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› SanDisk Ultra Dual Drive Luxe USB Type-C Instruction Manual

## SanDisk SDDDC4-256G-G46GD

# SanDisk Ultra Dual Drive Luxe USB Type-C User Manual

**Brand:** SanDisk

**Model:** SDDDC4-256G-G46GD

## 1. PRODUCT OVERVIEW

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The SanDisk Ultra Dual Drive Luxe is a versatile, all-metal 2-in-1 flash drive engineered for modern connectivity. It features both a reversible USB Type-C connector and a traditional USB Type-A connector, enabling effortless file transfer between a wide range of devices, including USB Type-C smartphones, tablets, and Mac computers, as well as standard USB Type-A computers. This drive is ideal for expanding storage, backing up important data, and moving files quickly across your digital ecosystem.



Figure 1: The SanDisk Ultra Dual Drive Luxe, showcasing its dual USB Type-C and Type-A connectors.

## 2. KEY FEATURES

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- **Dual Connectivity:** Features a reversible USB Type-C and a traditional Type-A connector for broad compatibility.
- **Effortless File Transfer:** Seamlessly move content between USB Type-C smartphones, tablets, Macs, and USB Type-A computers.
- **Space Management:** Quickly free up space on your USB Type-C smartphone or tablet.
- **Automatic Backup:** Supports automatic photo backup with the SanDisk Memory Zone app (download and installation required).
- **High Performance:** USB 3.2 Gen 1 drive with ultra-fast read speeds of up to 400MB/s.
- **Durable Design:** All-metal casing provides enhanced durability and a premium feel.



## All-metal casing, 2-in-1 flash drive

Figure 2: The all-metal casing of the SanDisk Ultra Dual Drive Luxe, highlighting its durable and premium design.

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



Figure 3: Multiple SanDisk Ultra Dual Drive Luxe units connected to various devices, demonstrating easy file transfer between USB Type-C and Type-A ports.

## 3. SETUP GUIDE

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Setting up your SanDisk Ultra Dual Drive Luxe is straightforward. No complex installation is required for basic file transfer.

1. **Identify the Correct Connector:** The drive features both a USB Type-C connector (smaller, reversible) and a USB Type-A connector (standard rectangular).
2. **Connect to Device:** Insert the appropriate connector into the corresponding port on your smartphone, tablet, Mac, or PC.
3. **Access Files:** Your device should automatically recognize the drive as external storage. You can then access, copy, or move files using your device's file manager or explorer.
4. **SanDisk Memory Zone App (Optional):** For enhanced features like automatic backup, download and install the SanDisk Memory Zone app from your device's app store.

# Move files quickly to your computer



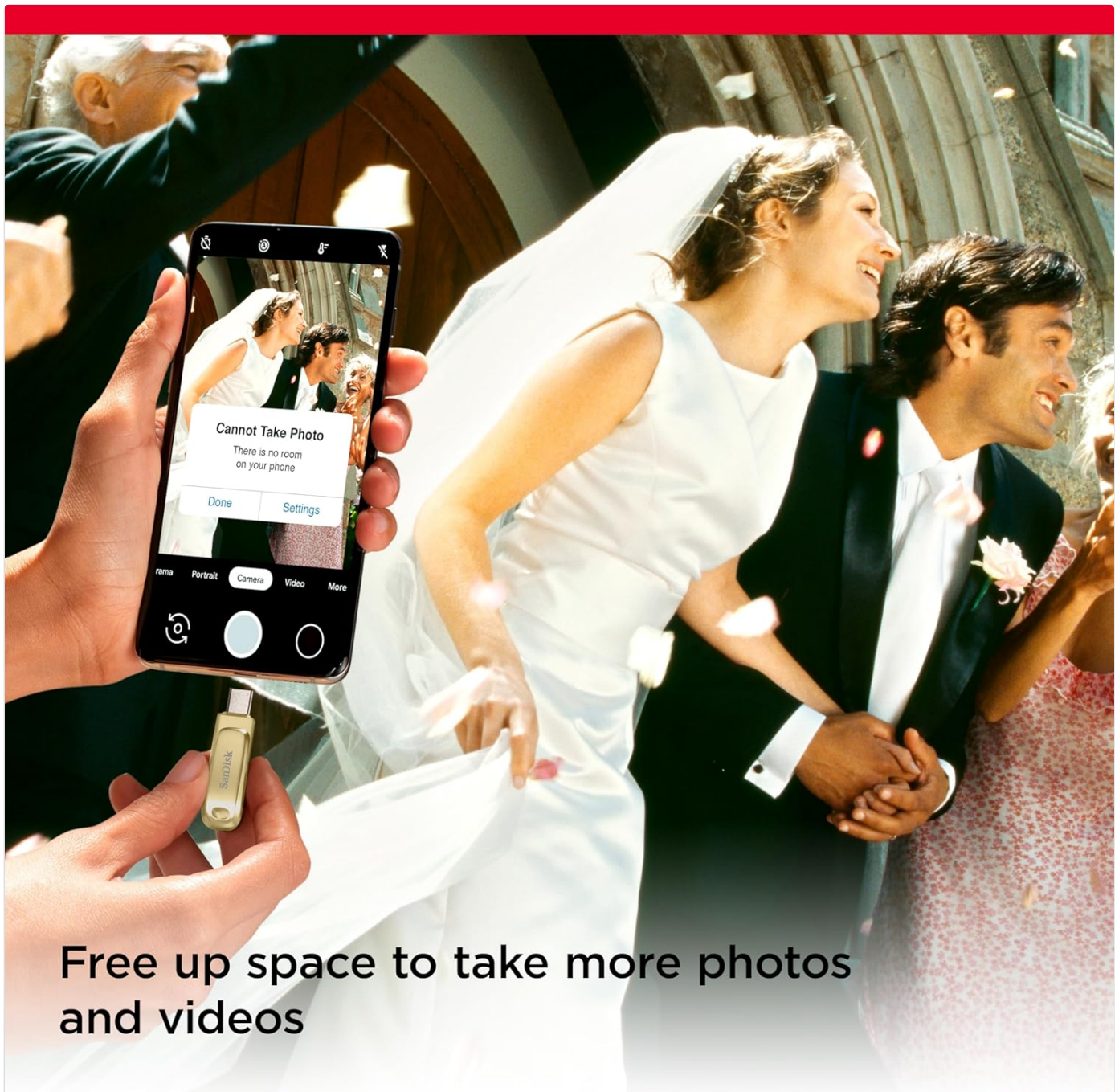
Figure 4: The SanDisk Ultra Dual Drive Luxe connected to a laptop, illustrating quick file transfer capabilities.

