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› SanDisk Ultra Dual Drive Go USB Type-C Flash Drive User Manual

SanDisk SDDDC3-0128G-G46

SanDisk Ultra Dual Drive Go USB Type-C Flash Drive

Model: SDDDC3-0128G-G46

INTRODUCTION

The SanDisk Ultra Dual Drive Go is a versatile 2-in-1 flash drive designed for seamless file transfer between USB Type-C and traditional USB Type-A devices. This manual provides essential information for setting up, operating, maintaining, and troubleshooting your flash drive.



Image: The SanDisk Ultra Dual Drive Go, a compact black flash drive with both USB-C and USB-A connectors, designed for versatile use.

KEY FEATURES

- **Dual Connectivity:** Features both a reversible USB Type-C connector and a traditional USB Type-A connector for broad compatibility.
- **Cross-Device Compatibility:** Enables easy content movement between USB Type-C smartphones, tablets, Macs, and USB Type-A computers.
- **Space Management:** Allows users to free up space on USB Type-C smartphones.
- **Automatic Backup:** Supports automatic photo backup using the SanDisk Memory Zone app (download and installation required).
- **High Performance:** USB 3.1 Gen 1 drive with read speeds up to 150MB/s. Write speeds may vary by capacity.
- **Portable Design:** Dual-purpose swivel design protects connectors and includes a keyring hole for easy portability.

SETUP

The SanDisk Ultra Dual Drive Go is designed for plug-and-play functionality. No complex setup is typically required for basic file transfer.

1. **Identify Ports:** Determine whether your device (smartphone, tablet, computer) has a USB Type-C port or a USB Type-A port.
2. **Connect the Drive:**
 - For USB Type-C devices: Rotate the drive to expose the USB Type-C connector and insert it into your device's USB Type-C port. Ensure your mobile device supports USB On-The-Go (OTG).
 - For USB Type-A devices: Rotate the drive to expose the USB Type-A connector and insert it into your device's USB Type-A port.
3. **Device Recognition:** Your device should automatically recognize the flash drive as external storage. On some mobile devices, you may receive a notification to open a file manager or the SanDisk Memory Zone app.



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

Image: The SanDisk Ultra Dual Drive Go connected to a laptop, a tablet, and a smartphone, demonstrating its dual USB-C and USB-A compatibility for easy file transfer across various devices.

OPERATING INSTRUCTIONS

File Transfer

1. **Accessing Files:** Once connected, navigate to "My Computer" or "This PC" on Windows, "Finder" on Mac, or a file manager app on your mobile device. The drive will appear as a removable storage device.
2. **Copying Files:** Drag and drop files or folders from your device to the flash drive, or vice versa. Alternatively, use the copy and paste functions.
3. **Ejecting Safely:** Before removing the drive, always safely eject it from your computer (e.g., "Safely Remove Hardware" on Windows, drag to Trash on Mac) or disconnect it properly from your mobile device to prevent data corruption.

