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› SanDisk Ultra Dual Drive Go USB Type-C 128GB Flash Drive User Manual

SanDisk SDDDC3-128G-I35NBB

SanDisk Ultra Dual Drive Go USB Type-C 128GB Flash Drive User Manual

Model: SDDDC3-128G-I35NBB

Brand: SanDisk

INTRODUCTION

The SanDisk Ultra Dual Drive Go USB Type-C is a versatile flash drive designed for seamless data transfer between various devices. Featuring both a reversible USB Type-C connector and a traditional USB Type-A connector, it allows you to easily move content between your USB Type-C smartphones, tablets, Macs, and USB Type-A computers. This high-performance USB 3.2 Gen 1 drive offers read speeds of up to 400MB/s, enabling quick file transfers. It also helps free up space on your USB Type-C smartphone and supports automatic photo backups via the SanDisk Memory Zone app.



Image: The SanDisk Ultra Dual Drive Go USB Type-C flash drive, showcasing its compact design and dual connectors.

PRODUCT OVERVIEW

The SanDisk Ultra Dual Drive Go is engineered for convenience and speed. Key features include:

- **Dual Connectors:** Equipped with a reversible USB Type-C connector and a traditional USB Type-A connector for broad compatibility.
- **High-Speed Performance:** USB 3.2 Gen 1 interface delivers read speeds of up to 400MB/s for rapid data transfer.
- **Space Management:** Easily offload photos, videos, and other files from your USB Type-C smartphone or tablet to free up storage.
- **Automatic Backup:** Compatible with the SanDisk Memory Zone app for automatic photo and video backup on Android devices.
- **Swivel Design:** A protective swivel cap shields the connectors when not in use and features a keyring loop for portability.



Image: The SanDisk Ultra Dual Drive Go demonstrating its swivel design, allowing easy access to both USB-C and USB-A connectors.

SETUP

Setting up your SanDisk Ultra Dual Drive Go is straightforward. No drivers are typically required for standard operation on compatible devices.

Connecting to a USB Type-C Device (Smartphone, Tablet, Mac)

1. Locate the USB Type-C connector on the flash drive. This is the smaller, reversible connector.
2. Insert the USB Type-C connector into the USB Type-C port on your smartphone, tablet, or Mac. Ensure it is fully seated.
3. Your device should recognize the flash drive as external storage. You may receive a notification or see it appear in your file manager application.



Image: The SanDisk Ultra Dual Drive Go connected to a smartphone via its USB Type-C connector, ready for data transfer.

Connecting to a USB Type-A Computer (PC, Mac)

1. Locate the USB Type-A connector on the flash drive. This is the larger, rectangular connector.
2. Insert the USB Type-A connector into an available USB Type-A port on your computer.
3. Your computer's operating system will typically detect the drive automatically. It will appear as a removable disk in 'My Computer' (Windows) or on the desktop/Finder (Mac).

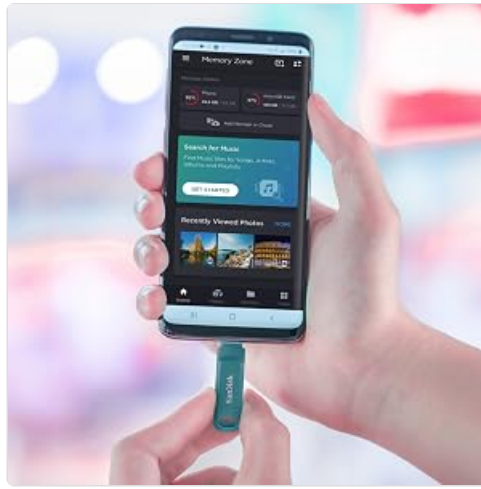


Image: The SanDisk Ultra Dual Drive Go connected to a laptop via its USB Type-A connector, indicating readiness for file operations.

OPERATING INSTRUCTIONS

Transferring Files

Once the drive is recognized by your device, you can transfer files using standard drag-and-drop methods or copy-paste functions.

