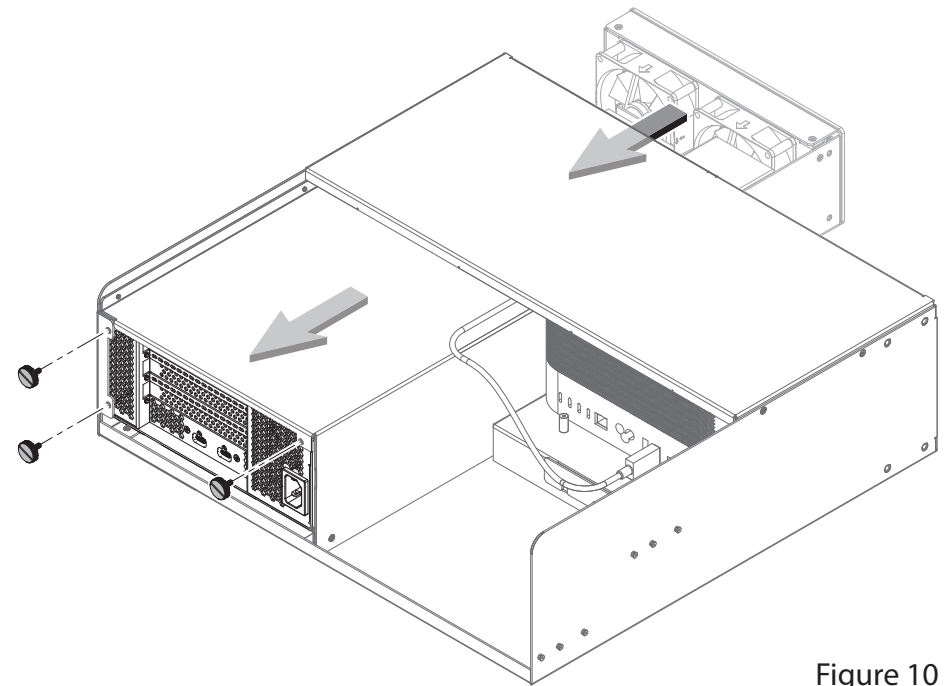


Figure 10

**Support Note:** Sonnet's ThunderLok™ Thunderbolt connector retainer clips secure the included Thunderbolt cable(s) to the module to prevent accidental disconnects. This clip is compatible with Sonnet Thunderbolt cables.

To attach the clip to the cable, remove both items from their packaging, and then insert the connector into the connector clip as shown (Figure 11). Note that the connector will pass all the way through the clip; when you connect the cable to the module, the clip will secure the connector.

### 3. For Echo III Module Users

Connect the included (or other certified) Thunderbolt cable between the Thunderbolt port on the Echo module and a Thunderbolt port on the back of your computer (Figure 13). Secure the retainer clip to the module if you attached it.

### For Echo II DV Module Users (not shown)

Connect the included (or other certified) Thunderbolt cables between the two Thunderbolt ports on Echo II DV Module marked with a computer icon and two Thunderbolt ports on the back of your computer (Figure 11). Secure the retainer clip(s) to the module if you attached it (them).

