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› SanDisk Ultra Dual Drive Type-C 32GB Flash Drive User Manual

SanDisk SDDDC2-032G-I35

SanDisk Ultra Dual Drive Type-C 32GB Flash Drive User Manual

Model: SDDDC2-032G-I35

1. INTRODUCTION AND OVERVIEW

The SanDisk Ultra Dual Drive Type-C 32GB is a versatile flash drive designed for seamless data transfer between various devices. It features a retractable design with two connectors: a reversible USB Type-C connector and a traditional USB Type-A connector. This allows for easy file management between smartphones, tablets, and computers.

The drive offers high-speed USB 3.1 performance, enabling quick transfer of large files. It is compatible with the SanDisk Memory Zone app for Android, which assists in organizing and backing up content on mobile devices.

The image shows the SanDisk logo transition. On the left is the classic 'SanDisk' logo in a serif font. To its right is a right-pointing arrow inside a circle. To the right of the arrow is the new 'SANDISK' logo in a bold, sans-serif, all-caps font with a trademark symbol.

SanDisk® (→) SANDISK™

NEW LOOK, SAME TRUSTED QUALITY

As part of our ongoing commitment to innovation, we are introducing a new logo. During this transition, products may feature either logo — both represent genuine, high-quality Sandisk products.

Image 1.1: The SanDisk Ultra Dual Drive Type-C 32GB flash drive in its compact, retracted state.

2. SETUP

This section outlines the steps for initial setup and connection of your SanDisk Ultra Dual Drive.

2.1 Connecting to a Computer (USB Type-A)

1. Locate the USB Type-A connector on the drive. This is the larger, rectangular connector.
2. Slide the mechanism on the drive to extend the USB Type-A connector.
3. Insert the USB Type-A connector into an available USB port on your computer. For optimal performance, use a USB 3.0 or USB 3.1 port.
4. Your computer should automatically detect the drive. It will appear as a removable storage device in your file explorer.



Image 2.1: The flash drive with its USB Type-A connector extended, ready for connection to a computer.

2.2 Connecting to a Mobile Device (USB Type-C)

Ensure your mobile device (smartphone or tablet) supports USB On-The-Go (OTG) functionality for direct connection.

1. Locate the USB Type-C connector on the drive. This is the smaller, oval-shaped connector.
2. Slide the mechanism on the drive to extend the USB Type-C connector.
3. Insert the USB Type-C connector into the USB Type-C port on your mobile device.
4. Your device should detect the drive. You may receive a notification to open a file manager or the SanDisk Memory Zone app.



Image 2.2: The flash drive with its USB Type-C connector extended, suitable for modern smartphones and tablets.

2.3 SanDisk Memory Zone App (for Android)

For Android devices, the SanDisk Memory Zone app simplifies file management and backup. Download it from the Google Play Store.

1. Search for "SanDisk Memory Zone" on the Google Play Store.
2. Install the application on your Android device.
3. Launch the app and follow the on-screen instructions to manage files on your device and the SanDisk Ultra Dual Drive.



Image 2.3: The SanDisk Memory Zone app provides tools for managing and backing up content on Android devices.

3. OPERATING INSTRUCTIONS

This section details how to use your SanDisk Ultra Dual Drive for data transfer.

3.1 Transferring Files

Once the drive is connected and recognized by your device:

- **On Computers:** Open your file explorer (e.g., Windows Explorer, macOS Finder). Locate the drive, then drag and drop files or folders to and from the drive as you would with any other storage device.
- **On Mobile Devices:** Use your device's built-in file manager or the SanDisk Memory Zone app. Navigate to the drive's storage, then copy or move files between your device's internal storage/SD card and the flash drive.



Image 3.1: The SanDisk Ultra Dual Drive facilitates file transfer across various devices like laptops, tablets, and smartphones.

3.2 High-Speed Performance

The drive utilizes USB 3.1 technology to achieve read speeds of up to 150MB/s. Actual transfer speeds may vary based on factors such as file size, host device, and other system variables.

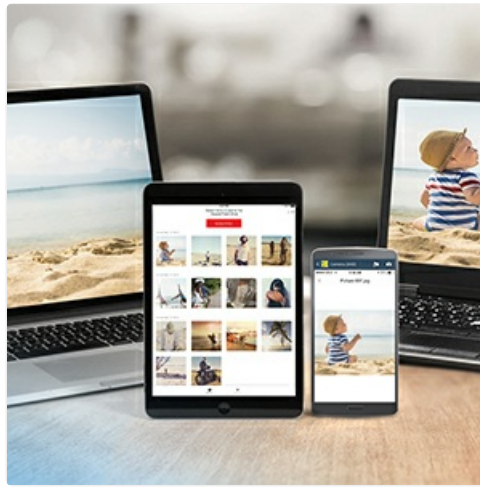


Image 3.2: The drive is capable of high-speed data transfer, up to 150 MB/s read speed.