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

Using the SanDisk Memory Zone App (Android Only)

For Android smartphones and tablets, the free SanDisk Memory Zone app (available on Google Play Store) provides enhanced functionality, including automatic backup and file management.

1. Download and install the SanDisk Memory Zone app from the Google Play Store.
2. Connect your SanDisk Ultra Dual Drive Go to your Android device.
3. Open the SanDisk Memory Zone app. It will detect the connected drive.
4. Follow the in-app instructions to manage files, back up photos and videos, or move content between your device and the drive.



Image: A smartphone screen displaying the SanDisk Memory Zone app interface, showing options for managing and backing up files.

Safe Removal

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

- **Windows:** Click the 'Safely Remove Hardware and Eject Media' icon in the system tray, then select the SanDisk drive.
- **Mac:** Drag the drive icon from the desktop to the Trash, or right-click (Control-click) the drive icon and select 'Eject'.
- **Android:** In your device's storage settings or file manager, look for an 'Eject' or 'Unmount' option for the USB drive.

MAINTENANCE

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

- **Physical Protection:** Keep the drive in a protective case or pocket when not in use to prevent scratches, dust, and physical damage. The swivel design helps protect the connectors.
- **Avoid Extreme Conditions:** Do not expose the drive to extreme temperatures, direct sunlight, or moisture.
- **Clean Connectors:** If necessary, gently clean the connectors with a dry, lint-free cloth. Avoid using liquids or abrasive materials.
- **Safe Ejection:** Always follow the safe removal procedures to prevent data corruption and ensure the drive's health.
- **Software Updates:** Keep your device's operating system and the SanDisk Memory Zone app updated to ensure compatibility and optimal performance.



Image: The SanDisk Ultra Dual Drive Go attached to a keyring, highlighting its portability and the integrated loop for secure attachment.

TROUBLESHOOTING

If you encounter issues with your SanDisk Ultra Dual Drive Go, try the following steps:

- **Drive Not Recognized:**
 - Ensure the drive is fully inserted into the port.
 - Try a different USB port on your computer or device.
 - Restart your computer or device.

- Check if other USB devices work in the same port.
- For Android, ensure USB OTG (On-The-Go) is enabled in settings if applicable.

- **Slow Transfer Speeds:**

- Ensure you are using a USB 3.0/3.1/3.2 compatible port on your computer for optimal speeds.
- Avoid transferring many small files simultaneously; compressing them into a single archive can sometimes help.
- Close other applications that might be using system resources.

- **Data Corruption:**

- Always safely eject the drive before removal.
- Run a disk check utility on your computer (e.g., Error Checking on Windows, Disk Utility on Mac).

- **Drive Gets Warm:**

- It is normal for flash drives to become slightly warm during heavy use, especially during large file transfers. If it becomes excessively hot, discontinue use and contact support.

If these steps do not resolve your issue, please refer to the Support section for further assistance.

SPECIFICATIONS

Brand	SanDisk
Model Name	Ultra Dual Drive Go
Model Number	SDDDC3-128G-I35NBB
Memory Storage Capacity	128 GB
Hardware Interface	USB 3.2 Gen 1
Read Speed	Up to 400 Megabytes Per Second
Special Feature	Dual USB Connector (Type-C and Type-A)
Compatible Devices	USB Type-C smartphones, tablets, Macs, USB Type-A computers, PC, Mac, iPad Pro
Item Dimensions (D x W x H)	8D x 12W x 8H Millimeters
Item Weight	4 Grams
GTIN / UPC	619659204020

WARRANTY

The SanDisk Ultra Dual Drive Go USB Type-C 128GB Flash Drive comes with a **5-year limited warranty** backed by SanDisk. This warranty covers defects in materials and workmanship under normal use. For detailed terms and conditions, please refer to the official SanDisk warranty policy available on their website

or contact SanDisk customer support.

SUPPORT

For further assistance, technical support, or warranty claims, please contact SanDisk customer support through their official website. You can typically find support resources, FAQs, and contact information by visiting www.sandisk.com/support.

When contacting support, please have your product model number (SDDDC3-128G-I35NBB) and proof of purchase readily available.