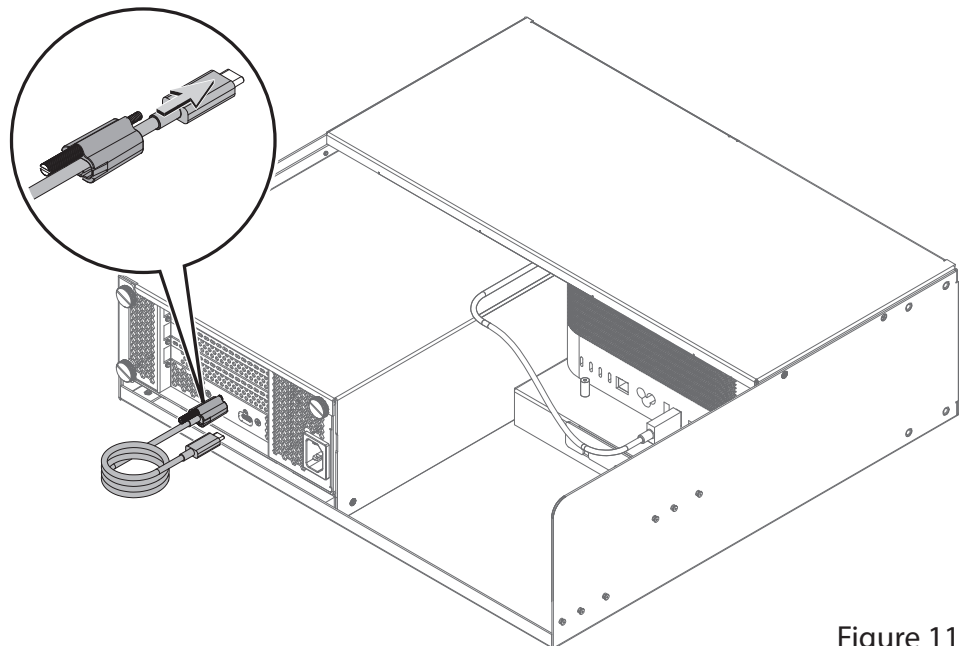


Figure 11

**Support Note:** Depending on when you purchased your xMac Studio, there may be clearance/interference issues when attempting to use ThunderLok clips with the top Thunderbolt ports (slot 1) on Echo II DV module.

## Section 7 – Accessory Installation Steps (Optional)

The following two pages explain how to utilize the space inside the enclosure beneath the computer to install Thunderbolt or USB SSDs or other accessories. If you are not going to install an accessory, skip to page 16.

1. Using a Phillips screwdriver, remove the screws securing the accessory space/airflow integrity cover plate to the enclosure, and then set aside the screws and plate (Figure 12).

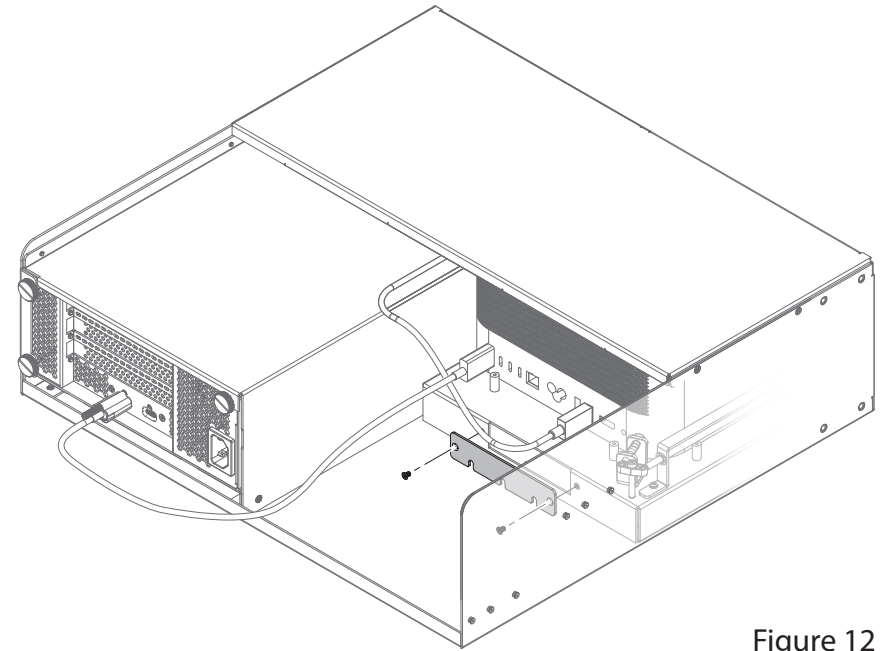


Figure 12



**Support Notes:** If the rack or case xMac Studio is installed in will be moved around, you should secure any drives or other devices you install inside the enclosure. If you are installing SSDs or some other device, use the included self-adhesive magnets to secure them. *Do not use the supplied magnets to secure spinning drives.*

If necessary, you may cut the magnets to fit the devices they will be attached to.

2. **OPTIONAL STEP:** If you are installing something other a spinning drive (and you need to secure it), remove the protective backing from one of the supplied magnets and then apply it to the bottom of the device (Figure 13).

