

SanDisk SDDDC3-032G-G46

SanDisk Ultra Dual Drive Go USB Type-C Flash Drive (SDDDC3-032G-G46) User Manual

Model: SDDDC3-032G-G46

1. INTRODUCTION

This manual provides instructions for the proper use and maintenance of your SanDisk Ultra Dual Drive Go USB Type-C Flash Drive. This device is designed for convenient data transfer and storage between various devices equipped with USB Type-C and traditional USB Type-A ports.

2. PRODUCT OVERVIEW

2.1 Key Features

- Dual connectors: Reversible USB Type-C and traditional USB Type-A.
- Designed for seamless content movement between USB Type-C smartphones, tablets, Macs, and USB Type-A computers.
- Enables freeing up space on USB Type-C smartphones.
- Supports automatic photo backup via the SanDisk Memory Zone app.
- High-performance USB 3.1 Gen 1 with read speeds up to 150MB/s.
- Durable swivel design protects connectors.
- Integrated keyring hole for portability.

2.2 Components

The SanDisk Ultra Dual Drive Go features a compact design with two primary connectors and a protective swivel mechanism.



Figure 1: SanDisk Ultra Dual Drive Go with USB Type-C connector visible.



Figure 2: SanDisk Ultra Dual Drive Go with traditional USB Type-A connector visible.

The drive includes:

- **USB Type-C Connector:** Used for connecting to modern smartphones, tablets, and computers.
- **USB Type-A Connector:** Used for connecting to traditional computers and devices.
- **Swivel Mechanism:** Protects the connectors when not in use and allows switching between Type-C and Type-A.
- **Keyring Hole:** For attaching the drive to a keychain or lanyard for easy transport.

3. SETUP

The SanDisk Ultra Dual Drive Go is a plug-and-play device. No special drivers are typically required for basic file transfer on most operating systems (Windows, macOS, Android).

3.1 Initial Connection

1. Identify the appropriate connector (USB Type-C or USB Type-A) for your device.
2. Swivel the drive to expose the desired connector.
3. Insert the connector firmly into the corresponding port on your smartphone, tablet, or computer.
4. Your device should recognize the drive as external storage.

3.2 SanDisk Memory Zone App (Optional for Mobile Devices)

For enhanced functionality, such as automatic backups and file management on Android devices, download and

install the SanDisk Memory Zone app from the Google Play Store. This app is required for features like automatic photo backup.

