Cable Matters

USB-A 3.0 Data Transfer Cable



USER MANUAL

Table of Contents

1. Introduction 1.1 Introduction	1
1.2 Copyright and Trademarks	
2. Product Overview	2
2.1 Package Contents	
2.2 Product Description	
2.3 Product Features	
2.4 System Requirements	
3. Connection and Operation	3
3.1 Quick Start Instructions	3
3.2 Getting Started	3
3.2.1 Installation Checklist	3
3.2.2 Easy Computer Sync Software Installation	4
3.3 Data Transfer Cable Installation and Use	5
(Easy Computer Sync - Windows only)	
3.3.1 Start the Easy Computer Sync Software	5
3.3.2 Mode: Synchronizing Files	5
3.3.3 Mode: Transfer Data to a New Computer	7
3.3.4 Mode: Drag & Drop Files	9
3.3.5 Mode: Remote Computer Access	9
3.4 Data Transfer Cable Installation and Use	10
(PCLinq5 – Windows & Mac)	
3.4.1 PCLinq5 Software Installation	10
3.4.2 Start the PCLinq5 Software	11
3.4.3 Uninstall the PCLinq5 Program	17
3.5 Troubleshooting Notes	18
3.6 Frequently Asked Questions (FAQ)	19
4. Technical Specifications	20
5. Warranty and Support	21
5.1 Customer Support and Contact Information	
5.2 Warranty Information	
5.3 Limitations of Liability	

1. Introduction

1.1 Introduction

Thank you for your purchase from Cable Matters Inc., the 'Reliable Connectivity" company. This User Manual provides an overview of the features and installation of your new **USB-A 3.0 Data Transfer Cable**. For optimum performance and safety, please read these instructions carefully before connecting, operating or configuring this product. Please keep this manual for future reference.

Contact support@cablematters.com for questions or product support.

1.2 Copyright and Trademarks

Specifications are subject to change without notice. Cable Matters is a registered trademark or trademark of Cable Matters Inc. All rights reserved.

This manual may make reference to trademarks, registered trademarks, and other protected names and/or symbols of third-party companies not related in any way to Cable Matters. Where they occur, these references are for illustrative purposes only and do not represent an endorsement of a product or service by Cable Matters, or an endorsement of the product(s) to which this manual applies by the third-party company in question. Regardless of any direct acknowledgement elsewhere in the body of this document, Cable Matters hereby acknowledges that all trademarks, registered trademarks, service marks, and other protected names and/or symbols contained in this manual and related documents are the property of their respective holders.

2. PRODUCT OVERVIEW

2.1 Package Contents

Please check that the following items are contained in the package:

- 1 x USB-A 3.0 Data Transfer Cable 2 Meters / 6.5 Foot
- 1 x Card with Easy Computer Sync and PCLinq5 software (Download from cablematters.com/downloads)
- 1 x QuickStart guide

2.2 Product Description

The Cable Matters **USB-A 3.0 Data Transfer Cable** is the perfect choice for migrating your files when upgrading to a new Laptop or PC. The included **Easy Computer Sync & PCLinq5** software will also efficiently synchronize files between two computers in much less time than using a network or cloud-based solution.

2.3 Product Features

- Supports Windows XP, Vista, 7, 8, 8.1, 10, Mac OS X (Not Compatible with Windows 10 S Mode)
- Fast data transfer with High Speed USB 3.0 up to 5 Gbps
- Migrate personal data directly without using a network or the internet
- Post transfer report with log of files transferred and any errors
- Off-line Help guide is integrated into the program
- Complimentary Easy Computer Sync software license key
- 2.4 System Requirements (Each PC)
- Supported OS system: Windows XP, Vista, 7, 8, 8.1, 10, Mac OS X
- Available USB Port: USB Type A 2.0/3.0
- Processor: 700 MHz or higher
- System Memory: 128 MB or greater
- Hard Disk Space: 200MB or higher
- User Accounts with Administrator Rights in the same language
- Internet access to download and update drivers

3. Connection and Operating Instructions

- 3.1 Quick Start Instructions
 - Install the *Easy Computer Sync* or *PCLinq5* software on both computers. Use the Registration Code (a 16-character alphanumeric code) printed on the product for *Easy Computer Sync* software.
 - 2. Run the program from the Setup Wizard or click on the *Easy Computer Sync* or *PCLinq5* desktop icon to start the program.



4. Follow the instructions on the pop-up menus.

Install the software for the Data Transfer Cable BEFORE connecting the cable

NOTES:

The *Easy Computer Sync software* only supports for Windows system while *PCLinq5* supports both Windows and Mac OS system.