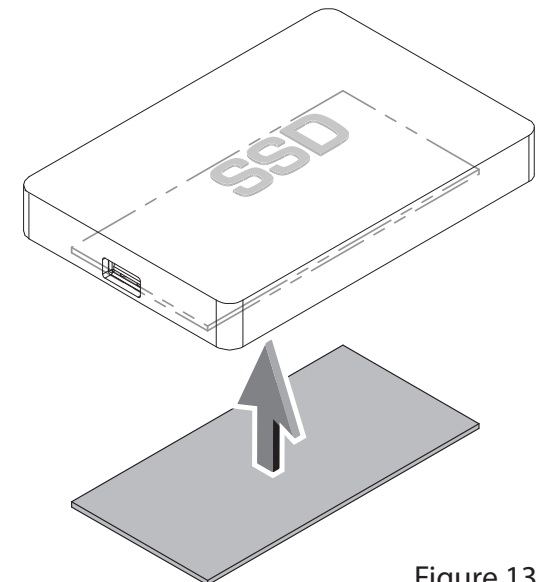


Figure 13

## Section 7 – Accessory Installation Steps (Optional)

3. Insert the device into the space beneath the computer, placing it far enough back so that the device's cables may be routed through the accessory space cover plate (Figure 14).
4. Connect the device to the computer (Figure 14). If you are installing additional devices in the space, do so now.

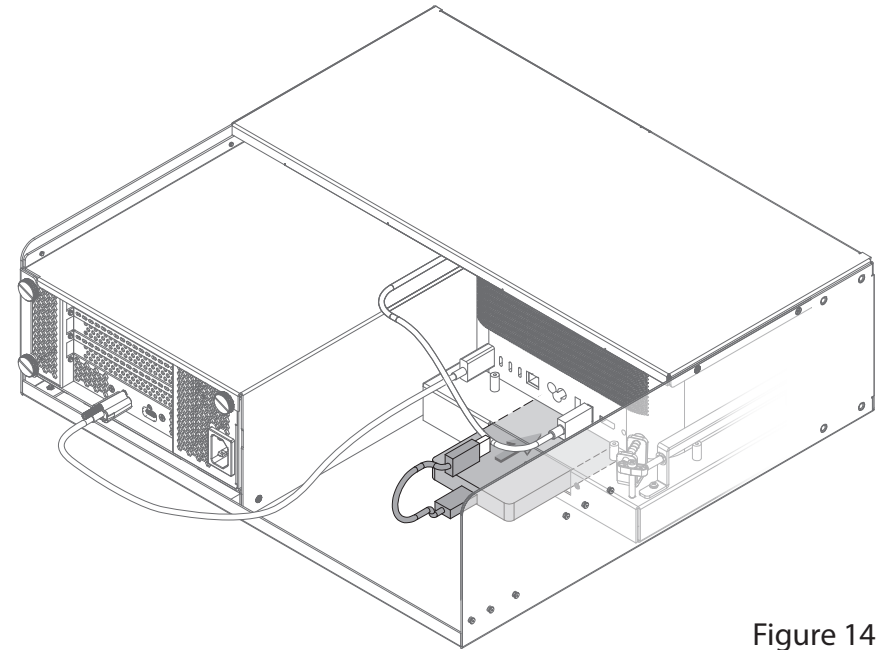


Figure 14

5. Using the previously removed screws, secure the accessory space/airflow integrity cover plate to the enclosure (Figure 15).

