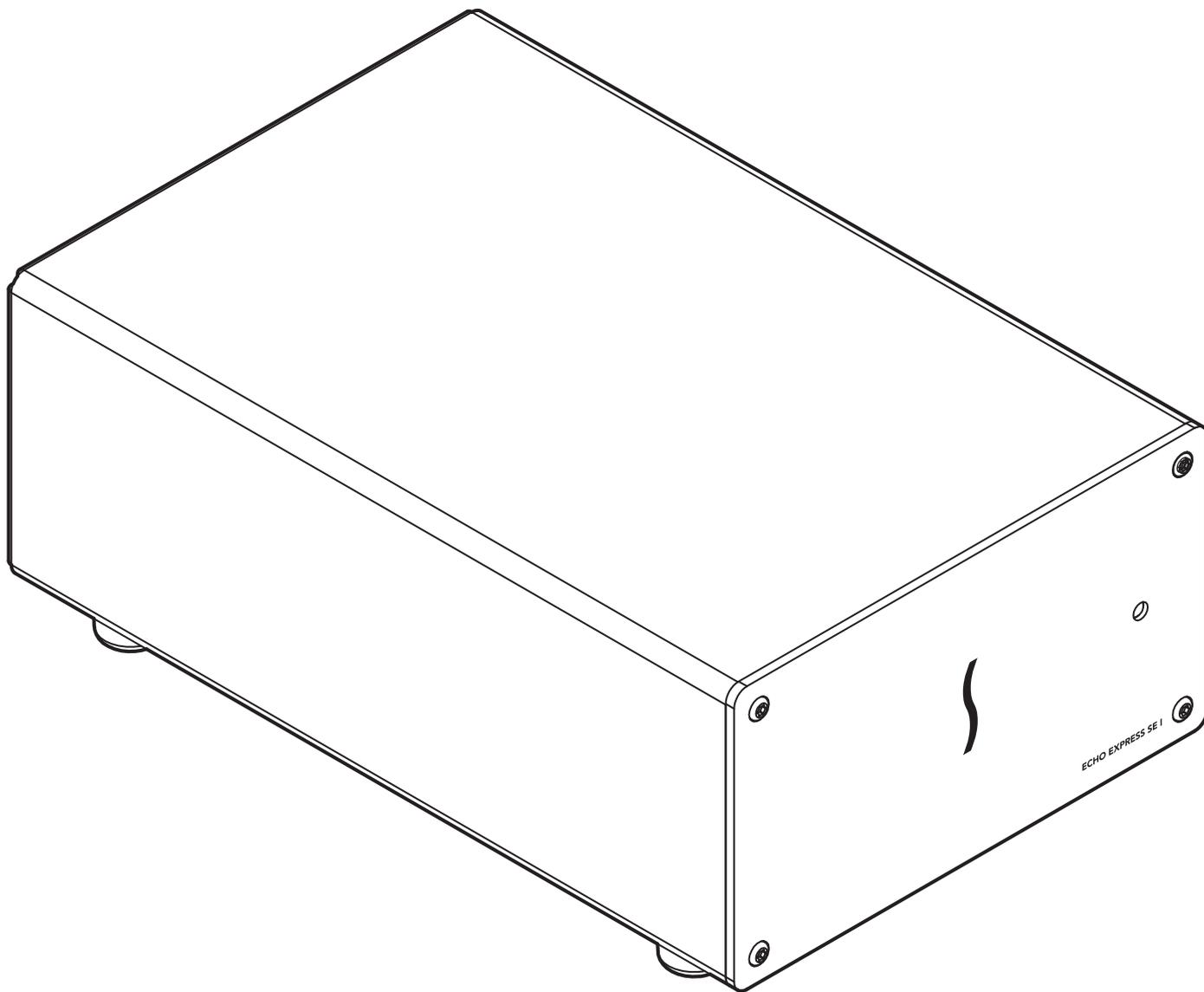


# User's Guide

for Echo™ Express SE I

Thunderbolt™ 2-to-PCIe Card Expansion Chassis



For  
Windows



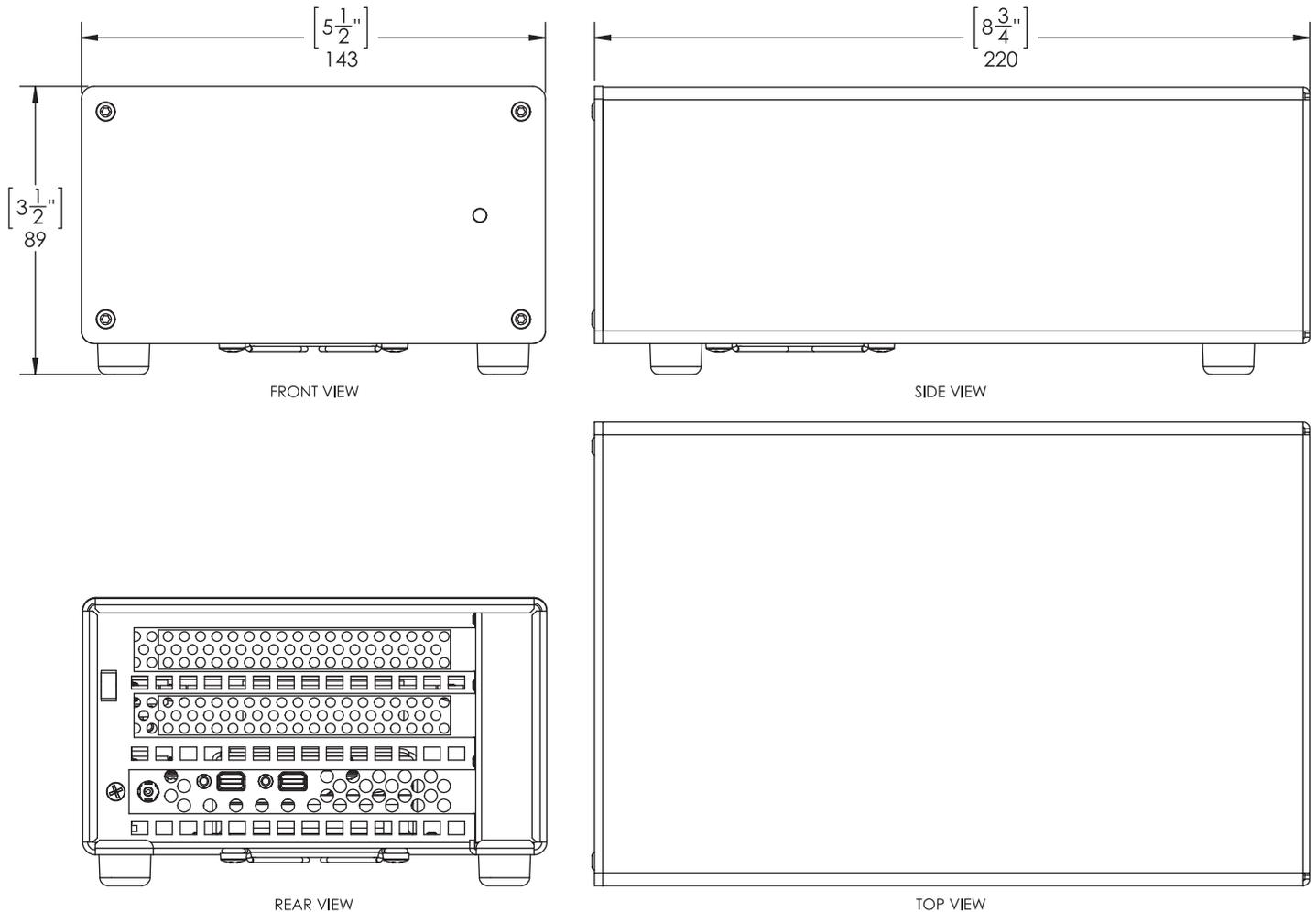


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## Chapter 1 – Introduction and System Requirements



### Introduction

Congratulations on your purchase! The Echo Express SE I is a Thunderbolt 2 expansion system for PCIe cards. Through its PCIe slot, you may connect an expansion card to your iMac®, Mac® mini, Mac Pro®, MacBook Air®, or MacBook Pro® with Thunderbolt technology to expand its capabilities in ways never before possible! With its Windows® support, the Echo Express SE I offers you a handy way to connect an expansion card to your desktop or laptop PC with Thunderbolt technology.

### Mac Compatibility

- Mac computer with a Thunderbolt 2 or Thunderbolt port
- OS X® 10.8.5 or later

