

BoxWave DirectSync USB 3.0 A to USB 3.1 Type C Cable

BoxWave DirectSync USB-C Cable User Manual

Comprehensive guide for your BoxWave DirectSync USB 3.0 A to USB 3.1 Type C Charge and Sync Cable.

1. PRODUCT OVERVIEW

The BoxWave DirectSync USB 3.0 A to USB 3.1 Type C cable is designed for efficient charging and high-speed data transfer between compatible devices. This 6-foot cable provides flexibility and durability for everyday use.



Image: The BoxWave DirectSync USB-C cable shown alongside a Questyle QP1R digital audio player, illustrating its primary use case for charging and data synchronization.

2. SETUP

2.1 Connecting for Charging

To charge your device, insert the USB Type C end of the DirectSync cable into your device's USB-C port. Insert the USB 3.0 A end into a compatible USB wall adapter, power bank, or computer USB port. Ensure the power source is active.



Charge & Sync

Enjoy 480Mbps data transfer speeds while charging your device

Image: A visual representation of the DirectSync cable connecting a smartphone to a laptop, demonstrating its charging capability. The image highlights the 480Mbps data transfer speed while charging.

2.2 Connecting for Data Transfer

For data transfer, connect the USB Type C end to your device and the USB 3.0 A end to a compatible computer or host device. Your device should appear as a removable storage drive or be recognized by relevant software on your computer.



Image: The DirectSync cable shown connecting a tablet to a portable power bank, illustrating its versatility for both charging and data transfer in various setups.

3. OPERATING INSTRUCTIONS

3.1 Dual Functionality: Charge and Sync

The DirectSync cable supports simultaneous charging and data transfer. When connected to a computer, your device will charge while you manage files, photos, or other data. This dual-function design enhances convenience, especially when traveling or managing multiple tasks.



Dual Function Charge and Sync Cable



Image: A graphic emphasizing the "Dual Function" of the DirectSync cable, visually representing its ability to both charge and synchronize data simultaneously.

3.2 High-Speed Data Transfer

This cable supports Hi-Speed USB 3.1 data transfers, allowing for quick and efficient movement of large files. Actual transfer speeds may vary based on the connected devices and system configurations.

4. MAINTENANCE

4.1 Care and Storage

To ensure the longevity of your DirectSync cable, avoid sharp bends or kinks, especially near the connectors. Store the cable in a cool, dry place away from direct sunlight and extreme temperatures. Do not pull the cable by the cord; always grasp the connector when plugging or unplugging.



Reinforced Strain Relief

Rubberized connector supports keep DirectSync from kinking and tearing.



Image: A detailed view of the reinforced strain relief on the DirectSync cable's connector, highlighting the design feature that prevents kinking and tearing, contributing to the cable's durability.

5. TROUBLESHOOTING

5.1 Device Not Charging

- **Check Connections:** Ensure both ends of the cable are securely plugged into the device and the power source.
- **Verify Power Source:** Confirm that the wall adapter, power bank, or USB port is functioning correctly. Try a different power source if available.
- **Inspect Cable:** Look for any visible damage to the cable or connectors. A damaged cable may not conduct power effectively.
- **Restart Device:** Sometimes, a simple device restart can resolve charging issues.

5.2 Data Transfer Issues

- **Verify Connection:** Ensure the cable is firmly connected to both the device and the computer.
- **Check Device Settings:** On your device, ensure that data transfer mode is enabled (e.g., "File Transfer" or "MTP" mode on Android devices).
- **Try Different USB Port:** Connect the cable to a different USB port on your computer.
- **Update Drivers:** Ensure your computer's USB drivers are up to date.
- **Test with Another Device/Cable:** If possible, test the cable with another device or use a different cable with your current device to isolate the problem.

6. SPECIFICATIONS

Brand	BoxWave
Model	DirectSync USB 3.0 A to USB 3.1 Type C Cable
Connector Type	USB Type C, USB 3.0 A
Cable Type	USB
Length	6 feet (approx. 1.8 meters)
Color	Black
Special Features	High Speed Data Transfer, Charge and Sync, Reinforced Strain Relief
Compatible Devices	Devices with USB Type C port (e.g., Questyle QP1R, PCs, smartphones, tablets)
Item Weight	3 Ounces (approx. 85 grams)
Country of Origin	China

7. WARRANTY AND SUPPORT

7.1 Limited Third-Party Technical Support

This product includes limited third-party technical support for your device (up to 3 inquiries via messaging). Please note that this support is not affiliated with or endorsed by Questyle.

7.2 Contacting BoxWave Support

For further assistance or inquiries regarding your BoxWave DirectSync cable, please refer to the contact information provided with your purchase or visit the official BoxWave website. When contacting support, please have your product model and purchase details ready.

