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› SanDisk Ultra Dual Drive Go Type-C 128GB USB Flash Drive User Manual (Model: SDDDC3-128G-I46PD)

SanDisk SDDDC3-128G-I46PD

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

Model: SDDDC3-128G-I46PD

1. INTRODUCTION AND OVERVIEW

The SanDisk Ultra Dual Drive Go Type-C is a versatile USB flash drive designed for seamless file transfer between various devices. It features a reversible USB Type-C connector and a traditional USB Type-A connector, allowing compatibility with USB Type-C smartphones, tablets, Macs, and USB Type-A computers. This drive is ideal for expanding storage, backing up data, and moving files quickly between devices.

Key features include high-speed USB 3.2 Gen 1 performance with read speeds up to 400MB/s, and compatibility with the SanDisk Memory Zone app for automatic photo backup and efficient file management.



Image 1.1: The SanDisk Ultra Dual Drive Go, showcasing its dual USB Type-C and Type-A connectors.

2. SETUP

The SanDisk Ultra Dual Drive Go is a plug-and-play device, requiring no special drivers for most operating systems. Follow these steps to connect the drive to your device:

2.1 Connecting to USB Type-C Devices (Smartphones, Tablets, Macs)

1. **Identify the USB Type-C Connector:** Locate the smaller, reversible connector on the drive.
2. **Insert into Device:** Gently insert the USB Type-C connector into the corresponding port on your smartphone, tablet, or Mac. Ensure your mobile device supports USB On-The-Go (OTG) functionality for direct connection.
3. **Access Files:** Once connected, your device should automatically detect the drive. On mobile devices, you may receive a notification to open a file manager app. On Macs, the drive will appear on your desktop or in Finder.

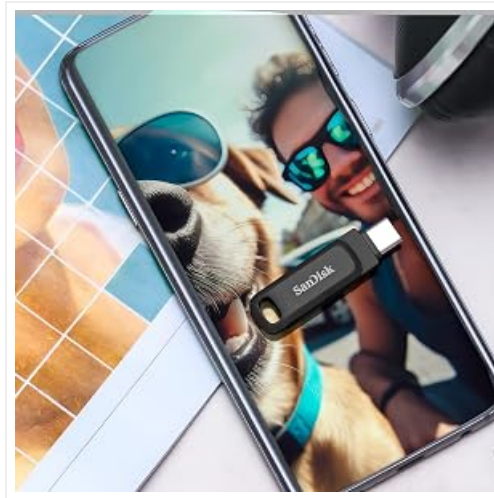


Image 2.1: The SanDisk Ultra Dual Drive Go connected to a smartphone's USB Type-C port.

2.2 Connecting to USB Type-A Computers (Desktops, Laptops)

1. **Identify the USB Type-A Connector:** Locate the larger, rectangular connector on the drive.
2. **Insert into Computer:** Insert the USB Type-A connector into an available USB port on your desktop or laptop computer. For optimal performance, use a USB 3.0 or USB 3.2 Gen 1 port.
3. **Access Files:** The drive will appear as a removable storage device in 'My Computer' (Windows) or on your desktop/Finder (Mac).



Image 2.2: The SanDisk Ultra Dual Drive Go connected to a laptop's USB Type-A port.

3. OPERATING INSTRUCTIONS

3.1 Transferring Files

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

- **From Mobile Device to Drive:** Open your device's file manager, navigate to the files you wish to transfer,

select them, and then copy or move them to the SanDisk drive's folder.

- **From Drive to Mobile Device:** Open the SanDisk drive's folder in your file manager, select the desired files, and copy or move them to your device's internal storage or an SD card.
- **Between Computer and Drive:** Open 'My Computer' or Finder, locate the SanDisk drive, and drag-and-drop files between your computer's folders and the drive.



Image 3.1: Illustrating file transfer between a smartphone and a laptop using the dual drive.

3.2 Using the SanDisk Memory Zone App

The SanDisk Memory Zone app (available for Android devices) helps you manage and back up content on your smartphone or tablet. It can automatically back up photos and videos from your device to the SanDisk Ultra Dual Drive Go, helping to free up space on your mobile device.

1. **Download the App:** Search for "SanDisk Memory Zone" on the Google Play Store and install it on your Android device.
2. **Connect the Drive:** Plug the SanDisk Ultra Dual Drive Go into your Android device's USB Type-C port.
3. **Launch and Configure:** Open the SanDisk Memory Zone app. Follow the on-screen prompts to set up automatic backups or manually manage your files.