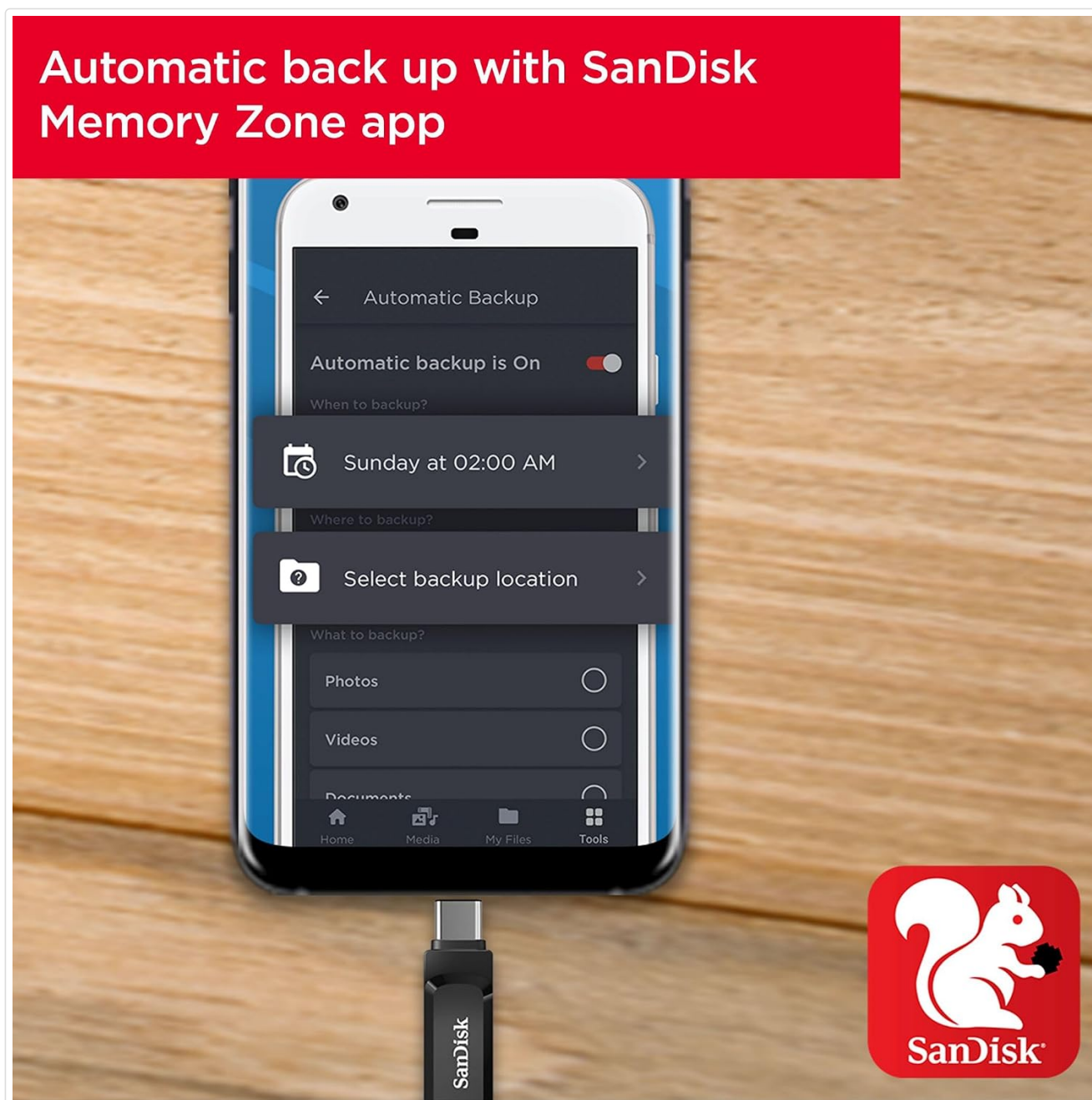
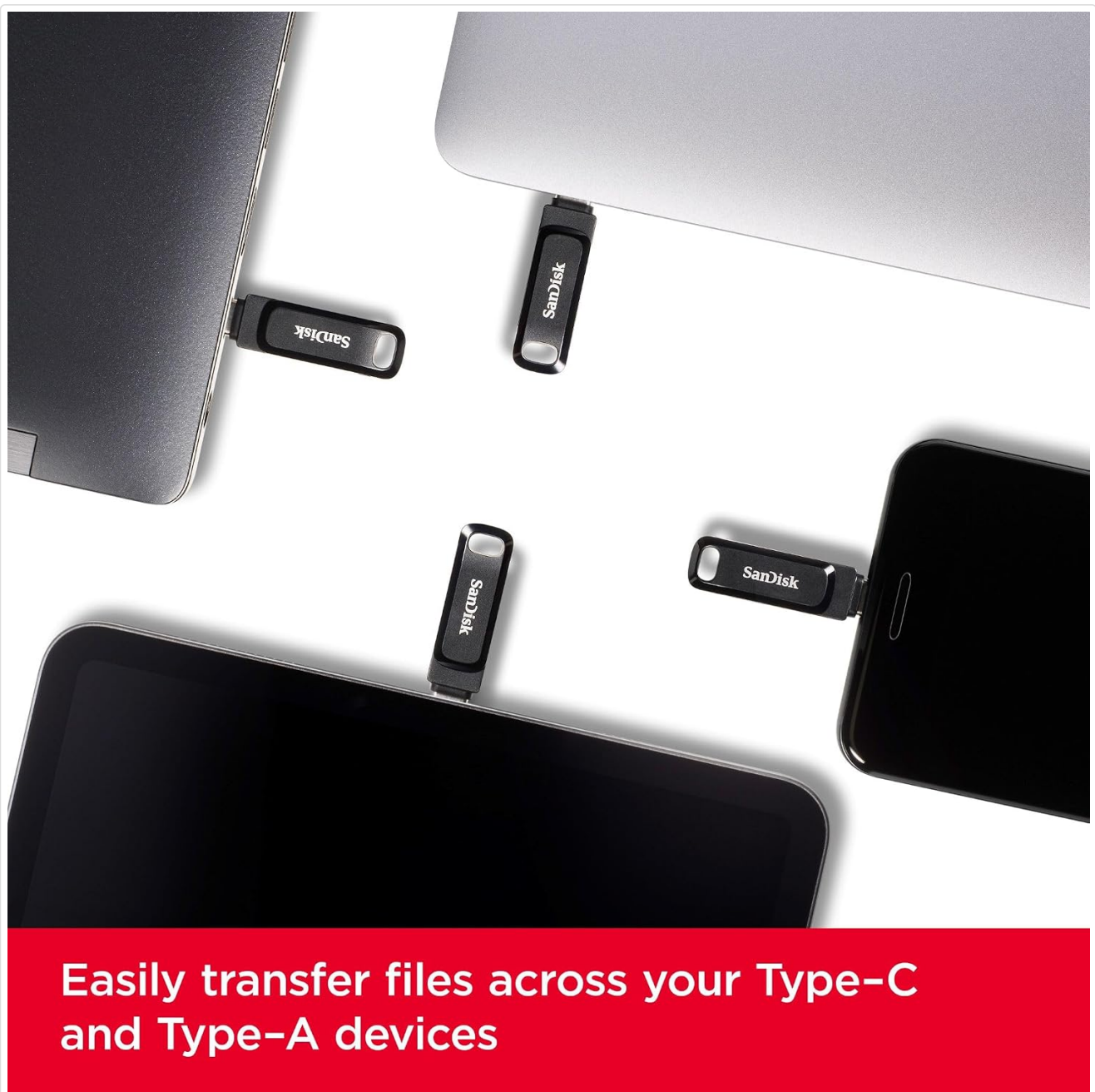