3.3 Safe Removal

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

- **On Windows:** Right-click the drive icon in 'This PC' or the taskbar's 'Safely Remove Hardware' icon, then select 'Eject'.
- **On macOS:** Drag the drive icon to the Trash, or click the Eject button next to the drive in Finder.
- **On Android:** Go to 'Settings' > 'Storage' > 'Eject' or 'Unmount' the USB drive.

4. MAINTENANCE

Proper care ensures the longevity and optimal performance of your flash drive.

4.1 Physical Care

- Keep the drive clean and free from dust and debris. Use a soft, dry cloth for cleaning.
- Utilize the retractable design to protect the connectors when not in use. Avoid exposing the connectors to liquids or extreme temperatures.
- Avoid dropping the drive or subjecting it to strong impacts.

4.2 Software Maintenance

- Regularly update the SanDisk Memory Zone app to ensure compatibility and access to the latest features.
- Periodically check the drive for errors using your computer's disk utility tools (e.g., 'Error Checking' on Windows).

5. TROUBLESHOOTING

If you encounter issues with your SanDisk Ultra Dual Drive, refer to the following common problems and solutions.

5.1 Drive Not Recognized

- **Check Connection:** Ensure the drive is fully inserted into the USB port. Try a different USB port or a different device.
- **Restart Device:** Sometimes, a simple restart of your computer or mobile device can resolve recognition issues.

- **Driver Issues (Computers):** Ensure your operating system's USB drivers are up to date.
- **OTG Compatibility (Mobile Devices):** Verify that your mobile device supports USB OTG functionality.

5.2 Slow Transfer Speeds

- **Use USB 3.0/3.1 Port:** For maximum speed, connect the drive to a USB 3.0 or USB 3.1 port on your computer. USB 2.0 ports will result in slower speeds.
- **File Size and Type:** Transferring many small files can be slower than transferring a single large file of the same total size.
- **Background Processes:** Close any unnecessary applications running in the background that might be consuming system resources.

5.3 Drive Becomes Warm During Use

It is normal for flash drives, especially high-speed USB 3.0/3.1 drives, to generate some heat during prolonged or intensive data transfer operations. If the drive becomes excessively hot, safely eject it and allow it to cool down before further use.

6. SPECIFICATIONS

Detailed technical specifications for the SanDisk Ultra Dual Drive Type-C 32GB.

Feature	Specification
Brand	SanDisk
Model Name	SanDisk Ultra
Model Number	SDDDC2-032G-G46 (also SDDDC2-032G-I35)
Memory Storage Capacity	32 GB
Hardware Interface	USB 3.0 (compatible with USB 3.1)
Connectors	USB Type-A, USB Type-C
Read Speed	Up to 150 Megabytes Per Second
Write Speed	2x (relative to standard USB 2.0)
Compatible Devices	Smartphones, Tablets, Computers
Special Feature	Lightweight, Retractable Design
Color	Black
GTIN / UPC	619659142049

STORAGE ON A USB FLASH DRIVE				
CAPACITY	PHOTOS (10 MB EACH)	VIDEO (1920 x 1080, 30 FPS)	MUSIC (128 Kbps)	OFFICE FILES (1 MB)
16 GB	900	40	1,000	4
32 GB	1,800	80	2,000	8
64 GB	3,600	160	4,000	16
128 GB	7,200	320	8,000	32
256 GB	14,400	640	16,000	64

Image 6.1: An illustration of approximate storage capacities for various file types on different drive sizes, including 32GB.

7. WARRANTY AND SUPPORT

This section provides information regarding the product warranty and how to obtain support.

7.1 Warranty Information

The SanDisk Ultra Dual Drive Type-C 32GB comes with a **5-year limited warranty** from the date of purchase. This warranty covers manufacturing defects under normal use. Please retain your proof of purchase for warranty claims.



Image 7.1: SanDisk's commitment to quality, featuring the brand logo and a 5-year limited warranty badge.

7.2 Customer Support

For technical assistance, warranty claims, or further inquiries, please visit the official SanDisk support website or contact their customer service. Refer to the packaging or the SanDisk website for the most current contact information and support resources.