SanDisk SDDDE1-2T00-G46

SanDisk Extreme PRO Dual Drive USB User Manual

Model: SDDDE1-2T00-G46

1. Introduction

The SanDisk Extreme PRO Dual Drive USB is a high-performance flash drive designed for efficient data management and transfer between various devices. It features both USB Type-C and USB Type-A connectors, offering versatile compatibility with modern and legacy systems. This manual provides essential information for setting up, operating, maintaining, and troubleshooting your device.

Key features include read speeds up to 1,000MB/s and write speeds up to 900MB/s, substantial storage capacity up to 2TB, and a durable metal enclosure. It also supports data recovery and encryption technologies for enhanced data security.



Image 1.1: The SanDisk Extreme PRO Dual Drive USB, showcasing its dual connector design.

2. Setup

To begin using your SanDisk Extreme PRO Dual Drive USB, follow these steps:

1. **Identify the Correct Connector:** The drive features a swivel design to expose either the USB Type-A or USB Type-C connector. Rotate the metal casing to reveal the connector compatible with your device.
2. **Connect to Your Device:** Insert the appropriate connector firmly into the USB port of your computer, tablet, or smartphone. Ensure the connection is secure.
3. **Initial Recognition:** Your operating system should automatically detect the drive. On Windows, it will appear under 'This PC' or 'My Computer'. On macOS, it will appear on the desktop or in Finder. For mobile devices, it may appear in a file manager application.
4. **Formatting (If Necessary):** The drive comes pre-formatted for general use. If you need to reformat the drive for a specific operating system or file system (e.g., exFAT, NTFS, HFS+), use your device's disk utility or formatting tool. **Warning: Formatting will erase all data on the drive.**
5. **Install SanDisk Software (Optional):** For advanced features like automatic backup and password protection, download and install the SanDisk Memory Zone app from the official SanDisk website or your device's app store.



Image 2.1: The dual drive connected to a laptop, demonstrating its compact form factor.

3. Operating Instructions

Using your SanDisk Extreme PRO Dual Drive USB for data transfer and management is straightforward:

- **Transferring Files:**
  - **Drag and Drop:** Open the drive's folder on your computer or device. Drag and drop files or folders from your device to the drive, or vice versa.
  - **Copy and Paste:** Select the files you wish to transfer, right-click (or long-press on mobile) and choose 'Copy'. Navigate to the destination folder on the drive or your device, right-click (or long-press) and choose 'Paste'.
- **Using the SanDisk Memory Zone App:** If installed, the app provides features such as:
  - **Automatic Backup:** Configure the app to automatically back up selected files from your device to the drive.

- **File Management:** Browse, organize, and manage files stored on the drive and your device.
- **Password Protection and Encryption:** Secure sensitive files with a password and encryption. Refer to the app's help section for detailed instructions on setting up these features.

- **Performance:** For optimal transfer speeds (up to 1,000MB/s read and 900MB/s write), ensure your device supports USB 3.2 Gen 2 and that you are using a compatible port. Performance may vary based on host device, file attributes, and other factors.



Image 3.1: The drive configured for USB Type-C connection, ready for use with compatible devices.