3.2 Getting Started

- 3.2.1 Installation Checklist
- The Registration Code (Printed on the product) is required to install the *Easy Computer Sync* software and allows the software to be installed on 4 computers.
- Install the *Easy Computer Sync* software first! Both the source and target computers require 200 MB of hard disk space to install the software.
- Check for sufficient hard disk space on both computers for transferring files.
- Most transfers require Administrator access on both computers.
- Close all unnecessary programs and run a fresh virus scan before transferring data.
- Temporarily close your anti-virus software if it prevents the software installation.
- Backup files or setup a restore point before any major migration of data.
- Both computers should be connected to a power source since transfer times can vary.
- Programs installed on the source computer cannot be transferred, they must be reinstalled.

3

• Do not connect the Data Transfer Cable through a USB hub



- Operating systems on each computer must be using the same language.
- Verify that the USB ports on both computers are functioning and will transfer at a minimum USB 2.0 rate.



Click on the question mark (or press F1) for access to the off-line Help guide.

3.2.2 Easy Computer Sync Software Installation

Install the software BEFORE connecting the cable

1.Download the *Easy Computer Sync Software* from www.cablematters.com/downloads

- 🛂 EasySyncSetup
- 2. Install the *Easy Computer Sync* software.
- 3. When prompted, click 'YES' to allow the program to be installed and start the *Easy Computer Sync* Setup Wizard.
- 4. License Agreement: Click 'I Agree'.
- 5. Choose Components: Create a Desktop Icon and allow updates. (Recommended)
- 6. Choose Install Location: Keep the default location and click 'Install'. (Recommended)
- 7. Click 'Finish' and check the box to allow the program to run.





Enter the Registration Code printed on the product.

200MB of Hard Disk space is required on both computers.

The Registration Code looks like

XXXX-XXXX-XXXX-XXXX and allows the software to be installed on 4 computers.

Keep the registration code safe for future reference.

The software can be uninstalled from the Control Panel > Programs	Home updates	anel → All Control Panel Items → Programs a Uninstall or change a program To uninstall a program, select it from the	ind Features : list and then click Uninstall, Change, or Repair.
	s features on or	Organize 🔻	10 - 12
		Name	Publisher
		S Easy Computer Sync	Bravura Software LLC

- 3.3 Data Transfer Cable Installation and Use (Easy Computer Sync - Windows only)
- 3.3.1 Start the Easy Computer Sync Software

There are 3 ways to start the software on BOTH computers:

1. Double-click the *Easy Computer Sync* desktop icon on source and target computers to start the program. Click 'Yes' and connect the cable.



- 2. Use the program from the Start Menu, Click 'Yes' and connect the cable.
 - Windows XP, Vista: Start Menu > All Programs > Easy Computer Sync
 - Windows 7, 8, 8.1, 10 Start Menu > Search for Easy Computer Sync
- Connect the Data Transfer Cable to the USB ports of both computers: Click 'Next' until you see

'Connection Detected!'

two computers using an
5
Hart



XP and Vista Users: If your computer does not recognize the **Data Transfer Cable** you may need to update Windows drivers and check that your computer has the latest updates.

3.3.2 Mode: Synchronizing Files



- 1. Select *Sync Files* in the Tools screen to synchronize files BETWEEN computers.
- Choose a folder or create a new one to synchronize files for one-time use or an on-going basis.

- 2. Choose the folders to synchronize between both computers.
 - > 'Add Folder' button: Select to add or create additional folders.



> 'Options' Button: Changes default settings:

Sync Options	? <mark>×</mark>
	Choose your synchronization options:
	Transfer Files: In Both Directions (Default) 🔻
	If there is a conflict: Ask me what to do (Default) 🔹
	OK Cancel

- Choose the file transfer direction
- Manage file conflicts

- 3. Select 'Next' to start the synchronization:
 - If 'Ask me what to do' was selected from the Sync Options Menu, a 'File Conflict' screen will prompt for a choice.

M r	iotes.docx	
	Source:	Destination:
Size:	12.2 KB	12.2 KB
Modified:	4/9/2014 3:08 PM	4/9/2014 3:09 PM
Location:	d:\Data	c:\Data
0 E () k	Do nothing Make copies of each con Reep only the source co	nputer's version mputer's version
⊙ K	eep only the destination	on computer's version
() к	eep only the newest ve	rsion
(III) -	neat my answer for all	other conflicts



> A synchronization screen will appear followed by the 'Finished' screen.

> A list of files sent and received is presented.

Click 'View Log' to receive a detailed report of the files transferred, including any errors.