### Windows Compatibility

- Windows PC with a Thunderbolt 2 or Thunderbolt port\*
- Windows 8, 7

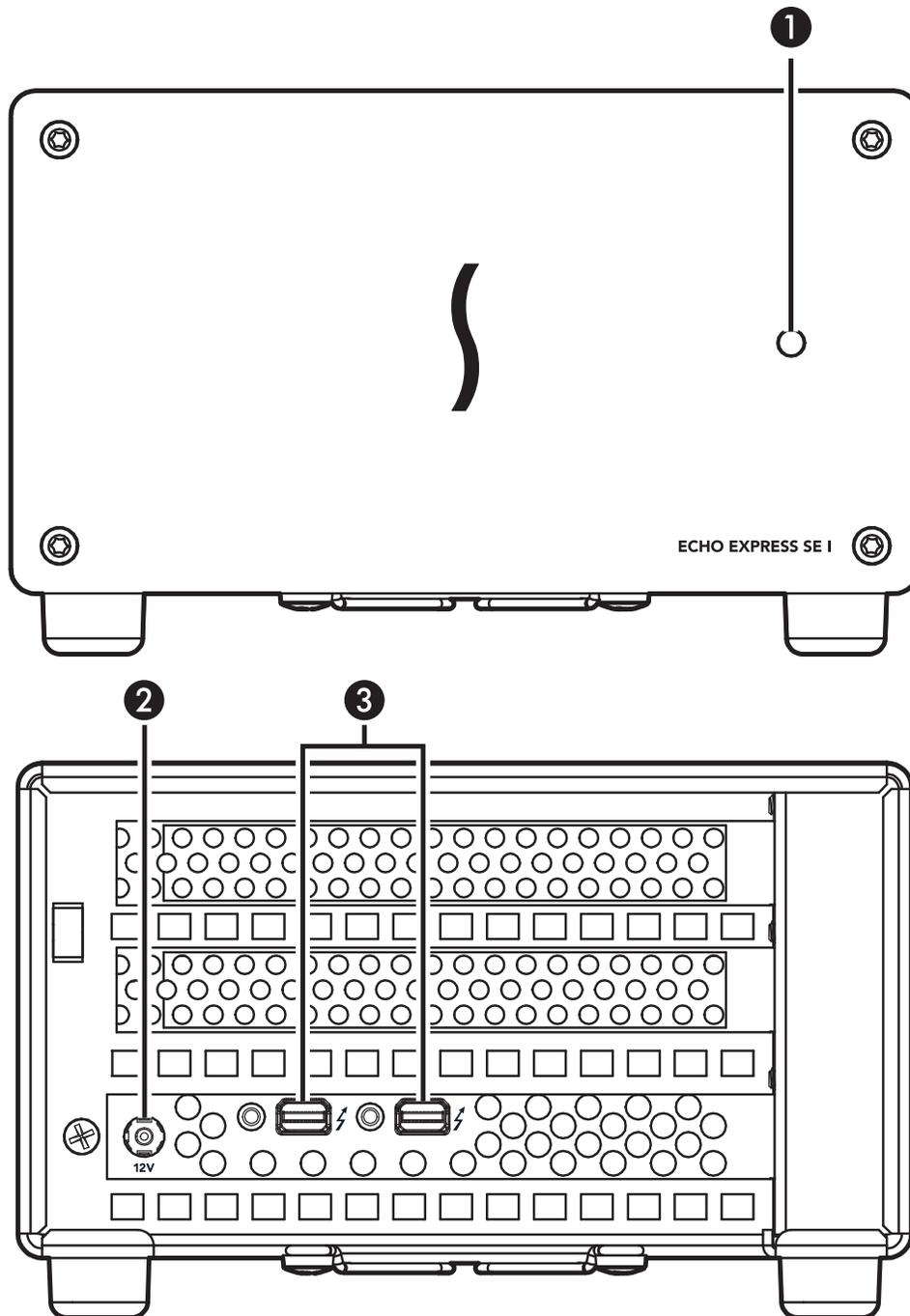
### System Requirements

While the Echo Express SE I chassis requires no drivers, the expansion card you install does; Thunderbolt-compatible drivers to enable it to work properly through the Thunderbolt interface are required. More information on which cards are compatible with Echo Express SE I is available at:

<http://sonnettech.com/support/charts/thunderbolt/index.html>

\*To support more than two PCIe controllers, Windows requires a Thunderbolt 2 interface in both the computer and the expansion chassis. Note that some PCIe cards have a bridge to multiple controllers, so it is possible for a single dual-controller PCIe card to reach the limit if not connected via Thunderbolt 2. Not all Mac-compatible PCIe cards are also compatible with Windows.

