

Allegro™ 7-Port USB 3.2 Gen 1 Type A PCIe® Card

Quick Start Guide

You Should Have

The following items should be included in your product package:

- One Allegro 7-Port USB 3.2 Gen 1 Type A PCIe Card
- QSG

The following item may be required for installation:

- Medium Phillips screwdriver

Mac® Compatibility

- Mac Pro® 14,8 (2023)
- Mac Pro 7,1 (2019)
- Mac Pro 5,1
- macOS 10.12+

Windows® Compatibility

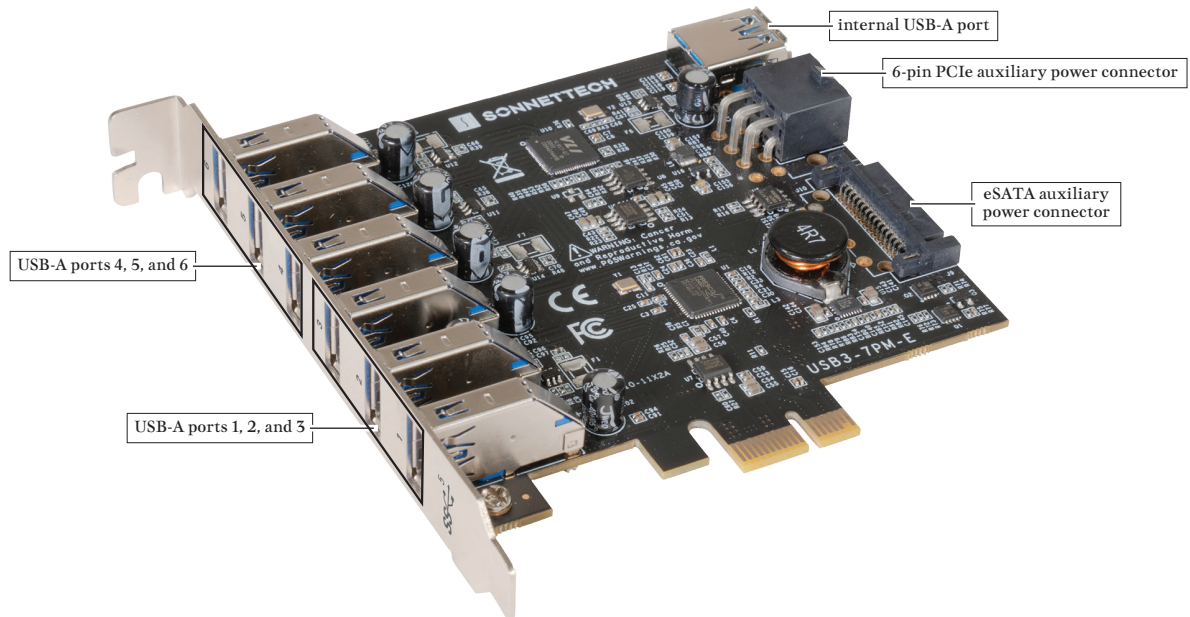
- Computer with available x1 PCIe card slot
- Windows 11, 10

Linux® Compatibility

- Computer with available x1 PCIe card slot
- Linux Kernel 5.4+

Thunderbolt™ Compatibility

- Mac (M series and Intel®), Windows, or Linux computer with Thunderbolt ports via a Thunderbolt to PCIe card expansion system with available PCIe card slot



Card Description

USB-A Ports 1, 2, and 3

Ports 1, 2, and 3 each receive full 5Gbps bandwidth. When higher bandwidth is required for a connected device, it is recommended you connect it to one of these ports for maximum performance.

USB-A Ports 4, 5, and 6

Ports 4, 5, and 6 (plus the internal USB-A port) share a total of 5Gbps bandwidth; when only one device connected to one of these ports is active, it will receive full bandwidth. We recommend connecting devices with lower bandwidth requirements to these ports when multiple devices are connected.

Internal USB-A Port

This port shares 5Gbps bandwidth total with ports 4, 5, and 6; when only one device connected to one of these ports is active, it will receive full bandwidth. We recommend connecting devices with lower bandwidth requirements to these ports when multiple devices are connected.

6-Pin PCIe and eSATA Auxiliary Power Connectors

When connecting multiple bus-powered devices that will require more than 25 watts power together at the same time, connect your computer's 6-pin PCIe OR eSATA power connector to one of these connectors.



For
Windows



Card Installation Steps

1. Shut down your computer or expansion chassis, disconnect its power cable, and then open it to access the expansion card area (PCI Express slots); refer to the user manual for specific information.
2. Locate an available x1 or larger PCIe slot and remove its access cover if necessary.
3. Install the Sonnet card into the slot; make sure the card is firmly seated and secured.
4. If you expect to connect multiple bus-powered devices that will consume more than 25 watts of power when operated at the same time, connect your computer's 6-pin PCIe or eSATA auxiliary power connector directly to either of the card's mating connectors. Otherwise, skip to the next step.
5. Close your computer or expansion chassis.
6. Reconnect the computer's or expansion chassis' power cable.

Mac and Windows Port Power Behavior During Sleep

In most cases, when a computer is put to sleep, power is removed from PCIe card slots to minimize power usage; this also affects Thunderbolt to PCIe card expansion systems. Because of this power-saving specification, a USB card is unable to maintain USB port power, leading to known issues with connected storage devices when the computer is put to sleep. Below are some known behaviors with this card:

Mac Computers



Support Note: Except for Mac Pro 14,8 (2023), storage devices plugged into a USB card installed in a Mac computer may disconnect upon wake from sleep, and a Disk Not Ejected Properly message may be generated for each device. Fortunately, the devices automatically remount (reconnect), and, because macOS flushes all caches before sleeping, these disconnects should never result in any loss of data.

Mac Pro 14,8 (2023)

Every Allegro card port maintains 5V power and all drives stay mounted.

Mac Pro 7,1 (2019)

All Allegro card ports provide 0V power at sleep. Disk Not Ejected Properly messages are generated for storage devices connected to ports 4, 5, 6, and 7 (internal), but not for devices connected to ports 1, 2, and 3.

Thunderbolt to PCIe Card Expansion Systems

With the Allegro card installed in an expansion system, all the card's ports drop to 0V power for a second when the attached computer is put to sleep. Disk Not Ejected Properly messages are generated for storage devices connected to ports 4, 5, 6, and 7 (internal), but not for devices connected to ports 1, 2, and 3.

Windows Computers

Windows Desktop Computer

When installed in a Windows computer, all Allegro card ports provide 0V power at sleep and all connected storage devices drop off with no messages provided by the Windows OS. There should be no data loss, as the computer cannot go to sleep until the read or write processes are complete.

Thunderbolt to PCIe Card Expansion Systems

With the Allegro card installed in an expansion system, all the card's ports drop to 0V power for a second when the attached computer is put to sleep and all connected storage devices drop off with no messages provided by the Windows OS. There should be no data loss, as the computer cannot go to sleep until the read or write processes are complete.

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
- 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 **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



Support Note: This document was up to date at the time of printing. Please check the Sonnet website for the latest documentation.

1. Go to www.sonnettech.com/support/kb/kb.php
2. Navigate to and click the Allegro 7-Port USB 3.2 Gen 1 Type A PCIe Card link.
3. Click the Manual link.
4. Click the Allegro 7-Port USB 3.2 Gen 1 Type A PCIe Card Quick Start Guide [English] link, and then check the Document Version information. If the version listed is later than this document (**revision B**), click the Download Now button for the latest version.