## 4. OPERATING INSTRUCTIONS

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### 4.1. Transferring Files

- **From Device to Drive:** Open your device's file manager, navigate to the files you wish to transfer, select them, and choose to copy or move them to the SanDisk Ultra Dual Drive Luxe.
- **From Drive to Device:** Open your device's file manager, navigate to the SanDisk Ultra Dual Drive Luxe, select the files you wish to transfer, and choose to copy or move them to your device's internal storage or another connected drive.



## Free up space to take more photos and videos

Figure 5: A smartphone displaying a 'Cannot Take Photo' message due to full storage, with the SanDisk Ultra Dual Drive Luxe shown as a solution to free up space.

### 4.2. Using SanDisk Memory Zone App

The SanDisk Memory Zone app (available for Android devices) provides an easy way to organize, back up, and manage files on your Android smartphone or tablet and the Dual Drive Luxe.

1. **Download and Install:** Search for "SanDisk Memory Zone" in the Google Play Store and install the app.
2. **Connect Drive:** Plug your SanDisk Ultra Dual Drive Luxe into your Android device.
3. **Launch App:** Open the SanDisk Memory Zone app.
4. **Manage Files:** Use the app's interface to browse files, back up photos and videos, and manage storage across your device and the drive.

# Automatic back up with SanDisk Memory Zone app

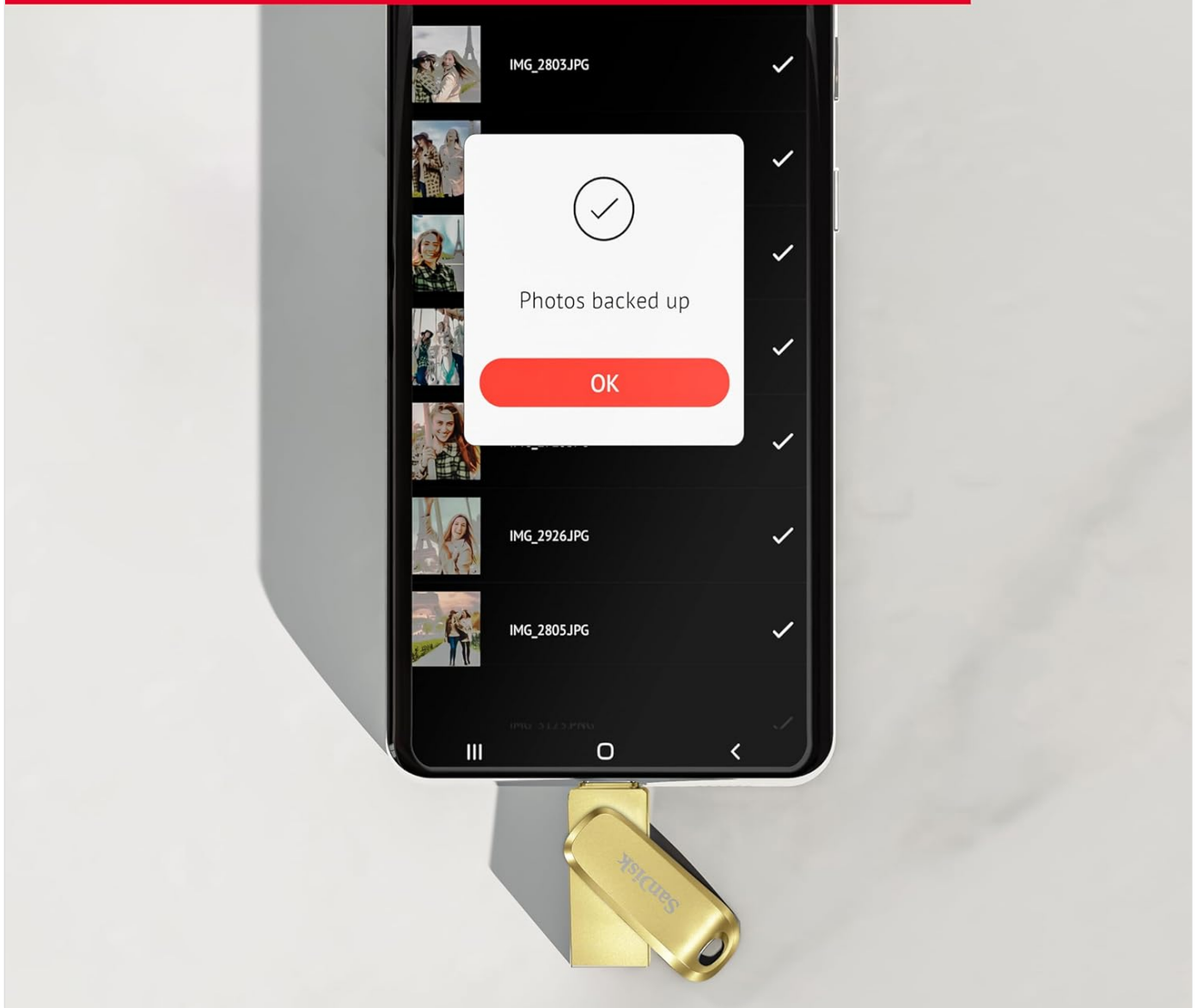


Figure 6: A smartphone screen showing a 'Photos backed up' confirmation from the SanDisk Memory Zone app, with the SanDisk Ultra Dual Drive Luxe connected.

## 5. MAINTENANCE AND CARE

- **Safe Removal:** Always safely eject the drive from your computer or device before physically removing it to prevent data corruption.
- **Physical Protection:** The all-metal casing provides good durability, but avoid excessive force, bending, or dropping the drive.
- **Heat During Use:** It is normal for the drive to become warm or hot during extended use, especially during large file transfers, due to its compact metal design. This is part of its normal operation and helps dissipate heat from the internal components.
- **Cleaning:** Use a soft, dry cloth to clean the exterior of the drive. Do not use liquid cleaners or solvents.
- **Storage:** Store the drive in a cool, dry place away from extreme temperatures and direct sunlight when not in use.

