

## SmartQ C368PRO

# SmartQ C368PRO 4-in-1 USB C USB 3.0 Dual Connector SD Card Reader Instruction Manual

Model: C368PRO

## 1. INTRODUCTION

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This manual provides comprehensive instructions for the SmartQ C368PRO 4-in-1 USB C USB 3.0 Dual Connector SD Card Reader. It covers product features, setup, operation, maintenance, troubleshooting, and technical specifications to ensure optimal performance and longevity of your device.

## 2. PRODUCT OVERVIEW

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The SmartQ C368PRO is a versatile memory card reader designed for efficient data transfer. It features dual connectors (USB 3.0 Type-A and USB Type-C) for broad compatibility and supports simultaneous reading and writing across four different card slots.

### Key Features:

- **4-in-1 Card Support:** Compatible with SD, MicroSD (TF), MS (Memory Stick), and CF (CompactFlash) cards.
- **Dual Connectors:** Integrated USB 3.0 Type-A and USB Type-C connectors for universal device compatibility.
- **High-Speed Data Transfer:** Utilizes USB 3.0 technology for speeds up to 5Gbps.
- **Simultaneous Read/Write:** Supports reading and writing to all four card types concurrently.
- **Plug & Play:** No drivers required for most operating systems.
- **Compact and Portable Design:** Easy to carry for on-the-go use.



Image: The SmartQ C368PRO card reader displaying its multiple card slots and dual USB-A and USB-C connectors, alongside various compatible memory cards like CF, MS, SD, and MicroSD.

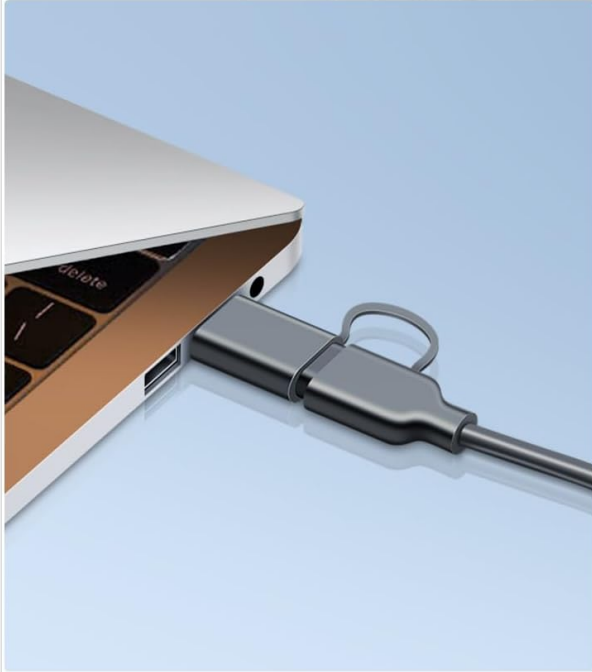
### 3. SETUP INSTRUCTIONS

The SmartQ C368PRO card reader is designed for plug-and-play functionality, requiring no additional driver installation for most operating systems.

#### Steps for Setup:

1. **Insert Memory Card:** Carefully insert your memory card (SD, MicroSD, MS, or CF) into the corresponding slot on the card reader. Ensure the card is fully seated.
2. **Connect to Device:** Connect the appropriate connector (USB 3.0 Type-A or USB Type-C) of the card reader to an available port on your computer, tablet, or smartphone.
3. **Device Recognition:** Your operating system should automatically detect the card reader and the inserted memory card(s). A new drive letter or icon will appear in your file explorer or device manager.

# Dual Connectors



## USB 3.0 Port

Supported for USB A devices



## USB C Port

Supported for USB C devices

Image: A detailed view of the SmartQ C368PRO's dual USB 3.0 and USB-C connectors, highlighting their design for broad device compatibility.

## 4. OPERATING INSTRUCTIONS

Once connected, you can access and manage files on your memory cards.

### File Transfer:

1. **Access Files:** Open your computer's file explorer (Windows) or Finder (Mac OS), or the file management app on your mobile device. Locate the newly recognized drive(s) corresponding to your inserted memory card(s).
2. **Copy/Move Data:** You can now copy, move, delete, or view files on the memory card(s) as you would with any other storage device.
3. **Simultaneous Operation:** The C368PRO supports simultaneous reading and writing across its four card slots, allowing you to manage data on multiple cards at once.

### Safe Removal:

Always safely eject the card reader from your device before physically disconnecting it to prevent data corruption.

- **Windows:** Right-click on the drive icon in File Explorer and select "Eject."
- **Mac OS:** Drag the drive icon to the Trash or click the Eject button next to the drive in Finder.