## Chapter 2 – Echo Express SE I Description



### Echo Express SE I Exterior

#### 1 – Power Indicator

This lights when the Echo Express SE I is powered, the Thunderbolt cable between the chassis and your computer is plugged in securely, and the computer powered on. Note that if the Echo Express SE I is connected to another Thunderbolt device instead of directly to the computer, any other Thunderbolt device connected between the computer and Echo chassis must also be powered on before the Echo chassis' power indicator will light up.

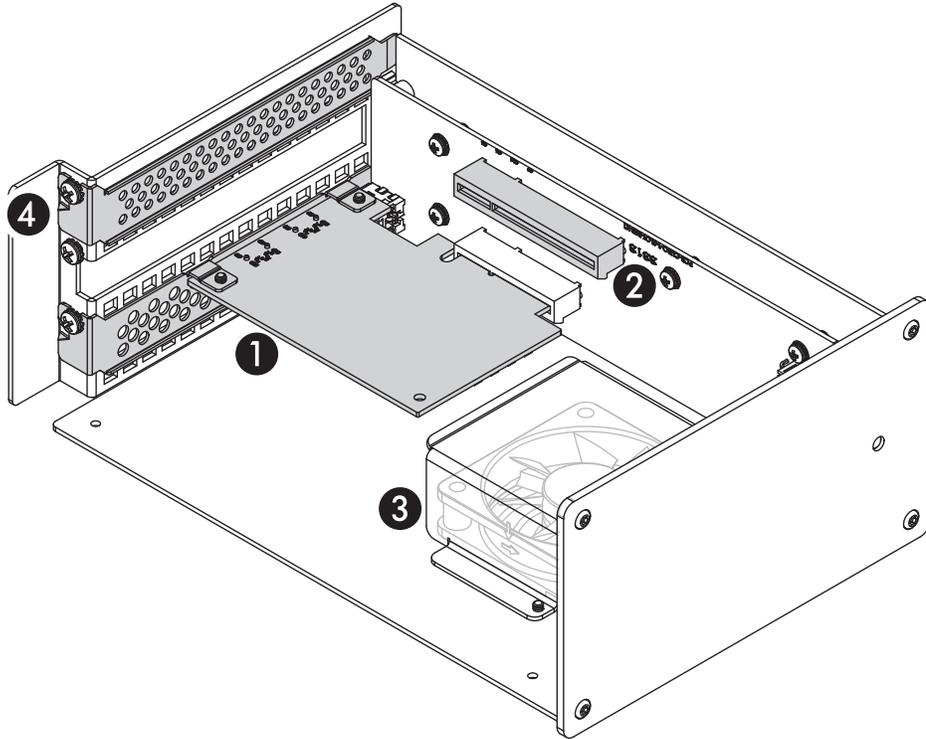
#### 2 – 12V DC Socket

Connect the included DC power adapter between this socket and the included power cord.

#### 3 – Thunderbolt Ports

Connect the included Thunderbolt cable between either port and your computer's Thunderbolt port (or other Thunderbolt device in the chain connected to the computer); the other may be used to connect to another Thunderbolt device.

## Chapter 2 – Echo Express SE I Description



### Echo Express SE I Inner Assembly

#### 1 – Thunderbolt Interface Card

This is installed into its own slot and may not be moved to the PCIe slot.

#### 2 – PCIe Slot

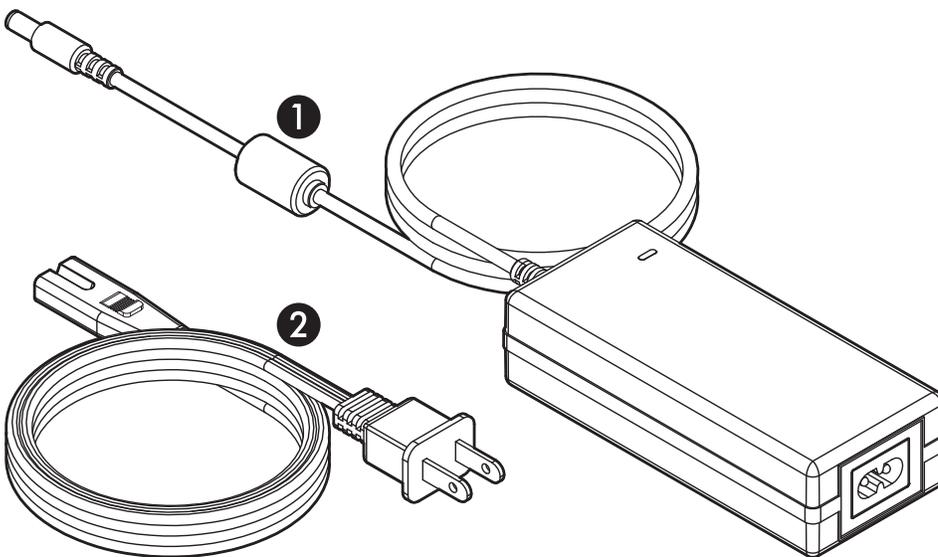
This is an x8 mechanical (x4 electrical) PCIe 2.0 slot. It is also compatible with PCIe 1.1 and 3.0 cards.

#### 3 – Fan

The temperature-controlled fan provides cooling for the installed PCIe card and the chassis' supporting Thunderbolt circuitry. It operates at a whisper when the card is running cool, and speeds up when the temperature rises. Do not block the vent holes on the back of the chassis to prevent overheating.