Figure 3: SanDisk Memory Zone app interface for automatic backup.

4. OPERATING INSTRUCTIONS

4.1 Connecting to Devices

The drive's swivel design allows for easy switching between USB Type-C and USB Type-A connections.



Easily transfer files across your Type-C and Type-A devices

Figure 4: The drive connected to both USB Type-C (smartphone) and USB Type-A (laptop) devices.

- **For USB Type-C Devices:** Swivel the drive to expose the USB Type-C connector and insert it into your device's USB-C port. Ensure your mobile device supports USB On-The-Go (OTG).
- **For USB Type-A Devices:** Swivel the drive to expose the USB Type-A connector and insert it into your computer's USB-A port.

Move files quickly to your computer

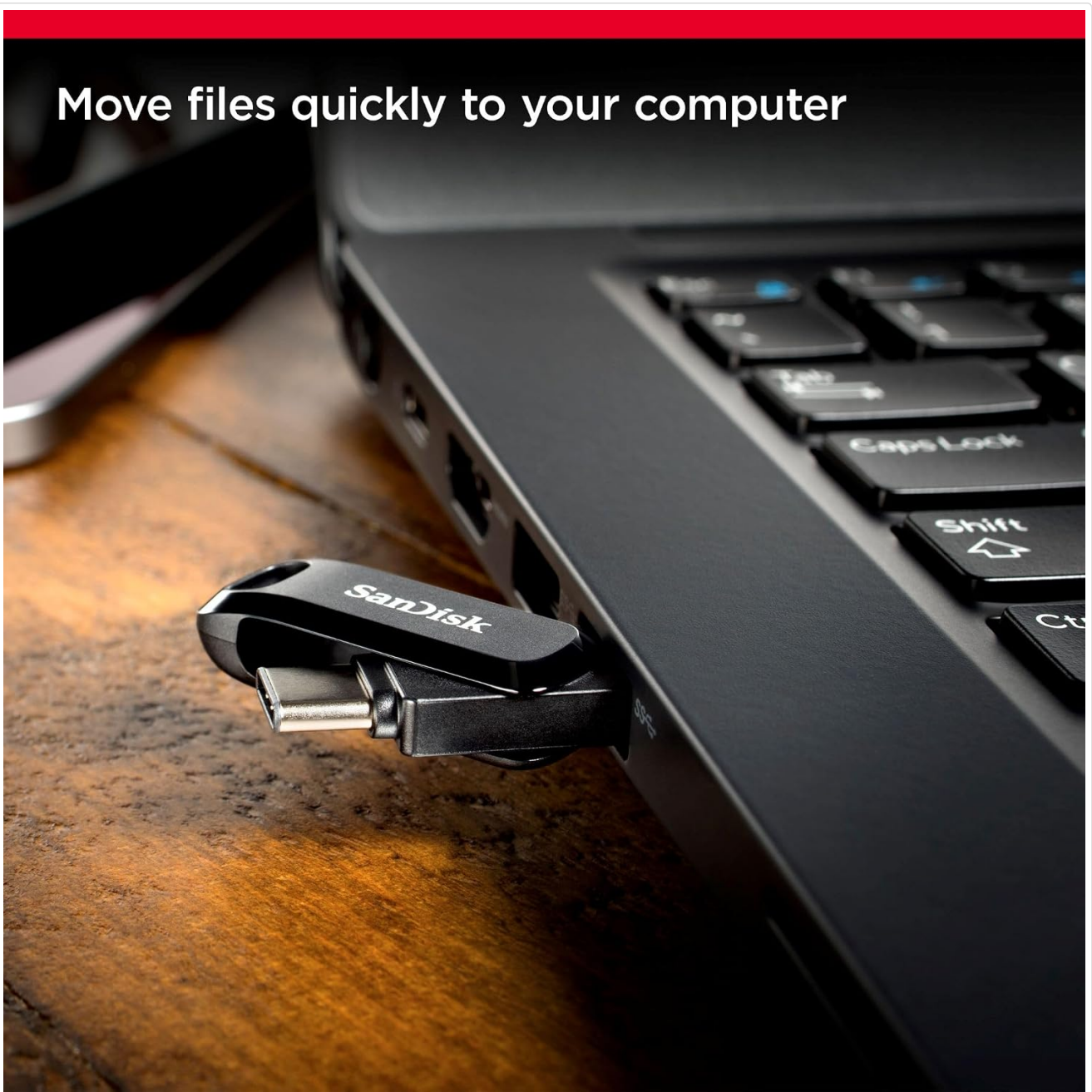
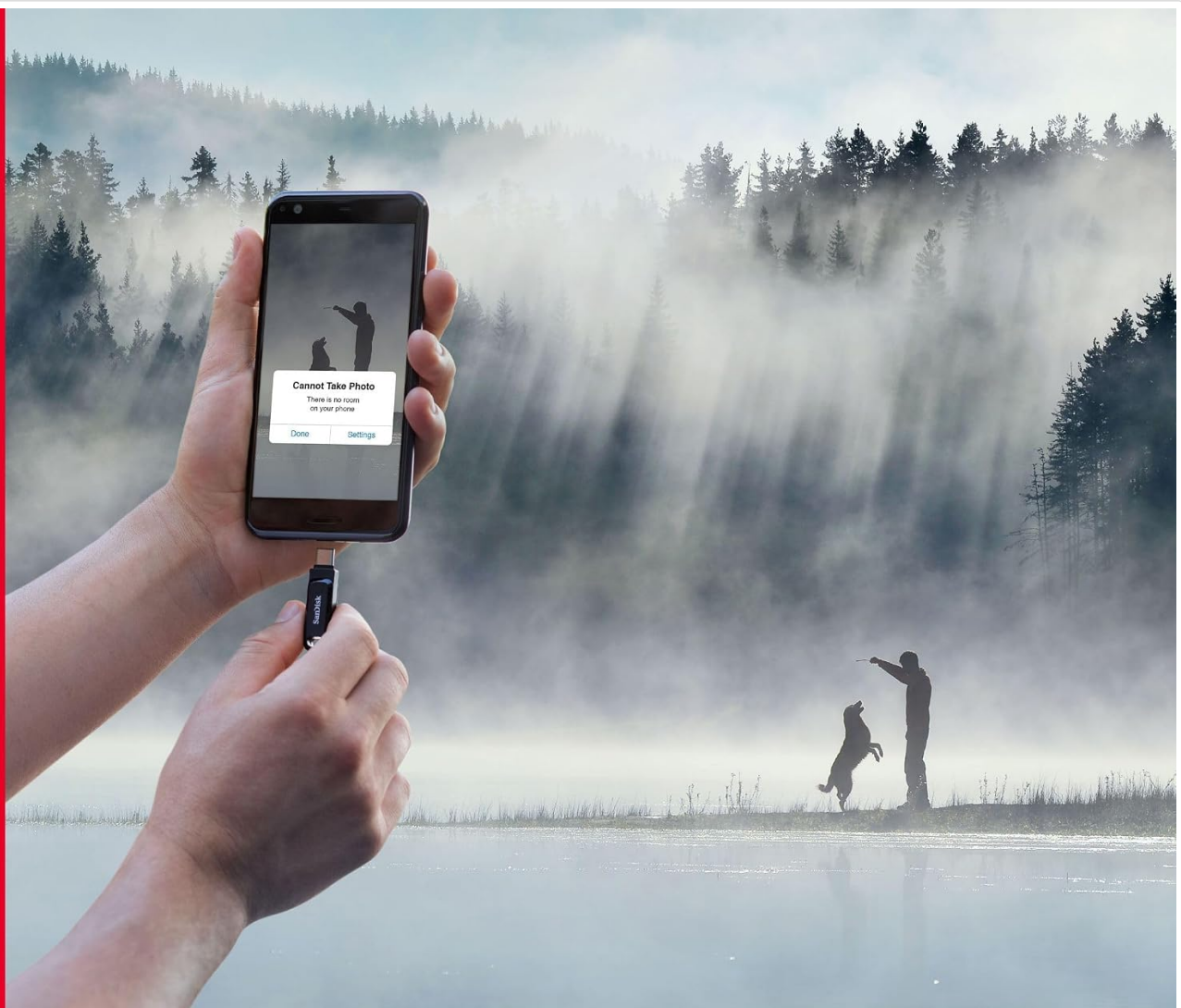


