

# Allegro™ USB-C 4-Port PCIe®

USB 3.1 Gen 2 PCI Express® Card with 7.5W per Port

## Quick Start Guide



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### Installation Preparation

Sonnet strongly recommends that you read the section in your computer's user manual that addresses PCIe card installation, prior to installing the Allegro card into your system.



**Support Notes:** When handling computer products, you must take care to prevent components from being damaged by static electricity. Before opening your computer or removing parts from their packages, always ground yourself first by touching a metal part of the computer, such as a port access cover, and work in an area free of static electricity; avoid carpeted areas. Handle all electronic components by their edges, and avoid touching connector traces and component pins.

### Card Installation Steps

1. Shut down your computer or Thunderbolt-to-PCIe card expansion chassis, and then open it to access the expansion card area (PCIe slots); refer to the user's manual for specific information.
2. Locate an available PCIe slot and remove its access cover.
3. Remove the Sonnet card from its packaging, and then install it into the PCI Express slot; **make sure the card is firmly seated and secured.**
4. Close the computer or Thunderbolt-to-PCIe card expansion chassis.

### You Should Have

The following items should be included in your product package:

- One Allegro USB-C 4-Port PCIe® card
- QSG

The following items may be required for installation:

- Medium Phillips screwdriver

### Computer Compatibility

- Mac Pro® (Early 2008 or newer) or other computer with full-height PCIe x4 (mechanical) slot

### OS Compatibility

- macOS® 10.10.5, 10.12.6+; **not compatible with macOS 10.11**
- Windows® 10, 8, 7
- Windows Server 2016, 2012, 2008 (64-bit editions)
- Linux® 4.12+ Kernel (LTS version only)

### Thunderbolt™ Compatibility

- Mac® or Windows computer via a Thunderbolt 2 or Thunderbolt 3 PCIe card expansion system
- macOS 10.12.6+
- Windows 10 Build 1709 or newer (64-bit edition)

### Supported Cables

You may use the following cable types with this product:

- USB-C 10Gbps
- USB-C 5Gbps
- Thunderbolt 3 40Gbps (0.5-meter only)
- Thunderbolt 3 (20Gbps)

### Driver Information

*For Mac users,* the drivers that enable the Allegro card to work in your computer or Thunderbolt expansion chassis are installed as part of macOS 10.10.5, and 10.12.6 and later; the Allegro card is ready to use when you power on your computer.

*For Windows users,* the drivers that enable the Allegro card to work in your computer running supported versions of Windows except Windows 7 (32- and 64-bit versions) are installed automatically. For Windows 7 users, please go to [www.sonnettech.com/support/kb/kb.php](http://www.sonnettech.com/support/kb/kb.php), click the Computer Cards link, and then the PCIe Cards link. Locate and click Allegro USB-C 4-Port PCIe link, and then click the Driver link. Locate, download, and install the appropriate drivers. For all other users, update Windows to the latest version to ensure full support and performance.

*For Linux users,* the drivers that enable the Allegro card to work in your computer running Linux 4.12+ Kernel (LTS version only) are installed automatically. Update Linux to the latest version to ensure full support and performance.

### Important Note for Mac Users

In order for this product to support full iOS® device charging capabilities in systems running macOS, you must download and install a Sonnet driver. Go to [www.sonnettech.com/support/kb/kb.php](http://www.sonnettech.com/support/kb/kb.php) and click the Computer Cards link, and then click the PCIe Cards link. Click the Allegro USB-C 4-Port PCIe link, and then click the driver link. Download and install the USB 3.0 Power Kernel Extension.

## Known Limitations and Advice—All Users

USB peripherals have some limitations you should be aware of, and we have listed some additional advice here. Refer to the peripheral manufacturers' Websites for more information.

- USB 3.1 devices come in two varieties, Gen 1, and Gen 2. Gen 1 devices support data transfer speeds up to 5Gbps, while Gen 2 devices (such as this Sonnet adapter card) support data transfer speeds up to 10Gbps.
- The use of USB-C to USB 3.0 cables is supported, but data transfer speeds are limited to the speeds supported by the device.
- The Allegro USB-C 4-Port PCIe card does not support Thunderbolt 3 peripheral devices, even though they use the same connector. If the peripheral device has the Thunderbolt icon (⚡) next to the port, or on the connector of an attached cable, it will not work with the Sonnet card.
- Many peripherals 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 Website. Check the peripheral's user's manual for information about necessary software.
- Always "eject", "stop", "unplug", or "put away" any drive (hard drive, SSD, etc.) before disconnecting it from its cable or the Sonnet card.
- Always "eject" any memory card before removing it from the card reader, or disconnecting the card reader (with the card inserted in it) from its cable or the Sonnet card.

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**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 [www.sonnettech.com/support/kb/kb.php](http://www.sonnettech.com/support/kb/kb.php)
2. Click the Computer Cards link.
3. Click the PCIe Cards link.
4. Click the Allegro USB-C 4-Port PCIe link, and then click the Documentation link.
5. Click the Allegro USB-C 4-Port PCIe Quick Start Guide [English] link, and then check the Document Version information. If the version listed is later than this document (**revision A**), click the Download Now button for the latest version.

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- Disconnecting drives while they are transferring or receiving data, may result in damage to the file(s) being transferred or cause your system to hang.
- Although many peripherals may draw power directly from the Sonnet card, other devices require an external power source. Remember to use external power supplies when necessary.
- Linux supports only 5Gbps transfer rates as of 4.12.13 Kernel.
- At the time of this writing, macOS erroneously reports a 5Gbps connection when connected at 10Gbps.
- 1-meter and longer Thunderbolt 3 (40Gbps) cables are NOT supported
- The Allegro USB-C PCIe card is not compatible with Thunderbolt 1 PCIe card expansion systems.

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## Contacting Customer Service

The Sonnet Web site located at [www.sonnettech.com](http://www.sonnettech.com) has the most current support information and technical updates. Before contacting Customer Service, please check our Web site for the latest updates and online support files, and check this Quick Start Guide for helpful information.

Email support 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, have the following information available so the customer service staff can better assist you:

Product name • Date and place of purchase • Computer model  
• OS version • A System Report (macOS) or a Microsoft System Information MSINFO32 (Windows) report (Windows)

If further assistance is needed, please contact us at:

### USA Customers

Please contact **Sonnet Customer Service** at:

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

**Tel:** 1-949-472-2772

(Monday–Friday, 8 a.m.–4 p.m. Pacific Time)

### 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](http://www.sonnettech.com). Remember to register your product online at <http://registration.sonnettech.com> to be informed of future upgrades and product releases.

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