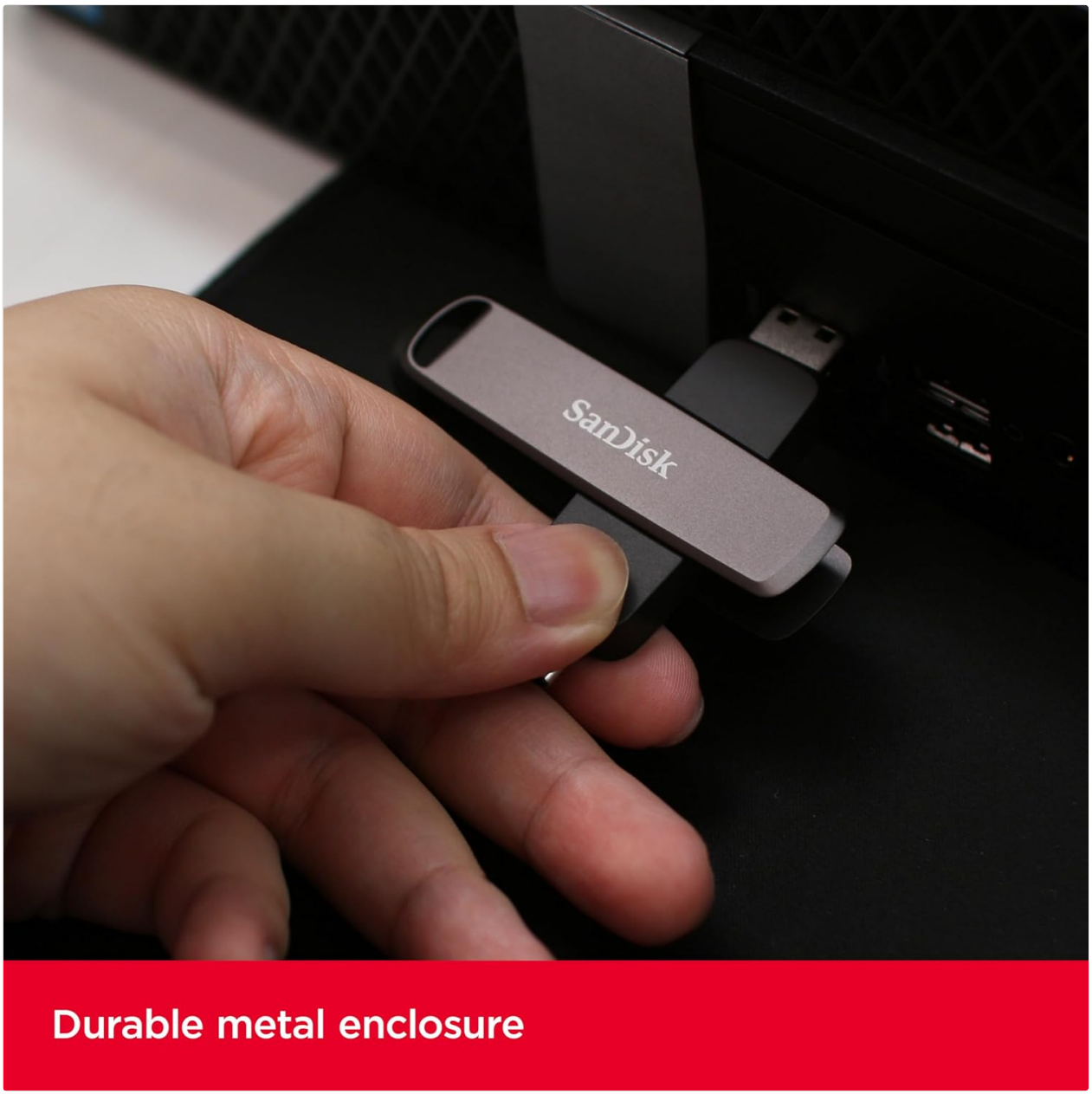


Image 3.2: Demonstrating the insertion of the drive into a desktop computer's USB port.

4. Maintenance

Proper care ensures the longevity and reliable performance of your SanDisk Extreme PRO Dual Drive USB:

- **Safe Removal:** Always safely eject the drive from your operating system before physically removing it. This prevents data corruption. On Windows, use 'Safely Remove Hardware and Eject Media'. On macOS, drag the drive icon to the Trash or use the Eject button in Finder.
- **Physical Care:** While the drive features a durable metal enclosure, avoid exposing it to extreme temperatures, moisture, or strong impacts. Keep the connectors clean and free of dust or debris.
- **Data Backup:** Regularly back up important data stored on the drive to another storage medium. No storage device is immune to failure.
- **Firmware Updates:** Periodically check the SanDisk website for any available firmware updates for your drive model. Updates can improve performance and stability.

5. Troubleshooting

If you encounter issues with your SanDisk Extreme PRO Dual Drive USB, consider the following solutions:

- **Drive Not Recognized:**
  - Ensure the drive is fully inserted into the USB port.
  - Try a different USB port on your device.
  - Test the drive on another computer or device to rule out a port issue.
  - Check your device's Disk Management (Windows) or Disk Utility (macOS) to see if the drive is detected but not assigned a drive letter or mounted.
- **Slow Transfer Speeds:**
  - Verify that your device's USB port supports USB 3.2 Gen 2. Connecting to a slower USB 2.0 or 3.0 port will limit performance.
  - Ensure no other demanding tasks are running on your computer during transfer.
  - Large single files generally transfer faster than many small files.
- **Drive Gets Warm During Use:** It is normal for high-performance flash drives to generate heat during intensive data transfer operations. This does not typically indicate a malfunction.
- **Data Corruption:** Always use the 'Safely Remove Hardware' function before disconnecting the drive. If data corruption occurs, data recovery software may be an option, but success is not guaranteed.

6. Specifications

Feature	Detail
Model Name	SanDisk Extreme PRO USB Type-A and USB Type-C Flash Dual Drive
Model Number	SDDDE1-2T00-G46
Brand	SanDisk
Memory Storage Capacity	2 TB
Read Speed	Up to 1000 MB/s
Write Speed	Up to 900 MB/s
Hardware Interface	USB 3.2 Gen 2
Connectivity Technology	USB Type-A, USB Type-C

Feature	Detail
Product Dimensions	3.54"D x 0.8"W x 0.51"H
Item Weight	0.8 ounces
Manufacturer	Western Digital Technologies, Inc.
UPC	619659211226



Image 6.1: The SanDisk Extreme PRO Dual Drive USB, highlighting its dual connectivity.

7. Warranty Information

SanDisk products are covered by a limited warranty. The specific terms and duration of your warranty may

vary by region and product. Please retain your proof of purchase for warranty claims.

For detailed warranty information, including terms, conditions, and how to make a claim, please visit the official SanDisk support website.

8. Customer Support

If you require further assistance or have questions not covered in this manual, please contact SanDisk customer support:

- **Online Support:** Visit the official SanDisk support website for FAQs, troubleshooting guides, and contact options. www.sandisk.com/support
- **Product Registration:** Register your product online to receive updates and support.

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