Move files quickly to your computer

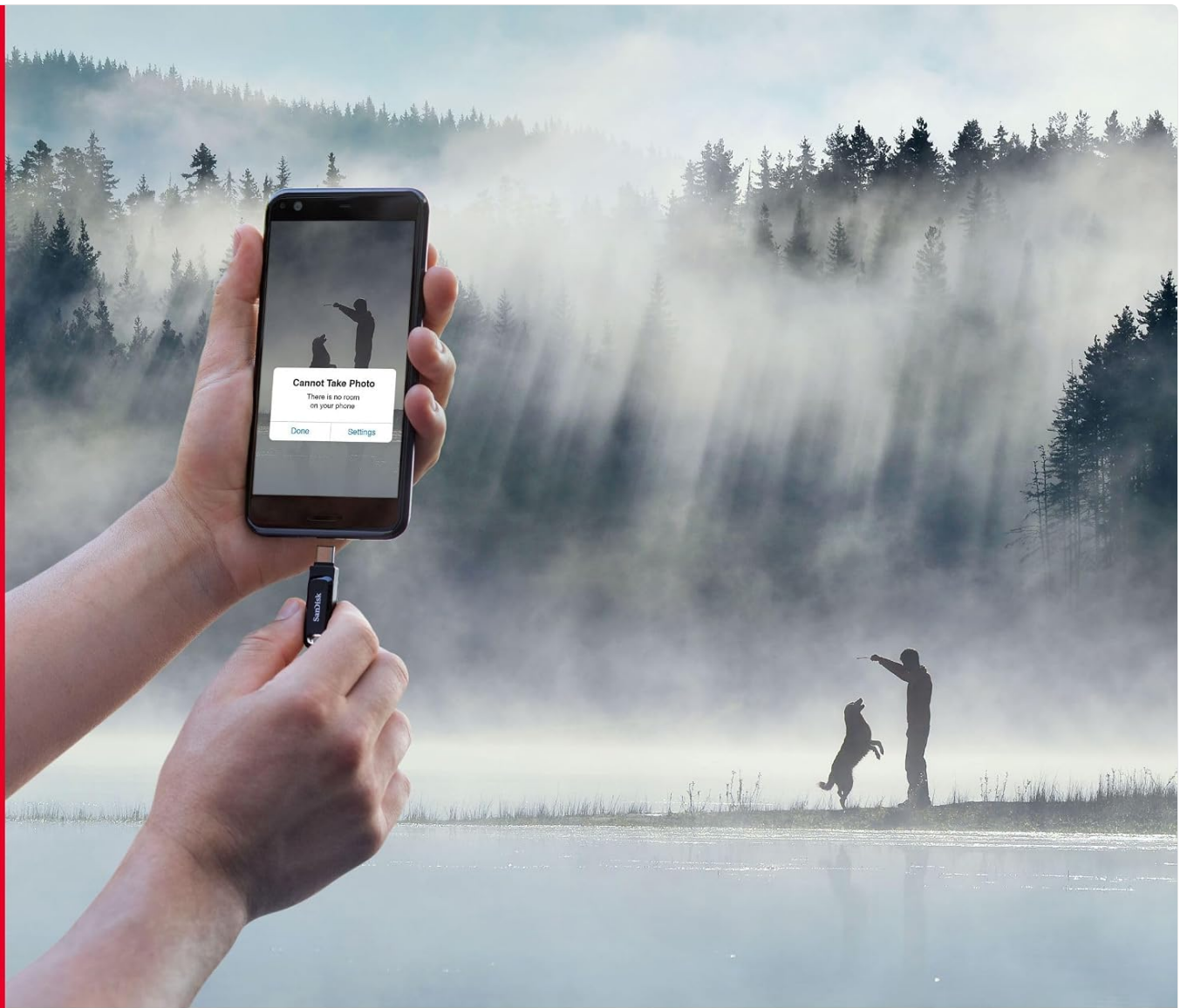


Image: The SanDisk Ultra Dual Drive Go inserted into the USB-A port of a laptop, illustrating how to quickly move files to your computer.

Using with SanDisk Memory Zone App (for Mobile Devices)

The SanDisk Memory Zone app (available for Android) simplifies managing and backing up content on your mobile device and the flash drive.

1. **Download and Install:** Search for "SanDisk Memory Zone" in your device's app store and install it.
2. **Launch App:** Open the app after installation.
3. **Connect Drive:** Plug the SanDisk Ultra Dual Drive Go into your mobile device. The app should detect it.
4. **Backup and Manage:** Use the app's interface to browse files, back up photos and videos, manage internal storage, and transfer content to or from the drive.



Free up space on your USB Type-C smartphone

Image: A SanDisk Ultra Dual Drive Go connected to a smartphone, with the phone screen displaying a prompt to free up space, highlighting its utility for mobile storage management.

Automatic back up with SanDisk Memory Zone app



Image: A smartphone screen showing the SanDisk Memory Zone app interface, with options for automatic backup of photos, videos, and documents, demonstrating the app's functionality.

MAINTENANCE

- **Physical Care:** Keep the drive clean and free from dust and debris. Use a soft, dry cloth for cleaning.
- **Connector Protection:** Utilize the swivel design to protect the USB Type-C and Type-A connectors when not in use.
- **Temperature:** Avoid exposing the drive to extreme temperatures or direct sunlight.
- **Safe Removal:** Always safely eject the drive from your device before physical disconnection to prevent data loss or corruption.
- **Storage:** Store the drive in a cool, dry place. The keyring hole allows for easy attachment to keychains to prevent loss.



Easily attach to keychains

Image: A hand holding the SanDisk Ultra Dual Drive Go attached to a set of keys via its integrated keyring hole, illustrating its convenient portability.

TROUBLESHOOTING

Problem	Possible Cause	Solution
Drive not recognized by device.	Incorrect port, loose connection, device not supporting OTG (for mobile), driver issue (for PC/Mac).	Ensure the correct connector (USB-C or USB-A) is fully inserted into the corresponding port. Verify your mobile device supports USB On-The-Go (OTG). Try a different USB port on your computer. Restart your device. Check device manager (Windows) or System Information (Mac) for USB device status.

Problem	Possible Cause	Solution
Slow transfer speeds.	Using a USB 2.0 port, large file sizes, background processes.	Ensure you are using a USB 3.0/3.1 port for optimal speeds. Close unnecessary applications during transfer. Transfer fewer large files at once.
Data corruption or loss.	Improper ejection, physical damage.	Always safely eject the drive before removing it. Avoid dropping or subjecting the drive to physical shock.
SanDisk Memory Zone app not working.	App not updated, device incompatibility, app permissions.	Ensure the app is updated to the latest version. Check app permissions in your device settings. Reinstall the app.

SPECIFICATIONS

Feature	Detail
Model Name	Dual Drive Go USB Type C
Item Model Number	SDDDC3-0128G-G46
Memory Storage Capacity	128 GB
Read Speed	Up to 150 MB/s
Write Speed	Lower than read speed, varies by capacity
Hardware Interface	USB 3.1 Type A, USB Type C
Connectivity Technology	USB
Color	Black
Product Dimensions (LxWxH)	1.75 x 0.48 x 0.34 inches (44.45 x 12.19 x 8.64 mm)
Item Weight	0.131 ounces (3.71 grams)
Hardware Platform	PC, Mac
Special Feature	Reversible connectors
UPC	619659177201

WARRANTY AND SUPPORT

For detailed warranty information and technical support, please refer to the official SanDisk website or contact SanDisk customer service. Keep your proof of purchase for warranty claims.

An official User Guide (PDF) is also available for download from the manufacturer's website for additional information.

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