#### 4 – Port Access Cover

This covers the opening in the chassis when a single-width PCIe card with no daughter card is installed in the PCIe slot.



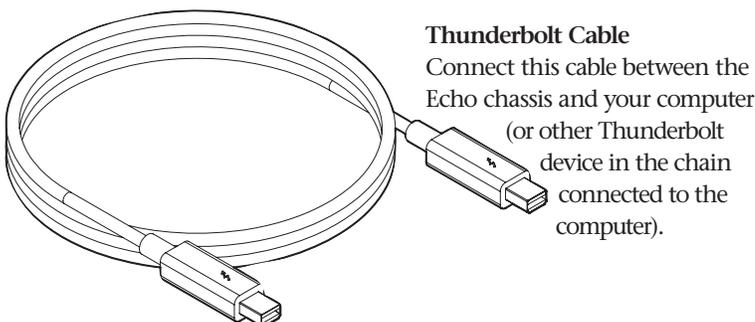
### Echo Express SE I Power Adapter

#### 1 – Power Adapter

Connect this to the Echo Express SE I chassis' power port. Note that the power indicator on top lights when the adapter is connected to AC power.

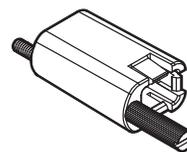
#### 2 – Power Cord

Connect this between a power outlet and the power adapter. 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

Connect this cable between the Echo chassis and your computer (or other Thunderbolt device in the chain connected to the computer).



### Thunderbolt Connector Retainer Clip

This secures a Thunderbolt connector plugged into the Echo chassis' Thunderbolt port to prevent accidental cable disconnection. This clip is not compatible with optical Thunderbolt cables.

## Chapter 3 – PCIe Card Installation Steps

1. Remove the Echo Express SE I chassis from its packaging, and then set it upside-down on a soft, flat, level surface.
2. Remove and set aside the four screws securing the feet to the bottom of the outer case (Figure 1). Set aside the screws and feet.



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

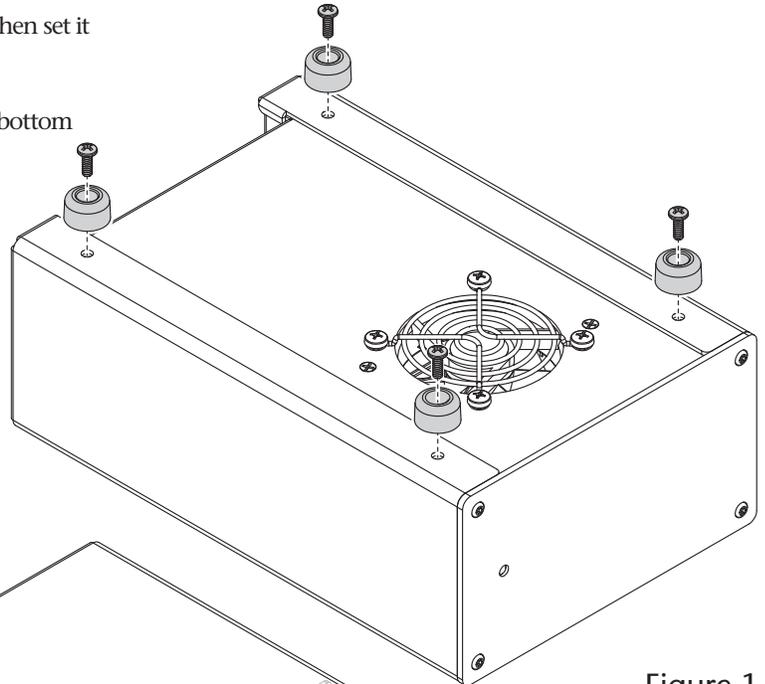


Figure 1

3. Turn the Echo Express SE I chassis right-side-up (Figure 2).
4. Place your hand on top of the outer case. Remove the inner assembly by gently grasping its faceplate by the edges and pulling (Figure 2). Set aside the outer case.

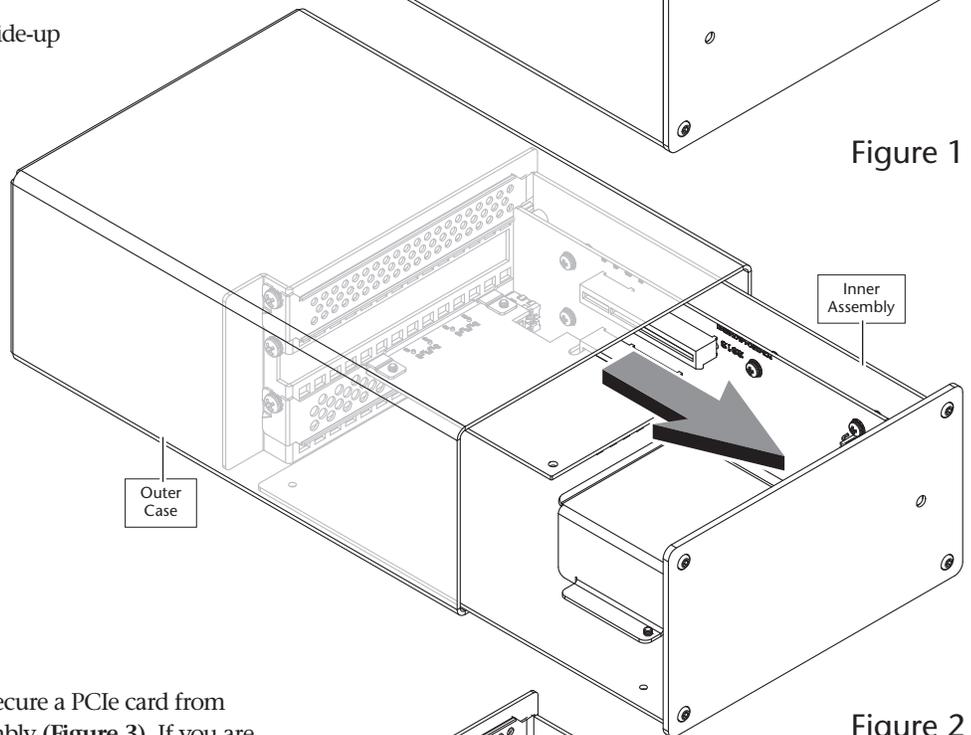


Figure 2

5. Remove and set aside the screw used to secure a PCIe card from the Echo Express SE I chassis' inner assembly (Figure 3). If you are installing a double-width card, or an additional daughter card, remove and set aside the screw securing the port access cover, and then remove and set aside the cover.