- **Mobile Devices:** Follow your device's specific instructions for safely unmounting external storage.



Image: The SmartQ C368PRO card reader connected to a laptop, demonstrating its capability for 5Gbps super high-speed data transfer via USB 3.0.

## 5. COMPATIBILITY

### Supported Memory Card Types:

- SD Card: SD, SDHC, SDXC
- MicroSD Card: MicroSD, MicroSDHC, MicroSDXC (also known as TF card)
- MS Card: Memory Stick, Memory Stick PRO Duo, Memory Stick PRO HG Duo, Memory Stick Pro, MS PRO, MS PRO-HG, MS XC Duo
- CF Card: CompactFlash
- Other: MMC, MMCmicro, RS-MMC

### Compatible Operating Systems:

- Windows
- Mac OS
- iOS (for compatible devices)

- Chrome OS
- Linux

### Compatible Devices:

- Desktops
- Laptops
- Tablets (with USB-A or USB-C port)
- USB-C Smartphones
- Cameras (for direct card reading)



Image: The SmartQ C368PRO card reader connected to a laptop, illustrating its broad compatibility with various operating systems including Windows, Mac OS, Chrome OS, and Linux.

## 6. MAINTENANCE

Proper care and maintenance will extend the life of your SmartQ C368PRO card reader.

- **Keep Clean:** Use a soft, dry cloth to clean the exterior of the device. Avoid using liquid cleaners or solvents.
- **Protect Ports and Slots:** Keep the card slots and USB connectors free from dust and debris. Avoid inserting foreign objects.
- **Avoid Physical Damage:** Do not drop the device or expose it to excessive force. Store it in a protective case or bag when not in use, especially during travel.
- **Temperature and Humidity:** Store the device in a cool, dry place away from direct sunlight and extreme temperatures or humidity.

## C368PRO

- USB-C
- SD card /TF card /MS card /CF card
- Simultaneous Reading & Writing on 4 Cards



VS

## C368CA

- USB-C&USB3.0
- SD card /TF card /MS card /CF card
- Read And Write one Card At A Time



Image: The SmartQ C368PRO card reader neatly tucked into a laptop sleeve, emphasizing its compact and portable nature for easy transport.

## 7. TROUBLESHOOTING

If you encounter issues with your SmartQ C368PRO, refer to the following common solutions:

- **Device Not Recognized:**
  - Ensure the card reader is securely connected to your device's USB port.
  - Try connecting to a different USB port on your computer or mobile device.
  - Test the card reader on another computer or device to rule out host device issues.
  - Verify that the memory card is correctly inserted into its slot.
- **Memory Card Not Detected:**
  - Remove and re-insert the memory card, ensuring it clicks into place.
  - Test the memory card in another compatible device to confirm it is functional.
  - Ensure the memory card is not locked (if it has a physical write-protect switch).
- **Slow Data Transfer Speed:**

- Ensure the card reader is connected to a USB 3.0 port on your host device for optimal speeds. USB 2.0 ports will result in slower transfer rates.
- The actual transfer speed may vary depending on the memory card's speed class and your computer's performance.

- **Intermittent Connection:**

- Check for any physical damage to the cable or connectors.
- Avoid bending the cable sharply during use.

## 8. SPECIFICATIONS

<b>Brand</b>	SmartQ
<b>Model</b>	C368PRO
<b>Connectivity Technology</b>	USB Type A, USB Type C
<b>Media Type Supported</b>	CompactFlash, MMC, MMCmicro, Memory Stick, Memory Stick PRO Duo, Memory Stick PRO HG Duo, Memory Stick Pro, RS-MMC, SD Card, SDHC, microSD, miniSD
<b>Operating System Compatibility</b>	Windows, iOS, Mac OS, Chrome OS, Linux
<b>Item Weight</b>	1.76 ounces
<b>Product Dimensions (LxWxH)</b>	2.78 x 1.67 x 0.59 inches
<b>Special Feature</b>	Plug & Play
<b>Date First Available</b>	December 17, 2018

## 9. WARRANTY AND SUPPORT

SmartQ Inc. is committed to providing high-quality products and customer satisfaction.

### Warranty Information:

Please refer to the product packaging or the official SmartQ website for the most current warranty policy and registration details.

### Customer Support:

For technical assistance, troubleshooting, or any inquiries regarding your SmartQ C368PRO card reader, please contact our customer support team:

- **Email:** [Service@SmartQ.com](mailto:Service@SmartQ.com)

- **Manufacturer:** SmartQ Inc.

When contacting support, please have your product model (C368PRO) and any relevant purchase information ready.