## 6. TROUBLESHOOTING

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- **Drive Not Recognized:**
  - Ensure the drive is fully inserted into the USB port.
  - Try a different USB port on your device.
  - Restart your computer or mobile device.
  - Verify that your mobile device supports USB On-The-Go (OTG) if using the USB Type-C connector with a smartphone/tablet.
- **Slow Transfer Speeds:**
  - Ensure you are using a USB 3.0/3.1/3.2 compatible port on your computer for optimal speeds. Connecting to a USB 2.0 port will result in slower performance.
  - Close other applications that might be using system resources.
  - The actual transfer speed may vary depending on the host device, file attributes, and other factors.
- **Drive Gets Hot:**
  - As noted in Maintenance, it is normal for the all-metal drive to become warm or hot during operation, especially during intensive data transfers. This is by design to dissipate heat. If it becomes excessively hot to touch, discontinue use and contact support.
- **Data Corruption:**
  - Always use the "Safely Remove Hardware" option on your computer or the equivalent safe eject feature on your mobile device before unplugging the drive.
  - Avoid disconnecting the drive during active file transfers.

## 7. TECHNICAL SPECIFICATIONS

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<b>Model Name</b>	SanDisk Ultra Dual Drive Luxe
<b>Item Model Number</b>	SDDDC4-256G-G46GD
<b>Memory Storage Capacity</b>	256 GB
<b>Read Speed</b>	Up to 400 Megabytes Per Second
<b>Connectivity Technology</b>	USB
<b>Hardware Interface</b>	USB Type C, USB Type A
<b>Color</b>	Gold
<b>Item Weight</b>	0.48 ounces
<b>Product Dimensions</b>	1.75 x 0.48 x 0.34 inches

## 8. WARRANTY AND SUPPORT

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Specific warranty details for your SanDisk Ultra Dual Drive Luxe are typically provided with the product packaging or can be found on the official SanDisk website. For technical support, compatible device lists, and software downloads (like the SanDisk Memory Zone app), please visit the official SanDisk support page.

SanDisk also offers optional data recovery plans for purchase, which provide additional protection for your stored data. Information on these plans can be found on the SanDisk website or through authorized retailers.