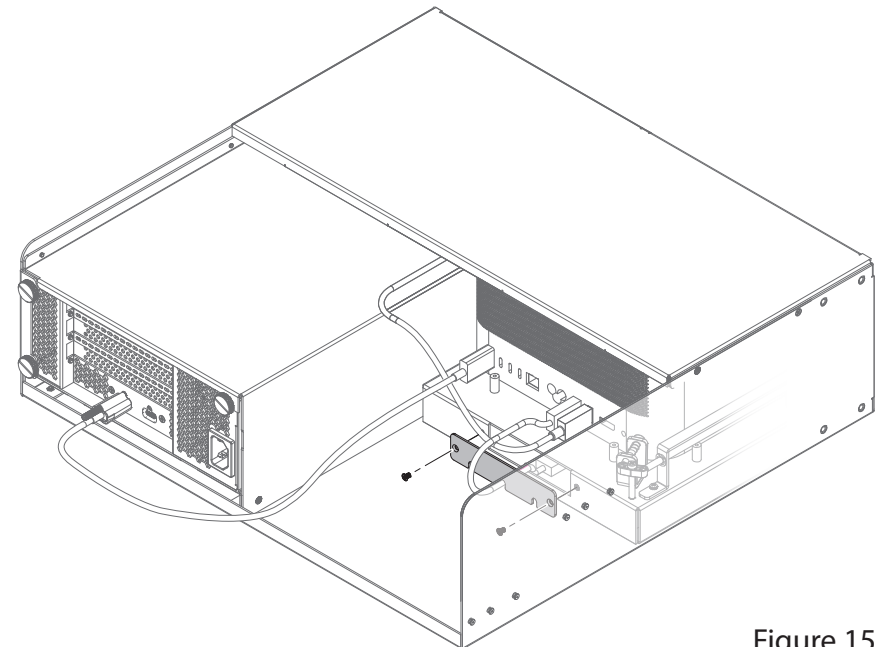


Figure 15



**Support Note:** It is very important to reinstall the accessory space/airflow integrity cover plate in order to prevent the Mac Studio from drawing in warm air through the accessory space opening.

## Section 8 – Final Assembly and Enclosure Installation Steps

1. Using the six thumbscrews you removed previously, secure the front panel to the enclosure; do not overtighten the screws (Figure 16).