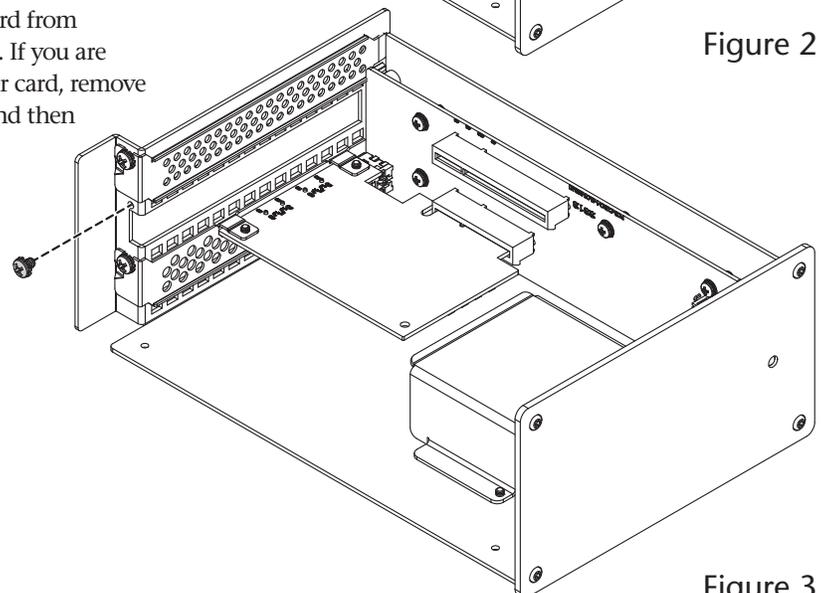


Figure 3

## Chapter 3 – PCIe Card Installation Steps



**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 without touching any components or gold connector pins. Also, avoid touching the Echo Express SE I chassis' circuit boards and any of its components.

6. Remove the PCIe card from its packaging, handling the card by its edges and without touching any components or gold connector pins.
7. Holding the card with its bracket on the left and the connector pins facing away from you, line up its connector with the slot, and then gently but firmly insert 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 4).
8. Secure the card using the screw you removed previously; do not overtighten the screw (Figure 4).
9. If the PCIe card you installed included a daughter card, connect them together with the cables included with the PCIe card, and then install the daughter card into the Echo chassis. Secure the daughter card with the screw that previously secured the port access cover.
10. Place your hand on top of the outer case, and then gently push the inner assembly back into the outer case (Figure 5).
11. Turn the Echo Express SE I chassis upside-down, and then secure the outer case to the inner assembly by reattaching the four feet; do not overtighten the screws (Figure 6).

