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Allegro™ Pro USB 3.1 PCIe®

Professional 4-Port 10Gbps USB-A PCIe® Card With Charging Capability

Quick Start Guide



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- ### You Should Have

The following items should be included in your product package:

 - One Allegro Pro USB 3.1 PCIe card
 - Quick Start Guide

The following items may be required for installation:

 - Medium Phillips screwdriver

Computer Compatibility

 - Mac Pro® (3,1, 4,1, 5,1, or 7,1 [2019])
 - Windows® computer with PCIe slots
 - Linux® computer with PCIe slots

OS Compatibility

 - macOS 10.10.5, 10.12.6+; **not compatible with macOS 10.11**
 - Windows® 10, 8.1, 7
 - Windows Server 2016, 2012, 2008 (64-bit editions)
 - Linux Kernel 5.0+

Thunderbolt™ Compatibility

 - Mac®, Windows, or Linux computer via a Thunderbolt 2 or Thunderbolt 3 to PCIe card expansion system (**not compatible with Thunderbolt 1 to PCIe card expansion system**)
 - macOS 10.12.6+
 - Windows 10 (64-bit Edition Version 1809 or newer)

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.

Driver Information

For Mac users, the standard 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.

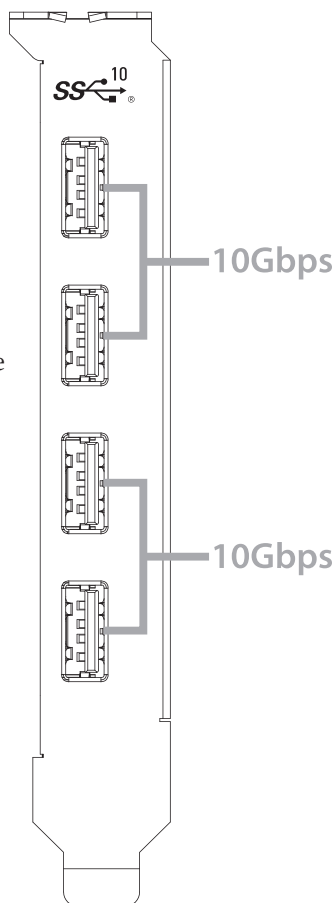
For Windows users, the drivers that enable the Allegro card to work in your computer running supported versions of Windows except Windows 7 (32- and 64-bit versions) are installed automatically. For Windows 7 users, please go to <https://www.sonnettech.com/support/kb/kb.php>, click the Computer Cards link, and then the PCIe Cards link. Locate and click Allegro Pro USB 3.1 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 Kernel 5.0 and later are installed automatically; the Allegro card is ready to use when you power on your computer

USB Port Usage Information

The Allegro Pro USB 3.1 PCIe card features two USB 3.1 Gen 2 controllers, with each controller offering 10Gbps bandwidth shared across two ports. One controller supports the top two ports, and the other controller supporting the bottom two ports.

For the fastest drive-to-drive file transfers when using USB 3.1 Gen 2 drives, Sonnet recommends that you connect the source drive to one of the top two ports, and the destination drive to one of the bottom two ports.



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Known Limitations and Advice

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

- USB 3.2 (formerly 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.
- USB 3.2 (formerly 3.1) devices require Gen 2 cables to support 10 Gb/s transfer speeds. Use of USB 3.2 Gen 1 (formerly USB 3.1 Gen 1 and USB 3.0) cables between Gen 2 devices and Allegro Pro USB 3.1 PCIe card is supported, but data transfers are limited to Gen 1 speeds (5 Gb/s).
- The use of USB-A to USB-C cables is supported, but data transfer speeds are limited by the cable type, as well as the speeds supported by the device.
- 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 Web site. Check the peripheral's user's manual for information about necessary software.
- While your computer is on, always "eject", "stop", "unplug", or "put away" any drive (hard drive, SSD, etc.) before disconnecting it from its cable or the Sonnet card; 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.

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Known Limitations and Advice (continued)

- While your computer is on, always "eject" any memory card from the operating system before removing it from an attached card reader, or disconnecting the reader (with the card inserted in it) from its cable or the Sonnet card.
- 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.

Contacting Customer Service

The Sonnet Web site located at <https://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), along with a description of the issue(s) you are encountering with your device

If further assistance is needed, please contact us at:

USA, Canada, or Mexico Customers

Please 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)

For Customers Outside North America

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 <https://www.sonnettech.com>. Remember to register your product online at <https://registration.sonnettech.com> to be informed of future upgrades and product releases.

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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 Web site for the latest documentation.

1. Go to <https://www.sonnettech.com/support/kb/kb.php>
2. Click the Computer Cards link.
3. Click the PCIe Cards link.
4. Click the Allegro Pro USB 3.1 PCIe link, and then click the Manual link.
5. Click the Allegro Pro USB 3.1 PCIe Quick Start Guide [English] link, and then check the Document Version information. If the version listed is later than this document (**revision D**), click the Download Now button for the latest version.

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