4. Click 'Exit' to finish.

Started	1:	Wednesday,	January	1,	2024	2:48:18	PM
Complet	ted:	Wednesday,	January	1,	2024	2:48:18	PM
Files 9	Sent:	1					
Files	Received:	0					
Send Fa	ailures:	0					
Receive	e Failure	s: 0					
Files S	Sent						

> The software will automatically close on both computers.

3.3.3 Mode: Transfer Data to a New Computer



- 1. Select *Transfer Data to a New Computer* in the Tools screen to migrate data from an old to a new computer.
- 2. The software automatically chooses default folders to transfer or you can customize the selections.

3. Select *Old* or *New* computer to tell the software where to transfer the data FROM and TO.

- The software will search for items to transfer and present a screen of folders
- The old computer displays a screen indicating 'Transfer in Progress'

Seasy Computer Sync
Is this your old or new computer?
The transfer will copy data from your old computer to your new computer
This is my old computer
This is my new computer
This is the computer I want to transfer data TO
3

S Easy Computer Sync	1
Select items to transfer	4. Select the items to be transferred.
Matthew8 Wy Documents Wy Pictures Wy Wusic Wy Wolcos Wy Destop Wy Destop Wy Destop Wy Computer	Click 'Add Folder' to select or create additional folders.
Use Defaults Add Folder Properties	III Moving or modifying 'Protected Folders' can damage your computer.

> Choose only the necessary folders to be transferred to save disk space on the target computer and minimize the time needed for the file transfer.

Drive Propertie	s 💌
Drive Mappi	ng
<i></i>	Local Disk (C:)
Type:	Local Disk
Drive:	C.
This driv destinat C: ➡	transfers to the following drive on the ion compute: ↓ 468 GB free / 931 GB total
	OK Cancel

Click on a drive and hit 'Properties' to open the screen for choosing a different drive on the target computer.

Click on a folder and select 'Properties' to open the screen for mapping the location of a folder on the target computer.

Folder Mapp	ing	
	Bravura	
Type:	Folder	_
Location:	c:\Bravura	
<u>Change</u>		

ile Conflict		? ×	
This file exis	sts and is different on e	ach computer:	
	Source:	Destination:	
Size:	12.2 KB	12.2 KB	
Modified:	4/9/2014 3:08 PM	4/9/2014 3:09 PM	
Location:	d:\Data	c\Data	
I would lik	te to: Do nothing Make copies of each con Geep only the source co	nputer's version mputer's version	
0	(eep only the destinatio	n computer's version	
() K	(eep only the newest ve	rsion	
Re	peat my answer for all o	other conflicts	
	ОК	Cancel	

- 5. Select 'Next' to start the synchronization:
- If there is a conflict a 'File Conflict' screen will prompt for a choice.
- A synchronization screen will appear followed by the 'Finished' screen.
- > A list of files sent and received is presented.

Easy Computer Sync		(Contraction)
Finished		
All files were success	ully synchronized.	
Files Sent:	55 (46.3 MB)	
Files Received:	0	
View Log		
		Exit

Started:	Wednesday,	January	1,	2024	2:48:18	PM
Completed:	Wednesday,	January	1,	2024	2:48:18	PM
Files Sent:	1					
Files Received:	0					
Send Failures:	0					
Receive Failure	s: 0					
Files Sent						

- Click 'View Log' to receive a detailed report of the files transferred including any errors.
- 6. Click 'Exit' to finish.

> The software will automatically close on both computers.

3.3.4 Mode: Drag & Drop Files



1. Select **Drag & Drop Files** in the Tools screen to manually transfer files and folders BETWEEN computers.

2. Choose files or folders and simply drag them to the desired location.



- 3. Press 'Return to Sync' to return to the Main Menu.
- 3.3.5 Mode: Remote Computer Access



1. Selecting **Control Other Computer** allows you to view the connected computer from your computer for convenience or when you only have one monitor.

2. Connect the remote computer to the monitor to start the Easy Computer Synch software and then switch it back to the controlling computer.





- Control most non-security functions with your keyboard and mouse.
- 3. When finished, use 'Back to Tools' or 'Exit' on the pull-down menu on the top left of the Remote Connection screen.





- Access the Remote Connection with the 'S' icon on the Taskbar.
- 3.4 Data Transfer Cable Installation and Use (PCLinq5 Windows & Mac)

PCLinq5 is a user-friendly file manager software that allows you to see and control file directories on both computers at the same time. You can easily drag-and-drop or cut-and-paste files and folders between computers as well as creating new folders and changing file attributes. You can also open any including photos and videos.