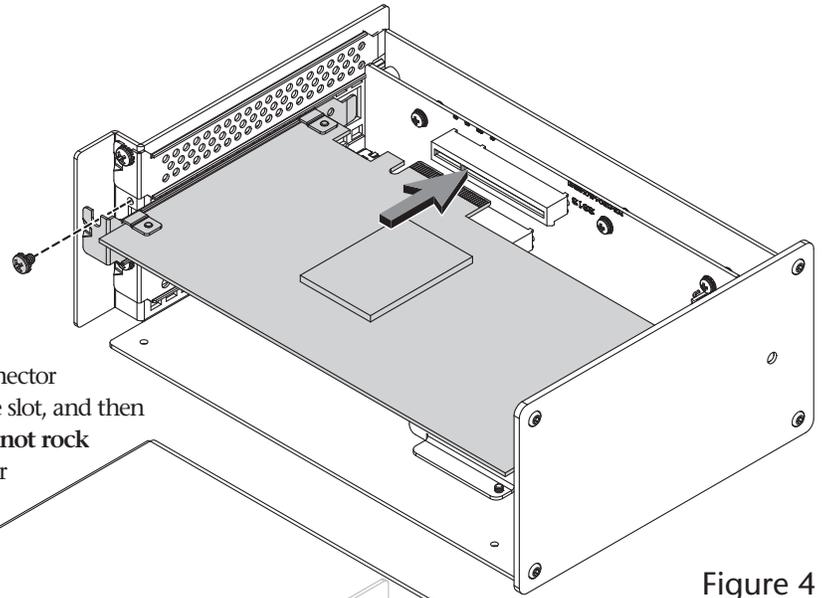


Figure 4

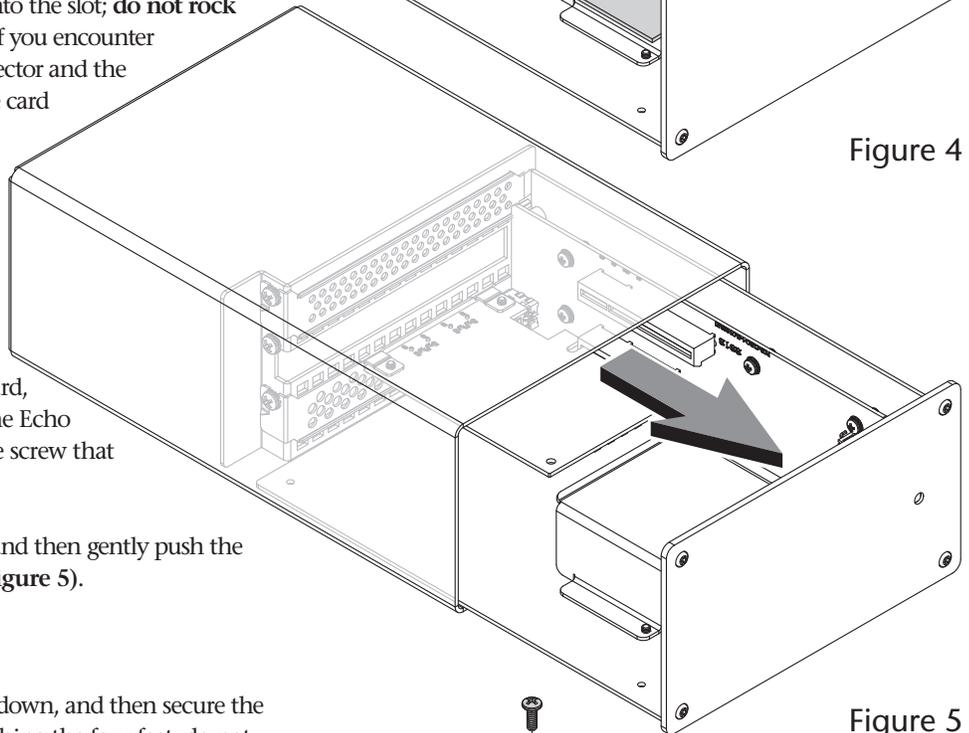


Figure 5

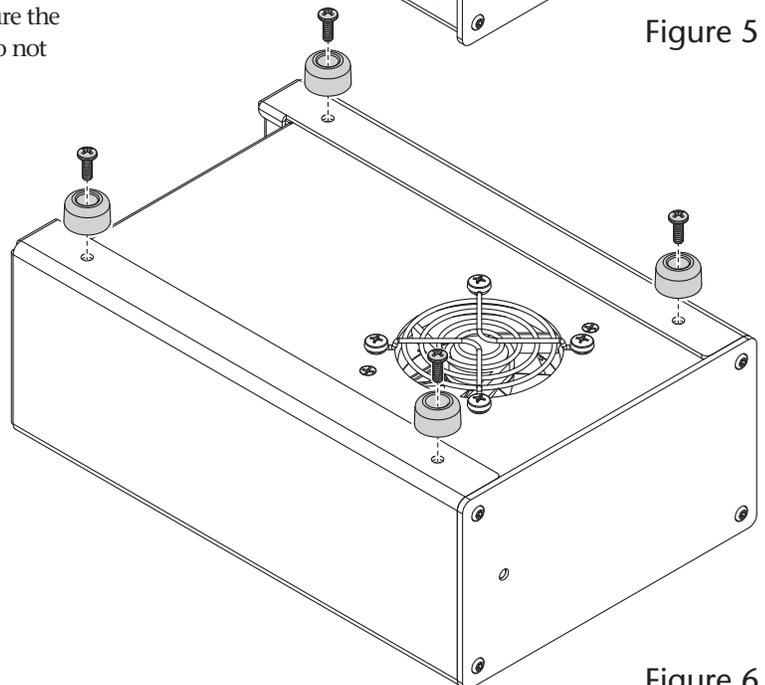


Figure 6

## Chapter 3 – PCIe Card Installation Steps



**Support Note:** Sonnet's ThunderLok™ Thunderbolt connector retainer clip secures the included Thunderbolt cable to the Echo chassis to prevent accidental disconnects. Although it is compatible with some other copper Thunderbolt cables like Apple's, it is not compatible with optical Thunderbolt cables.

To attach the clip to the cable, remove them from their packaging. Turn one of the cable's connectors so the Thunderbolt icon is facing down, and then insert the connector into the connector clip as shown (Figure 7). Note that the connector will pass all the way through the clip; when you connect the cable to the chassis, the clip will secure the cable.

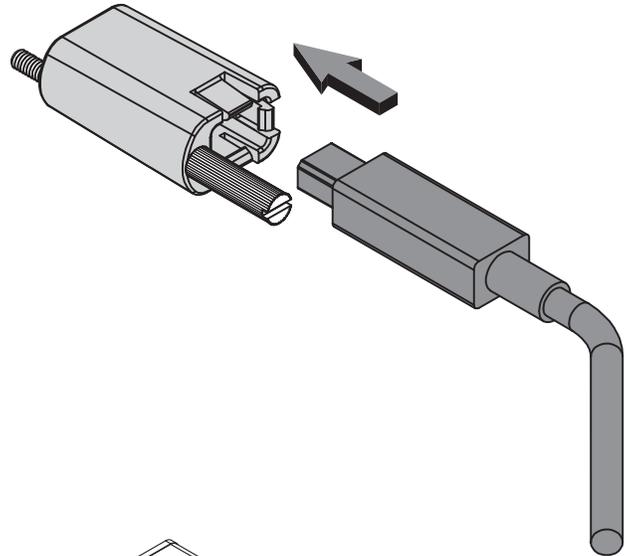


Figure 7



**Support Note:** To ensure the best performance possible when connecting multiple Thunderbolt devices in a daisy chain, be sure to connect 20Gbps Thunderbolt 2 devices such as this Echo chassis closest to the computer, with 10Gbps Thunderbolt devices at the end.

12. Turn the Echo Express SE I right-side-up.
13. Connect the included Thunderbolt cable between either Thunderbolt port on the Echo chassis and a Thunderbolt port on your computer, or other Thunderbolt device in the chain connected to the computer (Figure 8). Secure the retainer clip to the chassis if you attached it. If you are daisy chaining additional Thunderbolt devices, connect another Thunderbolt cable between the downstream device and the open Thunderbolt port on the Echo chassis.
14. Connect the included power cord between a wall outlet or power strip and the power adapter; verify the connector is plugged in securely. Note that the power adapter's power indicator will light at this time.
15. Connect the power adapter cable to the Echo Express SE I's 12V power socket. Note that the power indicator on the Echo Express SE I chassis will not light until the computer, and any other Thunderbolt device connected between it and the Echo chassis, is powered on.