Figure 5: The drive inserted into a laptop's USB Type-A port for quick file transfer.

4.2 Transferring Files

Once connected, the drive will appear as a removable storage device. You can transfer files using your device's standard file management tools (e.g., File Explorer on Windows, Finder on macOS, or a file manager app on Android).

1. Open your device's file manager.
2. Locate the files you wish to transfer.
3. Copy or cut the files.
4. Navigate to the SanDisk Ultra Dual Drive Go (usually labeled as a USB drive or similar).
5. Paste the files into the desired location on the drive.



Free up space on your USB Type-C smartphone

Figure 6: Using the drive to free up space on a USB Type-C smartphone.

4.3 Safely Removing the Drive

Always safely eject the drive from your computer or mobile device before physically removing it to prevent data corruption.

- **Windows:** Right-click the drive icon in "This PC" or the taskbar, then select "Eject."
- **macOS:** Drag the drive icon to the Trash or click the Eject button next to the drive in Finder.
- **Android:** Go to Storage settings, find the USB drive, and tap "Eject" or "Unmount."

5. MAINTENANCE

To ensure the longevity and optimal performance of your SanDisk Ultra Dual Drive Go, follow these maintenance guidelines:

- Keep the drive clean and free from dust and debris. Use a soft, dry cloth for cleaning.
- Avoid exposing the drive to extreme temperatures, direct sunlight, or high humidity.

- Do not drop the drive or subject it to strong impacts.
- Utilize the swivel mechanism to protect the connectors when the drive is not in use.
- Attach the drive to a keychain using the integrated keyring hole to prevent loss.



Easily attach to keychains

Figure 7: The drive conveniently attached to a keychain.

6. TROUBLESHOOTING

6.1 Drive Not Recognized

- **Check Connection:** Ensure the drive is fully inserted into the USB port. Try a different USB port or a different device.
- **Swivel Position:** Confirm the correct connector (USB-C or USB-A) is fully extended and engaged.
- **Mobile Device OTG:** For smartphones/tablets, verify that your device supports USB On-The-Go (OTG) functionality. Some devices may require enabling OTG in settings.
- **Restart Device:** Sometimes, restarting your computer or mobile device can resolve recognition issues.
- **Driver Issues (PC):** On Windows, check Device Manager for any unrecognized devices or driver conflicts. Update USB drivers if necessary.

6.2 Slow Transfer Speeds

- **USB Port Type:** Ensure you are using a USB 3.0 or USB 3.1 port on your computer for optimal speeds. Connecting to a USB 2.0 port will result in slower transfer rates.
- **File Size/Type:** Transferring many small files can be slower than transferring a few large files of the same total size.
- **Background Processes:** Close any unnecessary applications running in the background that might be consuming system resources.
- **Drive Health:** If the drive has been used extensively, consider running a disk check utility (e.g., Error Checking on Windows) to identify and fix potential issues.

6.3 Data Corruption

- Always safely eject the drive before removal. Unplugging the drive without ejecting can lead to data loss or corruption.
- Avoid interrupting file transfers.

7. SPECIFICATIONS

Feature	Specification
Model Name	Dual Drive Go USB Type C
Item Model Number	SDDDC3-032G-G46
Memory Storage Capacity	32 GB
Connectivity Technology	USB
Hardware Interface	USB 3.1 Type A, USB Type C
Read Speed	Up to 150 Megabytes Per Second
Write Speed	Lower than read speed, varies by capacity
Color	Black
Product Dimensions (LxWxH)	1.75 x 0.48 x 0.34 inches
Item Weight	0.131 ounces
Hardware Platform	Mac, PC
Special Feature	Reversible; Encrypted

8. WARRANTY AND SUPPORT

SanDisk products are manufactured to the highest standards and undergo rigorous testing. For detailed warranty information and technical support, please visit the official SanDisk support website:

[SanDisk Support Website](#)

Please retain your proof of purchase for warranty claims.

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