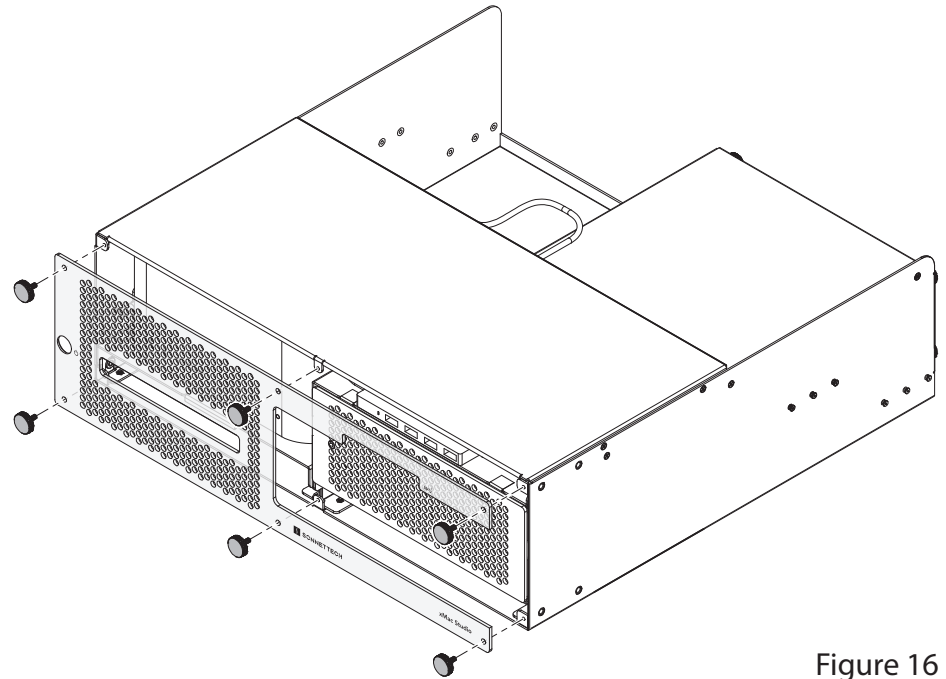


Figure 16

2. Using the eight supplied screws, secure the rack ears to the rackmount enclosure (Figure 17).

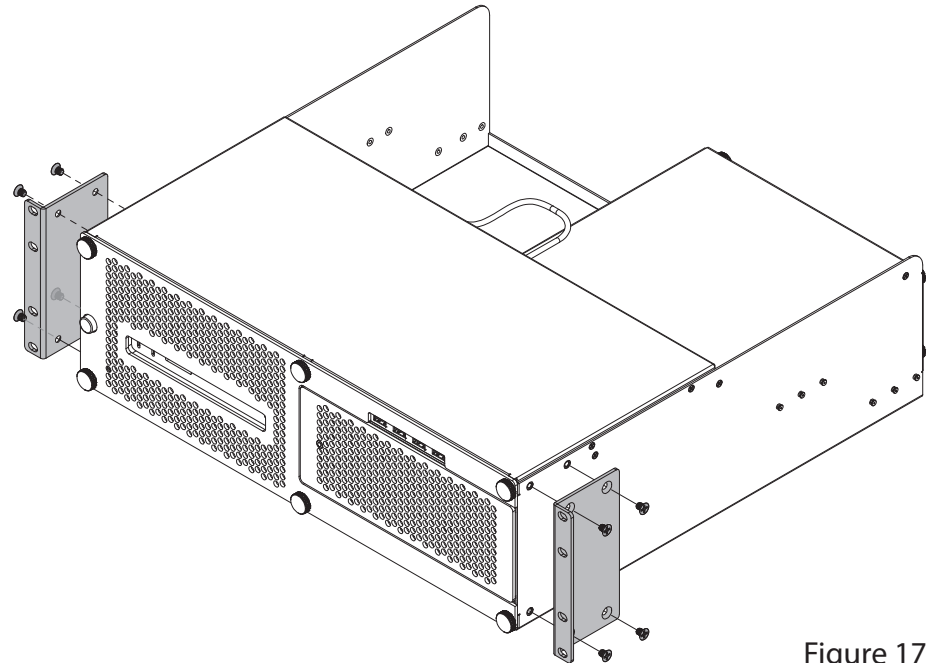


Figure 17

## Section 8 – Final Assembly and Enclosure Installation Steps

3. Attach the rackmount extension rails on the rackmount enclosure and adjust them as necessary (Figure 18).
4. Install the assembled xMac Studio into its rack or case.
5. Connect interface and power cables between devices, PCIe cards, and the computer as necessary.
6. Connect the power cord included with the Echo module between a wall outlet or power strip and the module's power socket. Note that the Echo module's power indicator(s) will not light until the computer is powered on.



**Support Note:** If you haven't set up your Mac Studio, you will need to connect a monitor, keyboard, and mouse to complete those steps.

7. Proceed to the next page.

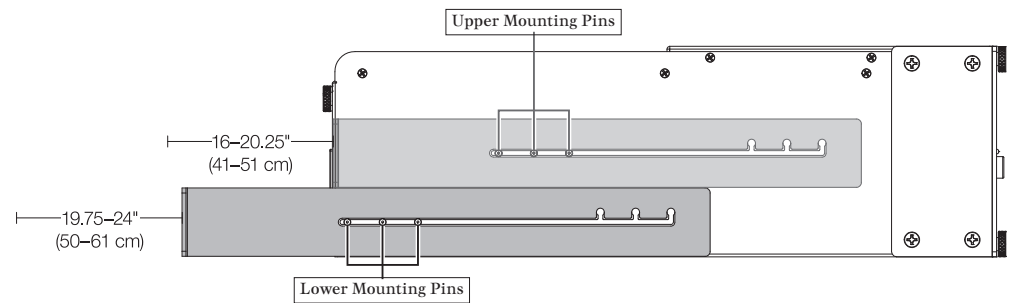


Figure 18

## Section 9 – Complete Setup and Configuration

### ECHO MODULE SETUP AND CONFIGURATION STEPS

This page instructs you how to verify the Echo module and installed cards are recognized by the computer.

#### A – Confirm the Echo Module is Recognized

1. With the Echo module powered and connected to the computer, turn on the computer.
2. Press and hold down the Option key, and then from the Apple menu, select System Information; a *System Information* window will open.
3. In the *System Information* window, click Thunderbolt... under the Hardware header in the left column. In the top right column under the Thunderbolt... Device Tree header, you will see Thunderbolt Bus, and then “DuoModo Echo III Module” or “Echo Express SE I TB3” (for Echo II DV Module). If you installed two card into an Echo II DV Module, you will see two “Echo Express SE I TB3” listings.



**Support Note:** If “DuoModo Echo III Module” or “Echo Express SE I TB3” is not listed, disconnect and reconnect the Thunderbolt cable(s) between the computer and module. Note that it is not necessary to shut down the computer before disconnecting and reconnecting the cable(s).

#### B – Confirm the Installed Cards are Recognized

1. In the *System Information* window click PCI under the Hardware header in the left column.
2. At the top of the right column, installed cards (and/or card controllers) are listed (if not, you may need to install drivers before the cards are recognized). Click one of the cards; you should see “Yes” next to Driver Installed and Tunnel Compatible, otherwise the card or driver may not be Thunderbolt- or M series processor-compatible.



**Support Note:** While Echo modules don’t require drivers beyond those pre-installed in macOS, installed cards require Thunderbolt-compatible drivers to enable their use.

#### C – Install Card Drivers (If Necessary)

1. Launch a web browser, and then go to your card manufacturer’s website. Download and install the latest drivers according to the manufacturer’s directions.
2. Restart your computer; your Echo module is ready to use!