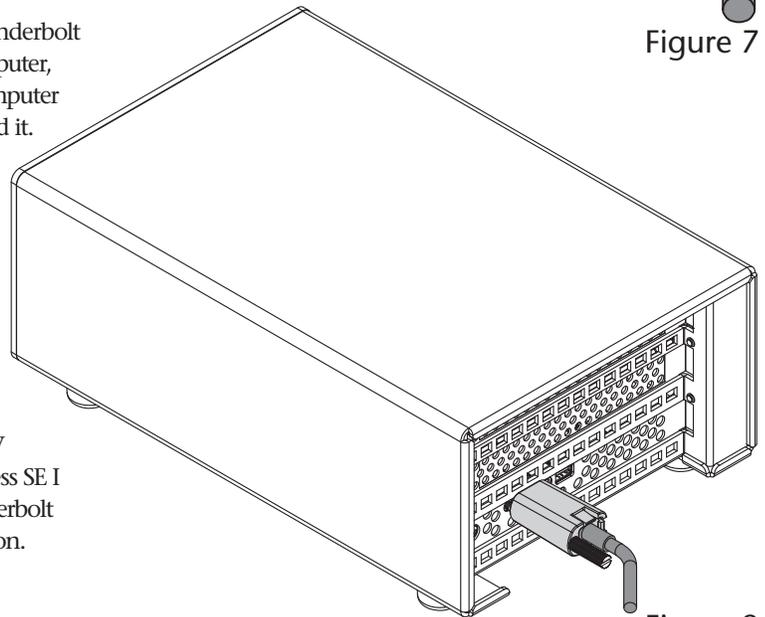


Figure 8

## Chapter 4 – Verify Connections Using System Information

### A – Verify the Echo Express SE I is Recognized

1. With the Echo chassis powered and connected to the computer, turn on the computer.
2. From the Apple menu, select About This Mac; the System Information application will launch.
3. When the *About This Mac* window opens, click More Info; a summary of specifications will appear.
4. Click System Report; a full report window will appear.
5. In the *System Information* window, click Thunderbolt under the Hardware header in the left column (Figure 9).
6. In the top right column under the Thunderbolt Device Tree header, you will see the computer, followed by Thunderbolt Bus, and then “Echo Express SE I TB2” (Figure 9).

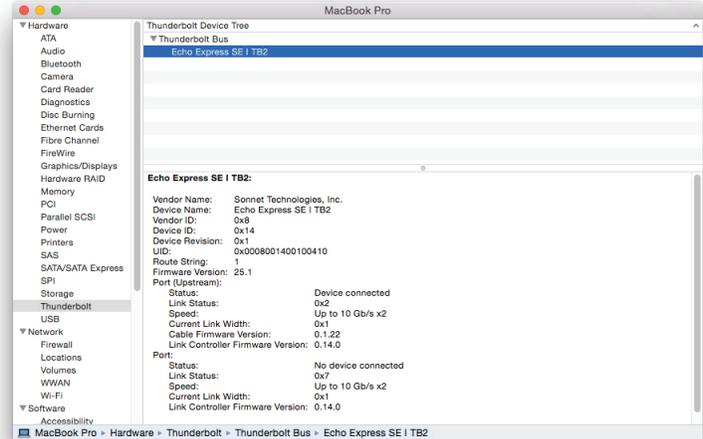


Figure 9



**Support Note:** If you do not see “Echo Express SE I TB2” listed, disconnect and reconnect the Thunderbolt cable between the computer and Echo Express SE I. Note that it is not necessary to shut down the computer before disconnecting and reconnecting the cable, so long as the installed card is Thunderbolt-compatible.

### B – Verify the Installed Card is Recognized

1. Click PCI Cards under the Hardware header in the left column (Figure 10).
2. At the top of the right column, the installed card is listed. By selecting the card, detailed information is listed. You should see “Yes” next to Driver Installed and Tunnel Compatible, otherwise the card or driver may not be Thunderbolt-compatible (Figure 10).



**Support Note:** While the Echo Express SE I expansion chassis requires no drivers, the installed card requires Thunderbolt-compatible drivers to enable its use.

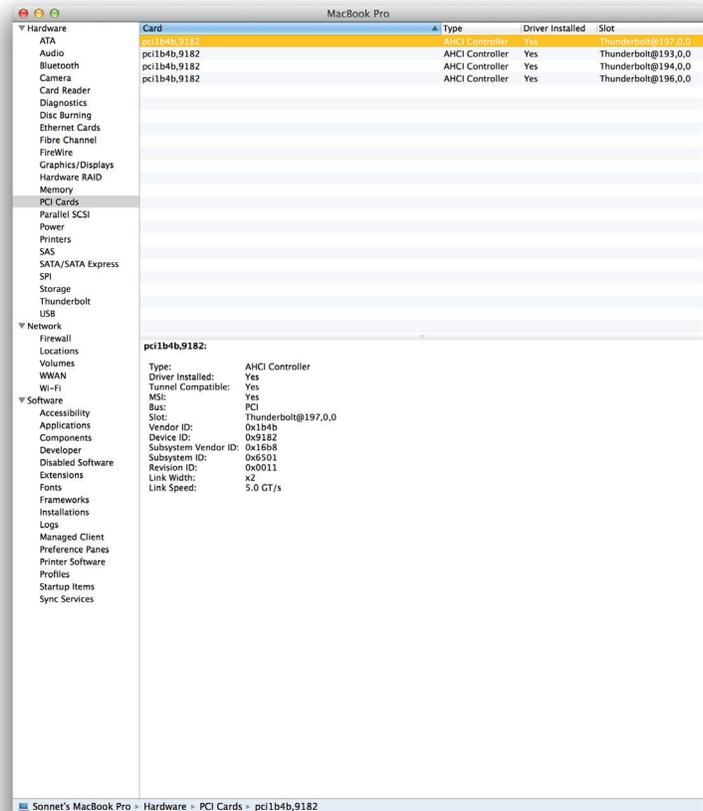


Figure 10

## Chapter 5 – Tips, General Information, and Known Issues

### TIPS, GENERAL INFORMATION

#### Keeping the Card Cool

With its optimized airflow design and temperature-controlled fan providing cooling at all times, Echo Express SE I provides adequate cooling for the installed card. *Do not operate the Echo Express SE I with its cover off, and do not block any of the vents!* Otherwise, the installed card and Echo Express SE I's components may overheat.

#### Hot Plugging the Echo Express SE I – Mac Users

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

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

Because Echo Express SE I 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 Operation

Because the Echo Express SE I chassis automatically powers on and off with the computer to which it's connected, its power indicator only lights when the computer is on, and turns off when the computer is sleeping or powered off. Note that the power adapter's power indicator remains lit as long as it is connected to a live power outlet.

#### Connecting Additional Thunderbolt Devices

You may connect up to six Thunderbolt devices total in a daisy chain, including the Apple Thunderbolt Display.

#### Using Expansion Cards Without Drivers

Some Thunderbolt-compatible expansion cards, like Sonnet's Presto™ Gigabit Pro PCIe and Sonnet's Tempo™ SATA Pro 6Gb PCIe 2.0 eSATA card, use drivers built into the OS.