3.4.1 PCLinq5 Software Installation

 Connect the USB-A 3.0 Data Transfer Cable to the USB ports of both computers. You can go to the Control Panel–System–Device Manager to view the device properties. You should see "USB-To-USB Cable Bridge" device under the Universal Serial Bus Devices. PCLinq5 Software installer is stored within the cable, or can be downloaded from www.cablematters.com/downloads

🛃 PCLinq5_Generic_20190719.exe



- 2. Install the *PCLinq5 Software* on both computers. The installation process starts from the InstallShield Wizard that will guide you through the rest of the setup process.
- License Agreement: Click 'I accept the terms of the license agreement'. Follow the instructions and click Next to continue until installation is complete.



4. After installation, click Start and Program Files and check whether the Prolific PCLinq5 folder was created.

Prolific PCLinq5

3.4.2 Start the PCLinq5 Software

PCLinq5 is an application used to control the file sharing and data transfer of the linked computers (also known as the local PC and the remote PC). After you have successfully completed the PCLinq5 installation and connected the Data Transfer

cable, you simply click and start PCLinq5 in both computers. The PCLinq5 File Transfer program will appear as follows:

Mac:

Windows:

nnect Disconnect Exit Cut Copy Paste	De	iete Item(s)	Move Item(s) Copy Item(s) Cre	ate Folder	Rename R	lefresh		e	PCLingS1 File Sander	on 158-158 Bridge Cable	
[Local] /Users/cmi/Documents/1GBtest.mp3			[Remote] /						0 0 0 1			8.0
0 cablematters's MacBook Pro		~	1 CMISZLAB's N	acBook Pro					Connect Discovered Bart	in Door Parts Safresh List Datas Save Re	tame Change Delate Copy Mare C Attribute File.Cor File.Cor	Arton Heat
SYSTEM	My D	oc \	Macintosh HD			-	My Doc \	This Comp	Spiller C	Tas Sex 5	Connected Computer	Navigate Directo
Fie Name	Size	Attribute	Eile Name	Siza	Attribute	Date			(tea)Ci		Renabl(C)	
	0	ALCINGUE		0	Patinouto	Folder	Navanikas 0,00		(C) (Fixed_NTFS)	w NiDoc	C\ [C] (Fiel_NFFS)	- MC
. Consider Handshamp Test Lafé and Diabé Cons.	00.054			00.054		Friday,	November 8, 20		Flerome	See Date Attr	A Flesane	Size Date Attr
Speaker Headphones Test Left and Right Ensu	89,251,		 Speaker Hea. 	89,251,		Friday,	November 8, 20		2 SSetCurrent	04(19/2019 H	2 SGetCurrent	64/02/2019 H
Screen Shot 2019-11-08 at 8.08.08 PM.png	6,368,3		a Screen Shot.	6,368,3		Friday,	November 8, 20		2 Steryck.Bit	09/15/2019 HS	Stacycle.Bin	06/25/2019 HS
Sony.4K.DEMO_Inip.around.Mexico.mp4	1,104,0		Sony.4K.DEM	1,104,0		Friday,	November 8, 20		2 100	01/23/2019	Config.Mai	11/06/2019 HS
1GBtest.mp3	190,775		 "GBtest.mp3 	190,775		Friday,	November 8, 20		2 4045	05/16/3018	Californias	03,022,0019
Screen Shot 2019-10-14 at 12.09.07 PM.png	208,105								2 Cirginy	02/15/2019	2 DiskGenius_WinPE	03/02/2019 H
									2 04	05/06/2018	Documents and Settings	12/05/0018 HS
			T						Decuments and	12/20/2018 HS	2 Hed	64,98,0019
									2 Diver	05/19/2018	2 per	04/25/2019
									2 Intel	01/09/2019	2 Laps	02/14/2016
									2 pert	12/20/2018	MenterGraphics	02/12/2019
									2 Perlops	49/19/2019	RMDS Projects	11/05/2019
									2 PowerOv0_18_0_23_	03/15/2019	RADS, Stend, Eval	07/17/2019
									2 Program Files	10/26/2019 R	RIDS, Strid, Phys. Rell	02/12/2019
									Program Files (x81)	11/06/2019 8	2 Perlop	02/78/00/9
									2 Progemünte	10/26/2019 H	Program Filer	11.06/0079 R
									2 Receivery	07/17/2019 H	Program Files (c80)	11/06/2019 R
									2 SORV	12/28/2018	PropurrCeta	13/08/2019 H
									2 Sifurbur	07/09/2019	Pacture .	10.08.0019 W
									System Volume	07/32/2019 HS	1 SORY	08/05/2029
									2 tet	99(21/2019	Signatures_CM	C-REAL AND
		+									all an orosit	Connection Status LED

Using PCLinq5, you can control both the local and remote computers and do the following:

- Display files/folders
- Open files/folders
- Create files/folders
- Delete files/folders
- Copy/Cut/Paste files/folders
- Move files/folders
- Change file/folder names/attributes

Start PCLinq5:

- 1. Run PCLinq5 on both computers.
- 2. Connect 2 computers using the **USB-A 3.0 Data Transfer cable**.
- Wait for Windows to detect the cable on each computer and check whether it is properly installed. Check the Connection Status LED on the bottom right. Make sure that the program shows two green LEDs to indicate a linked connection.

