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## SanDisk SDDDC4-128G-GAM46

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# SanDisk Ultra Dual Drive Luxe USB Type-C

## USER MANUAL

### Introduction

This manual provides essential information for the proper use and maintenance of your SanDisk Ultra Dual Drive Luxe USB Type-C. This versatile 2-in-1 flash drive features an all-metal casing and is designed to facilitate easy file transfer between your USB Type-C enabled smartphones, tablets, and Mac computers, and traditional USB Type-A computers.

#### Key Features:

- All-metal casing for durability and premium feel.
- Dual connectors: reversible USB Type-C and traditional USB Type-A.
- Seamless content movement between various devices.
- Ability to free up space on USB Type-C smartphones.
- Automatic photo backup with the SanDisk Memory Zone app (download required).
- High-performance USB 3.2 Gen 1 with up to 400MB/s ultra-fast read speeds.

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### Product Overview

The SanDisk Ultra Dual Drive Luxe is a compact and robust storage solution. Below are images illustrating its design and functionality.



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



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

**Figure 2:** The flash drive positioned on a smartphone, tablet, and laptop, illustrating its all-metal casing and 2-in-1 design.

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



**Figure 3:** Multiple SanDisk Dual Drive Luxe units connected to a smartphone, laptop, and tablet, demonstrating easy file transfer across USB Type-C and Type-A devices.

Move files quickly to your computer



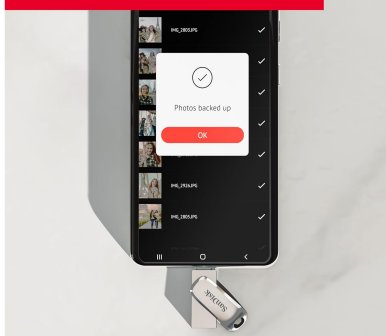
**Figure 4:** The flash drive connected to a laptop's USB-A port, illustrating how to quickly move files to your computer.



Free up space to take more photos and videos

**Figure 5:** The flash drive connected to a smartphone, showing how it can free up space to take more photos and videos.

Automatic back up with SanDisk Memory Zone app



**Figure 6:** A smartphone screen displaying the SanDisk Memory Zone app, confirming that photos have been backed up automatically.

## Setup

1. **Compatibility Check:** Ensure your mobile device has a USB Type-C port and supports On-The-Go (OTG) functionality. For a list of compatible devices, refer to the official SanDisk website.
2. **Connecting to a Device:**
  - For USB Type-C devices (smartphones, tablets, Mac): Insert the USB Type-C connector of the drive into your device's USB-C port.
  - For USB Type-A devices (computers): Insert the USB Type-A connector of the drive into your computer's USB-A port.
3. **Initial Recognition:** Your device should automatically detect the SanDisk Ultra Dual Drive Luxe. On computers, it will appear as a removable drive. On mobile devices, you may receive a notification to open a file manager or the SanDisk Memory Zone app.
4. **SanDisk Memory Zone App (Optional but Recommended):** For enhanced features like automatic backup, download and install the SanDisk Memory Zone app from your device's app store (e.g., Google Play Store for Android).

## Operating Instructions

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- **On a Mobile Device:** Use your device's built-in file manager or the SanDisk Memory Zone app. Navigate to the files you wish to transfer, select them, and choose to copy or move them to the SanDisk drive or from the drive to your device's internal storage.

### 2. Using SanDisk Memory Zone App for Backup:

- Connect the SanDisk Ultra Dual Drive Luxe to your mobile device.
- Open the SanDisk Memory Zone app.
- Follow the in-app instructions to set up automatic backups for photos, videos, and other files from your mobile device to the flash drive.
- The app provides options for manual backup and restoring data.

### 3. Safely Removing the Drive:

Always safely eject the drive from your computer or mobile 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 click the Eject button next to the drive name in Finder.
- **Mobile Device:** Most Android devices will have an eject option in the notification panel or file manager once the drive is connected.

## Maintenance

- **Physical Care:** The all-metal casing provides durability, but avoid dropping the drive or exposing it to excessive force. Keep the connectors clean and free from dust and debris.

- **Temperature:** It is normal for the drive to become warm during extended use or high-speed data transfers. This is due to the metal casing acting as a heatsink to dissipate heat. Avoid prolonged direct skin contact when the drive is hot. Ensure adequate airflow around the drive during heavy use.
- **Storage:** When not in use, store the drive in a cool, dry place away from direct sunlight and extreme temperatures.
- **Data Integrity:** Regularly back up important data from the flash drive to another storage medium (e.g., cloud storage, computer hard drive) to prevent data loss in case of unforeseen issues.

## Troubleshooting

| Problem                         | Possible Cause                                                                                                                    | Solution                                                                                                                                                                                        |
|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Drive not recognized by device. | Improper connection.<br>Device not OTG compatible (for mobile).<br>Driver issues (for computer).<br>Damaged port or drive.        | Ensure the drive is fully inserted into the correct port.<br>Verify your mobile device supports USB OTG.<br>Try a different USB port or another device.<br>Restart your computer/mobile device. |
| Slow data transfer speeds.      | Using a USB 2.0 port instead of USB 3.0/3.2.<br>Large number of small files being transferred.<br>Background processes on device. | Connect to a USB 3.0/3.2 Gen 1 compatible port for optimal speeds.<br>Transferring many small files is inherently slower than large files.<br>Close unnecessary applications during transfer.   |
| Drive gets very hot during use. | Normal operation during heavy data transfer.<br>Prolonged continuous use.                                                         | This is expected behavior as the metal casing dissipates heat.<br>If excessively hot, safely eject and allow the drive to cool down before further use.                                         |
| Data corruption or errors.      | Improper ejection of the drive.<br>Hardware malfunction.                                                                          | Always safely eject the drive before removal.<br>Run disk error checking tools on your computer.<br>If issues persist, contact SanDisk support.                                                 |

## Specifications

| Feature                 | Detail                         |
|-------------------------|--------------------------------|
| Model Name              | Ultra Dual Drive Luxe          |
| Item Model Number       | SDDDC4-128G-GAM46              |
| Memory Storage Capacity | 128 GB                         |
| Read Speed              | Up to 400 Megabytes Per Second |
| Write Speed             | 150 Megabytes Per Second       |
| Connectivity Technology | USB                            |
| Hardware Interface      | USB Type C, USB Type A         |
| Color                   | Silver                         |
| Item Weight             | 0.48 ounces                    |

| Feature                    | Detail                                  |
|----------------------------|-----------------------------------------|
| Product Dimensions (LxWxH) | 1.75 x 0.48 x 0.34 inches               |
| UPC                        | 619659194437                            |
| Compatible Devices         | Smartphones, Tablets, Laptops, Desktops |

### Warranty and Support

For detailed warranty information, product registration, and technical support, please visit the official SanDisk website. You can typically find support resources, FAQs, and contact options on their support pages.

**Important:** Keep your proof of purchase for warranty claims.

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|  | <p><a href="#">Pendrive SanDisk Ultra Dual Drive Luxe USB-C 256GB 150MB/s - Opis i Parametry</a></p> <p>Poznaj szczegółowy opis, specyfikację techniczną i parametry pendrive SanDisk Ultra Dual Drive Luxe 256GB z podwójnym złączem USB Type-A i Type-C, prędkością odczytu 150MB/s.</p>                                                                |