## Section 10 – Tips, General Information, and Known Issues

### TIPS, GENERAL INFORMATION

#### Keeping the Cards Cool

With its optimized airflow design and temperature-controlled fan providing cooling at all times, an Echo module provides adequate cooling for the installed cards. *Do not operate the Echo module outside of its enclosure, and do not block any of the vents!* Otherwise, the installed cards and Echo module's components may overheat.

#### Replacing a PCIe Card After Initial Installation

Shut down the computer, and then disconnect the power cord and Thunderbolt cable from the Echo module before opening the chassis and replacing the card; PCIe cards are not hot-pluggable!

#### Hot Plugging an Echo Module

When certified Thunderbolt-compatible cards (used with Thunderbolt-compatible drivers) are installed, you may connect and disconnect the module while the computer is on. Of course, if you have anything connected to the cards, such as storage devices, cameras, etc., follow proper procedures for disconnecting those devices before unplugging the Echo module.

#### There's No Need to Unplug the Power Cable

Because an Echo module automatically powers on and off with the computer to which it's connected, there's no power switch, nor is there any need to disconnect the power cable under normal use.

#### Power Indicator LED Operation

An Echo module automatically powers on and off with the computer to which it's connected, and its power indicator(s) only lights when the computer is on and turns off when the computer is sleeping or powered off.

#### Connecting Additional Thunderbolt Peripherals

Because the Mac Studio includes a separate Thunderbolt controller for each Thunderbolt port and provides full PCIe bandwidth to each, we recommend you use the computer's Thunderbolt ports first to connect additional peripherals.

- Echo II DV Modules include four Thunderbolt ports; two are reserved for connection to your computer, while the other two support daisy-chaining of up to five additional Thunderbolt peripheral devices each; due to an operational issue with the Mac Studio, connecting displays to Echo II DV Module is not recommended.
- Echo III Modules include two Thunderbolt ports; one is reserved for connection to your computer, while the second supports daisy-chaining of up to five additional Thunderbolt peripheral devices.

#### Using Expansion Cards Without Installing Drivers

Some Thunderbolt-compatible expansion cards, like Sonnet Allegro™ Pro USB 3.2 PCIe cards, use inbox (built into the operating system) drivers, and are ready to use out of the box.

#### Echo II DV / Echo III Modules Provide Downstream Power

Echo II DV and Echo III Modules provide up to 15 watts to bus-powered Thunderbolt peripheral devices, enabling them to operate without connecting an additional power adapter.

#### Not All Mac-Compatible Cards Work With Mac Studio

While this product is compatible with M series processors, not all PCIe cards that work with Intel-based Macs have M series processor-compatible drivers. We recommend that you contact your PCIe card's manufacturer to verify that the existing drivers support M series Macs.

### KNOWN ISSUES

#### Not all PCIe Cards Will Perform at 100%

Thunderbolt's PCIe bandwidth is limited to 2,880 MB/s. While most PCIe cards will operate at full performance, some may not because they require more bandwidth than Thunderbolt can provide.

#### Not All Thunderbolt Cables Deliver Full Performance

Full performance from the Echo module requires the use of the included (or other certified) Thunderbolt cable.

#### Operating System (OS) Updates May Break Compatibility

*Specific device drivers that work under one OS version may not work under a later version. Before updating your computer to the latest OS, we recommend that you contact your PCIe card's manufacturer to verify that the existing drivers work. Note that other computer software updates may also break compatibility.*

#### Connecting Displays to Echo III Module with Mac Studio

Due to an operational issue with the Mac Studio, connecting displays to Echo III Module is not recommended.

## Section 12 – Precautions, FCC Compliance, and Support Information

### 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.

- Do not attempt to modify the enclosure. If this device appears to be malfunctioning, contact your reseller or local distributor.
- Do not drop the chassis; dropping or mishandling chassis may result in a malfunction leaving the product inoperable.
- Do not insert foreign objects inside the slots.
- 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, unplug it from the electrical outlet immediately.
- 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

xMac Studio complies 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 Customer Service

Before contacting Customer Service, please check the Sonnet Web site ([www.sonnettech.com](http://www.sonnettech.com)) for the latest updates and files. When you contact Customer Service, please have the following information available:

- Product name
- Computer model
- PCIe card models
- 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](mailto:support@sonnettech.com)

### Japan Customers

Contact Sonnet Customer Service Japan at:

E-mail: [jp.support@sonnettech.com](mailto:jp.support@sonnettech.com)