Cable Matters

Thunderbolt™ 3 to 10 Gigabit Ethernet Adapter

Model 107017

User Manual

(Download Windows drivers from
cablematters.com/downloads)

support@cablematters.com

Table of Contents

1. INTRODUCTION

1.1 Introduction

Thank you for your purchase from Cable Matters® Inc., the 'Reliable Connectivity' company. This User Manual provides an overview of the features and installation of your new:

Thunderbolt™ 3 to 10 Gigabit Ethernet Adapter

Please read these instructions carefully before connecting, operating or configuring this product. Please keep this manual for future reference.

Contact **support@cablematters.com** for questions or product support.

1.2 Copyright and Trademarks

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Thunderbolt and the Thunderbolt Logo are trademarks of Intel Corporation in the U.S. and/or other countries.
NBASE-T™ is a registered trademark of the NBASE-T Alliance, Inc. or its licensors in the United State and other countries.

1.3 FCC Compliance Statement

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

2. PRODUCT OVERVIEW

2.1 Package Contents

Please check that the following items are contained in the package:

    1x Thunderbolt 3 to 10 Gigabit Ethernet Adapter

    1x Thunderbolt 3 (40Gbps) Cable

    1x User Manual (available in a PDF format)

2.2 Product Description

The Cable Matters® Thunderbolt™ 3 to Gigabit Ethernet Adapter adds 10 gigabit Ethernet network connectivity to a Thunderbolt 3 port over Cat 6 or Cat 6A. Utilize existing Cat 5e cabling with multi-gigabit, NBase-T™ support for 2.5Gbps and 5Gbps data transfer speeds. Upgrade your computer with Thunderbolt 3 to a powerful network device for gaming or NAS storage.

2.3 Product Features

- Supports up to a 10 Gigabit data transfer rate

- Connect up to 100 meters over Cat 6A and 55 meters over Cat 6

- Multi-gigabit, NBase-T support for 5Gbps and 2.5Gbps data transfer speeds

- Bus-powered adapter requires no external power

- Included Thunderbolt 3 (40Gpbs) 20-inch cable

- Quiet operation with no cooling fan

- Ruggedized case protects the adapter and aids in heat dissipation

- Cushioned footpads stabilize the adapter

2.4 Installation Checklist

✓ Computer with a Thunderbolt 3 port (USB-C only is not supported)

✓ macOS 10.13.4+ requires no driver

✓ Windows 10 requires a 10 Gbps Ethernet driver (see section 3.2)

✓ Use the included Thunderbolt 3 (40Gbps). An active (40Gbps) cable is recommended for lengths over 0.5 meter.

✓ Use high quality shielded Cat 6A Ethernet cable for the maximum performance up to 100m.

3. INSTALLATION & CONFIGURATION IN WINDOWS

3.1 Windows Thunderbolt Drivers

1) Your Windows PC may require updates for Thunderbolt 3 to function properly.

For more information go to: **kb.cablematters.com**.
(Search for SKU 107017)

2) Check that the Intel Thunderbolt software is installed on your computer.
Locate it from the search bar in Windows
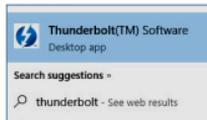
3) Connect the Adapter to the computer Thunderbolt 3 port and approve it by
selecting *OK* from the pop-up (Administrator access is required)

> **New Thunderbolt™ devices have been attached**
> Thunderbolt™ devices were attached. In order to approve them for use this application
> must be run with administrator privileges.
> Click OK to run the Thunderbolt™ software with administrator privileges.
>
> 　　　　　　　　　　　　　　　　　　　🛡 OK　　　　Cancel

3.2 Windows 10Gbps Ethernet Driver Installation

1) Download the Windows drivers from **www.cablematters.com/dowloads**. Look for SKU 107017.

2) .Extract the files and select the drivers for your 32-bit or 64-bit system (this information is listed under
Control Panel > System)

3) Check that your computer recognizes the Adapter in *Device Manager > Network adapters*

> ∨ 🖥 Network adapters
> 　　🖥 Aquantia AQtion 10Gbit Network Adapter
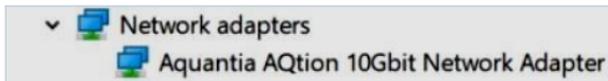
4) Look for the Thunderbolt icon in the Windows notification area

Note: If the Adapter is not recognized, try rebooting your computer.
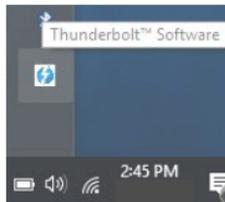
3.3 Link Speed Configuration in Windows

1) Right click on the Adapter in *Device Manager >*
   Network adapters

2) Select *Link Speed* and the *Value*

Note: The connected router or switch must
support the selected speed (including auto
negotiation).

Aquantia AQtion 10Gbit Network Adapter Properties   ×

General | Advanced | Driver | Details | Events | Power Management

The following properties are available for this network adapter. Click
the property you want to change on the left, and then select its value
on the right.