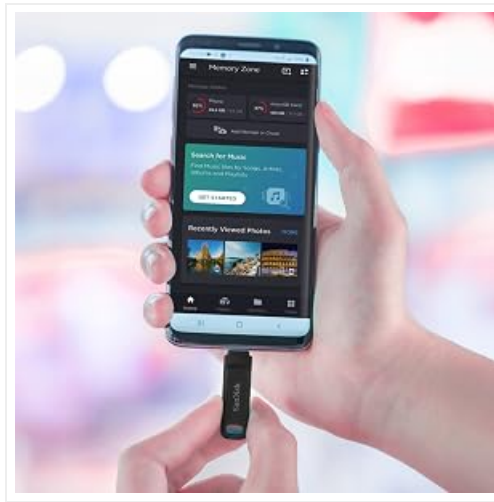


Image 3.2: The SanDisk Memory Zone app interface on a smartphone, showing storage status and backup options.

3.3 Swivel Design

The drive features a convenient swivel design that protects the connectors when not in use. Rotate the body of the drive to expose either the USB Type-C or USB Type-A connector, and rotate it back to cover the unused connector, safeguarding it from dust and damage.



Swivel design to help protect connectors

Image 3.3: The swivel mechanism of the SanDisk Ultra Dual Drive Go, protecting the connectors.

3.4 Portability

The drive includes a keyring loop, allowing you to attach it to your keys, backpack, or lanyard for easy portability and to prevent loss.



Image 3.4: The SanDisk Ultra Dual Drive Go attached to a keychain for convenient carrying.

4. MAINTENANCE

Proper care ensures the longevity and reliable performance of your SanDisk Ultra Dual Drive Go.

- **Safe Removal:** Always safely eject the drive from your computer or mobile device before physically removing it. This prevents data corruption and ensures the drive's integrity.
- **Physical Protection:** Utilize the swivel design to protect the connectors from dust, dirt, and physical damage when not in use.
- **Environmental Conditions:** Avoid exposing the drive to extreme temperatures, direct sunlight, moisture, or strong magnetic fields.
- **Cleaning:** If necessary, gently wipe the exterior of the drive with a soft, dry, lint-free cloth. Do not use liquid cleaners or solvents.

5. TROUBLESHOOTING

If you encounter issues with your SanDisk Ultra Dual Drive Go, refer to the following common troubleshooting steps:

- **Drive Not Recognized:**
 - Ensure the drive is fully inserted into the USB port.
 - Try connecting the drive to a different USB port on your computer or a different compatible device.
 - For mobile devices, confirm that your device supports USB OTG (On-The-Go) functionality.
 - Restart your computer or mobile device.
- **Slow Transfer Speeds:**
 - Ensure you are using a USB 3.0 or USB 3.2 Gen 1 port on your computer for optimal performance. Connecting to a USB 2.0 port will result in slower speeds.
 - Close any unnecessary applications running in the background that might be consuming system resources.
 - Large numbers of small files typically transfer slower than a single large file of the same total size.
- **Cannot Write Files to Drive:**

- Check if the drive is full. Delete unnecessary files to free up space.
- Verify the file system format of the drive. If it's formatted as FAT32, it has a 4GB file size limit. For larger files, consider reformatting to exFAT or NTFS (Windows only). **Note:** Reformatting will erase all data on the drive.
- Ensure you have appropriate write permissions on the drive.
- **Data Corruption:**
 - Always perform a safe ejection of the drive before disconnecting it.
 - If data appears corrupted, try running a disk check utility on your computer (e.g., 'Error Checking' on Windows or 'First Aid' on Mac Disk Utility).

6. SPECIFICATIONS

Brand	SanDisk
Model Name	Ultra Dual Drive Go
Model Number	SDDDC3-128G-I46PD
Memory Storage Capacity	128 GB
Hardware Interface	USB 3.2 Gen 1
Read Speed	Up to 400 Megabytes Per Second
Connectors	USB Type-A, USB Type-C
Compatible Devices	USB Type-C smartphones, tablets, Macs, USB Type-A computers, desktop computers, laptops
Colour	Black
Item Dimensions (D x W x H)	8D x 12W x 8H Millimeters
Item Weight	4 Grams

7. WARRANTY INFORMATION

The SanDisk Ultra Dual Drive Go Type-C 128GB (Model: SDDDC3-128G-I46PD) comes with a **5-year limited warranty** backed by SanDisk.

For complete details regarding warranty terms, conditions, and claim procedures, please refer to the official SanDisk website or the warranty documentation included with your purchase. Keep your proof of purchase for warranty service.

8. SUPPORT

For further assistance, frequently asked questions (FAQs), and additional resources, please visit the official SanDisk support website:

SanDisk Support Website: www.westerndigital.com/support/sandisk

You may also find helpful information and software downloads, including the SanDisk Memory Zone app, on their support pages.