#### Some PCIe Cards May Not Fit in Echo Express SE I

Cards installed into Echo Express SE I must be no more than 7.75 inches (19.7 cm) long.

#### Replacing a Card After Initial Installation

Shut down the computer, and then disconnect the power adapter and Thunderbolt cables from the Echo Express SE I before disassembling the chassis and replacing the card.

#### PCIe CARDS ARE NOT HOT-PLUGGABLE!

Never install a PCIe card into Echo Express SE I while it is connected to a computer or power outlet! If you do, you risk injury, and damage to the card, chassis, and computer.

### KNOWN ISSUES

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

Thunderbolt 2's PCIe bandwidth is limited to 20Gbps. While most cards will operate at full performance, some may not due to the fact they require more bandwidth than Thunderbolt 2 is capable of supporting.

#### OS X Updates May Break Compatibility

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

#### Some Devices' Performance May be Affected by Where They Are Connected in a Thunderbolt Chain

However small, Thunderbolt introduces latency to a device chain. If you expand with additional Thunderbolt expansion chassis, you may need to experiment with which cards work better in chassis closer to or farther from the computer in the chain

#### Thunderbolt Support Under Windows is Incomplete

At the time of this writing, Intel and Microsoft have not settled on a certification standard for Thunderbolt devices under Windows. The main unresolved issues are how hot-plugging support and Sleep mode support for Thunderbolt devices are handled. Support for these features exists under OS X, but is still in development under Windows. While Thunderbolt-compatible cards will function in your Echo expansion chassis when attached to your computer at boot, we cannot guarantee how the Windows driver will respond to hot-plugging of the Thunderbolt cable after boot or how it will operate when returning from sleep. While we do expect these issues to be resolved in the future, at the present they are not.

## Chapter 6 – Specifications, Precautions, FCC Compliance, and Support Information

### Specifications

External Connectors	<ul style="list-style-type: none"><li>• Two Thunderbolt</li><li>• Power</li></ul>
Expansion Slot	x8 mechanical (x4 electrical) PCIe 2.0
PCIe Card Support	One half-length+ (up to 7.75 inches (19.7 cm) long) PCIe card; supports double-width card, daughter card
Compatible PCIe Cards	See Sonnet Website: ( <a href="http://www.sonnettech.com">www.sonnettech.com</a> )
Power Adapter	Universal 80W, 100-240V AC, 50-60 Hz
PCIe Card Minimum Guaranteed Power	25W
Operating Temperatures	+32° F to +95° F (0° C to +35° C)
Dimensions WxDxH	5.63 x 8.63 x 3.5 in. (14.29 x 22.01 x 8.85 cm)
Weight	2.6 lbs. (1.18 kg)
RoHS Compliant	Yes
Package Contents	<ul style="list-style-type: none"><li>• Echo Express SE I chassis</li><li>• Power adapter</li><li>• Power cord</li><li>• Thunderbolt cable</li><li>• Thunderbolt connector retainer clip</li><li>• User's guide</li></ul>

### 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.

### Warnings

Always follow the basic warnings listed here to avoid the risk of serious injury or death from electrical shock, short-circuiting, fire, and other hazards. These warnings include, but are not limited to:

- 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 the chassis may result in a malfunction leaving the product inoperable
- 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, switch it off immediately and unplug it from the electrical outlet
- Follow the instructions in this User's Guide carefully; contact your reseller or local distributor for additional advice

### FCC Compliance

Echo Express SE I 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

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

When you call 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
- PCIe card models
- Operating system version
- Software/firmware versions

### USA Customers

If further assistance is needed, please contact **Sonnet Customer Service** at:

Tel: 1-949-472-2772

(Monday–Friday, 7 a.m.–4 p.m. Pacific Time)

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

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



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# Statement of Conformity

Sonnet Technologies, Inc.  
8 Autry  
Irvine, CA 92618  
USA

**Declare under our sole responsibility that the product(s):**

**Product Name:** Echo Express SEL Thunderbolt 2  
**Product Number(s):** ECHO-EXP-SEL

**Product Name:** Echo Express SE I Thunderbolt 2  
**Product Number(s):** ECHO-EXP-SE1

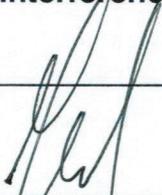
**Product Name:** Echo Express SE II Thunderbolt 2  
**Product Number(s):** ECHO-EXP-SE2

**To which this declaration relates is in conformity with the requirements of the following specifications:**

**ANSI C63.4-2009  
FCC 47 CFR Part 15, Subpart B, Class B Digital Device.  
ICES-003 Issue 5**

**Supplementary information:**

**This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.**

Signed by or for manufacturer:	
	Name: George Smith
	Title: Director of Hardware Development
	Place and Date: Sugar Hill, GA USA, March 7, 2015



## EC Declaration of Conformity

In accordance with EN ISO 17050-1:2004

**Manufacturer's Name:** Sonnet Technologies, Inc.

**Manufacturer's Address:** 8 Autry  
Irvine, CA 92618  
USA

**In accordance with Directive(s):**  
LVD (2006/95/EC).  
EMC Directive (2004/108/EC)

hereby declare, that the product(s)

**Product Name:** Echo Express SEL Thunderbolt 2  
**Product Number(s):** ECHO-EXP-SEL

**Product Name:** Echo Express SE I Thunderbolt 2  
**Product Number(s):** ECHO-EXP-SE1

**Product Name:** Echo Express SE II Thunderbolt 2  
**Product Number(s):** ECHO-EXP-SE2

### Conforms to the following Product Specifications:

**Safety:** IEC 60950-1:2005/A1:2009, EN 60950-1:2006/A11:2009/A1:2010/A12:2011/AC:2011

**EMC:** EN 55022:2010  
EN 55024:2010  
EN 61000-3- 2:2006 w/A1:2009 and A2:2009  
EN 61000-3- 3:2008

I hereby declare that the equipment named above has been designed to comply with the relevant sections of the above referenced specifications. The unit complies with all applicable Essential Requirements of the Directives.

  
George Smith, Director of Hardware Development

Sugar Hill, GA USA  
March 7, 2015