Property:

ARP Offload
Downshift retries
Energy-Efficient Ethernet
Flow Control
Interrupt Moderation
Interrupt Moderation Rate
IPv4 Checksum Offload
Jumbo Packet
Large Send Offload V1 (IPv4)
Large Send Offload V2 (IPv4)
Large Send Offload V2 (IPv6)
Link Speed
Locally Administered Address
Log Link State Event
Maxmum number of RSS Queues

Value:

2.5G

100M
10G
1G
2.5G
5G
Auto Negotiation

4. INSTALLATION & CONFIGURATION IN macOS

1) The Adapter should automatically be recognized when connected to a Thunderbolt 3 port

2) Check in: *About this Mac* > *System Report* > *Thunderbolt Device Tree* > *Thunderbolt Bus* > *Thunderbolt 3 to 10G Ethernet Dongle*
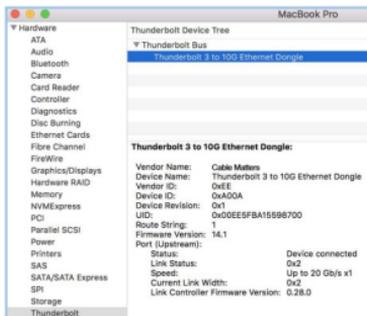
3) Configure the Adapter from the *Network* menu

4) Click on *Advanced* to set the connect speed.
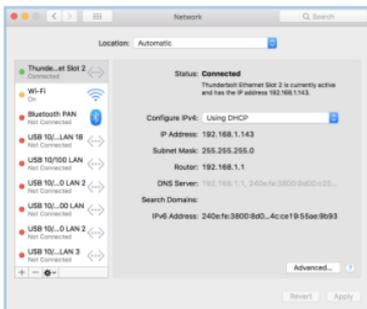
Notes:

- Compatible with macOS 10.13.4 and up

- Connecting at the end of a daisy chain may reduce the performance of the adapter

- Consult the documentation of your attached router or switch for configuration information

- The connected router or switch must support the selected speed
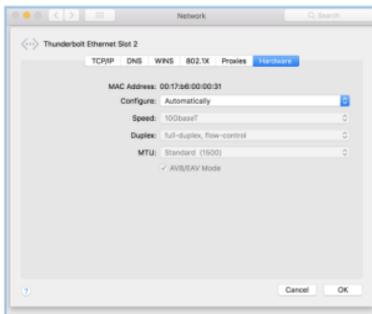
5. NETWORK CONFIGURATION

5.1 LED Status Indicators

Green LED = Link Indicator   Amber LED = Activity Indicator
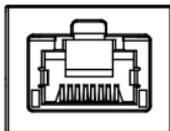
Check the Link and Activity indicators to confirm the connected speed.

10G		5G		2.5G		1000M		100M	
Link	Act	Link	Act	Link	Act	Link	Act	Link	Act
Blinking File Transfer	Solid 10G Link	Blinking File Transfer	Solid 5G Link	Blinking File Transfer	Solid 2.5G Link	Blinking File Transfer	Solid 1000M Link	Blinking File Transfer	Solid 100M Link
GRN	GRN	GRN	AMB	GRN	AMB	GRN	AMB	GRN	AMB

5.2 Multi-Gigabit Ethernet Support

This Ethernet Adapter supports multi-gigabit, NBase-T for 5Gbs and 2.5Gbs data transfer speeds. Cat 5e Ethernet cable is supported up to 100 meters for those speeds.

5.3 Supported Cable Lengths

Cat 6 Cable: 55 meters

Cat 6A Cable: 100 meters

Cat 5e: 100 meters for NBase-T 2.5Gbps, 5Gbps

6. Troubleshooting Notes

- Not compatible with USB-C ports without the Thunderbolt 3 (look for the Thunderbolt logo)

- Update your computer to the current stable version of your operating system.

- It is normal for the Adapter to become very warm when transferring large amounts of data

- If connecting through a docking station, check that sufficient bandwidth is available to support data transfer from the Adapter

- Disconnect the Adapter, reboot the computer and reconnect

- Test with a shorter Ethernet cable. Shielded Cat 6A is recommended for the best performance.

- Not compatible with a Thunderbolt 2 to Thunderbolt 3 adapter

- Factory reset the connected Ethernet switch or router

- Wake on LAN (WOL) is not supported

- IEEE 802.1Qav AVB Audio Video Bridging is not supported

Contact **support@cablematters.com** with the OS and model number of your computer.

7. TECHNICAL SPECIFICATIONS

Host Port **..** Thunderbolt 3 24-Pin Female

Network Port **...** 8P/8C RJ45 Female

Power **..** Bus-powered

Computer Host OS Support **...........................** Windows 10 and macOS 10.13.4 and up

Compliance Certifications **.............................** C E, FCC

LED Indicators **.......................................** Link-Green / Status - Amber

Adapter Housing (LxWxH) **.............................** 4.5 x 2.8 x 1.3 Inches

Thunderbolt 3 Cable Length **..........................** 19.7 Inches (0.5m)

Adapter Weight **.......................................** 10.2 Ounces

Warranty **...** Limited One-Year

Note: Specifications are subject to change without notice

8. WARRANTY & SUPPORT INFORMATION

8.1 Customer Support and Contact Information

Cable Matters offers lifetime technical support as an integral part of our commitment to provide industry leading solutions. Email us with any questions at **support@cablematters.com.**

8.2 Warranty Information

This product is backed by a limited one-year warranty. The warranty covers parts and labor costs only. Cable Matters does not warrant its products from defects or damages arising from misuse, abuse, or normal wear.

8.3 Limitation of Liability

In no event shall Cable Matters Inc. (including their officers, directors, employees or agents) be liable for any damages (whether direct or indirect, special, punitive, incidental, consequential, or otherwise), loss of profits, loss of data, loss of business, or any pecuniary loss, arising out of, or related to the use of this product exceeding the actual price paid for the product (as allowed by state law).

View related products at www.cablematters.com

Thunderbolt™ 3 (20Gbps) Passive Cable with 100W Power Delivery

Model 107002

Thunderbolt™ 3 (40Gbps) Active Cable with 100W Power Delivery

Model 107012

Cat 6A Shielded Ethernet Patch Cable

Model 160012

Thunderbolt™ 3 Dual DisplayPort Adapter

Model 107006

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