Allegro USB 3.2 Gen 1 Type A PCIe Card

4-Port 5Gbps USB 3 PCIe Card With USB Charging

Quick Start Guide

Support Notes: 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. Navigate to and click the Allegro USB 3.2 Gen 1 Type A PCIe Card link.
3. Click the Manual link.
4. Click the Allegro 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 E**), click the Download Now button for the latest version.

You Should Have

The following items should be included in your product package:
- One Allegro™ USB 3.2 Gen 1 Type A PCIe Card
- Quick Start Guide

The following items may be required for installation:
- Medium Phillips screwdriver

Mac Compatibility

- Mac Pro 7,1 (2019) or 14,8 (2023)
- macOS 13+

Windows Compatibility

- Computer with PCIe slots
- Windows 11
- Windows Server 2025, 2022

Linux Compatibility

- Computer with PCIe slots
- Linux Kernel 6.1, 6.12

Thunderbolt™ Compatibility

- Mac computer (M series and Intel) with Thunderbolt 5, 4, or 3 ports via a Thunderbolt-to-PCIe card expansion system
- Windows computer with a Thunderbolt 5 or 4 port via a Thunderbolt-to-PCIe card expansion system
- Linux computer with a Thunderbolt 5 or 4 port via a Thunderbolt-to-PCIe card expansion system

Installation Preparation

Sonnet 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 system, 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 PCIe 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 drivers that enable this Allegro card to work in your computer or Thunderbolt expansion chassis are installed as part of macOS 13 and later; the Allegro card is ready to use when you power on your computer.

For Windows users, the drivers that enable this Allegro card to work in your computer running supported versions of Windows are installed automatically.

For Linux users, the drivers that enable this Allegro card to work in your computer running compatible Linux Kernels are installed automatically; the Allegro card is ready to use when you power on your computer.

Known Limitations and Advice

USB technology and peripherals have some limitations. Refer to your peripheral manufacturers' Web sites for more information.

- To minimize power usage during sleep, power is removed from PCIe cards. Because of this power-saving specification, a USB PCIe card is unable to maintain USB port power during sleep. In macOS, this power loss causes a storage device to disconnect when the computer wakes from sleep; although the storage device will automatically remount, the system still displays a Disk Not Ejected Properly message. Because macOS flushes all caches before sleeping, this disconnect should never result in any loss of data.

- USB 3.2 Gen 1 (formerly USB 3.0) devices require USB 3.2 Gen 1 cables to support 5 Gb/s transfer speeds. Use of USB 2.0 cables between USB 3.2 Gen 1 devices and the Allegro card is supported, but data transfers are limited to USB 2.0 speeds (up to 480 Mb/s).

- 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. Also, 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.

- 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.

Contacting Customer Service

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

- Product name
- Computer model
- 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

Japan Customers
Contact Sonnet Customer Service Japan at:
E-mail: jp.support@sonnettech.com

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