Local:Ready Connect:Ready 😑 🥚 🚊

4. Once connected, you simply drag-and-drop the files or folders you want to transfer to the other computer. You can change disk drives or directories by clicking on the Navigate directory menu. Use the Menu Controls for other functions of the program.

Windows:

Mac:



NOTE: You may not be able to drag-and-drop some folders and files from Windows Vista/7/8 to Windows XP due to Windows Vista/7/8 permission security feature. Permissions are rules associated with objects on a computer or network, such as files and folders. You would need to grant permission or ownership first to those files/folders for you to be able to transfer them from your Windows Vista/7/8 to Windows XP computer if needed. Another solution to this problem is to use your Windows XP computer to drag the files/folders from Windows Vista/7/8 to XP.

 5. Right-click the file or folder (example: Pictures) in Windows Vista/7/8 PC, and then click Properties. Click the Security tab and click Edit to change



6. Click Add button to add user.

Permissions for Pictures		×
Security		
Object name: C:\Users\SE-LA	B-NFORCE3\Pictu	ires
Group or user names:		
SYSTEM		
SE-LAB-NFORCE3 (SE-NFO	RCE3-PC\SE-LAE	3-NFORCE3)
Maministrators (SE-NFORCE	3-PC\Administrator	rs)
	Add	Pamaya
	<u>Ад</u> а	<u>H</u> emove
Permissions for SYSTEM	Allow	Deny
Full control	1	
Modify	\checkmark	
Read & execute	1	
List folder contents	1	
Read	1	-
Leam about access control and p	emissions	
ОК	Cancel	Apply

7. Type "Everyone" user name to add to the group.

Permissions for Pictures		×					
Security							
Object name: C:\Users\SE-LAB-NFORCE3\Pictures							
Group or user names:							
& Everyone							
SYSTEM .							
SE-LAB-NFORCE3 (SE-NFO SE-LAB-NFORCE3)	RCE3-PC\SE-LAE	3-NFORCE3)					
Machinistrators (SE-NFORCE	3-PC\Administrator	s)					
	A <u>d</u> d	Remove					
Permissions for Everyone	Allow	Deny					
Full control							
Modify							
Read & execute	V						
List folder contents	\checkmark						
Read	Read 🔽 🗖 🗸						
Learn about access control and p	Learn about access control and permissions						
ОК	Cancel	Apply					

8. Click on the Allow boxes to grant Full control and Modify permissions. Click OK to confirm. You can now drag-and-drop this folder from Windows Vista or 7 or 8 to XP using PCLinq5 software.

Permissions for Pictures 🛛 🛛 🗮						
Security						
Object name: C:\Users\SE-LAB-NFORCE3\Pictures						
Group or user names:						
& Everyone						
& SYSTEM						
SE-LAB-NFORCE3 (SE-NFC	RCE3-PC\SE-LAB	-NFORCE3)				
& Administrators (SE-NFORCE	3-PC\Administrator	s)				
	A <u>d</u> d	<u>R</u> emove				
Permissions for Everyone	Allow	Deny				
Full control	V					
Modify						
Read & execute	\checkmark					
List folder contents	V					
Read		-				
Learn about access control and p	Leam about access control and permissions					
ОК	Cancel	Apply				

9. PCLinq5 also allows you open/run files found in the connected PC without copying the files to this PC. You can directly play movie files located in the remote PC.



10. PCLinq5 also provides Options to show hidden, read-only, system files and directories.

(notes)				PCLinq5 : File Transfer on U	SB-USB E	Bridge Cal	ble				- 0	\times
Main M	enu											Style -
Connect Disconn System	ect Exit C	ut Copy Paste	Refresh	List Detail View Setting	Change Attribute	e Delet File/D	e Copy Move ir File/Dir File/Di Folder	Option A Imforma	i) bout			
[Local] C:\					[Re	mote] C:\	lest					
0 LAPTOP-E8QQ	RVC0 (Window	/S)			~ 1AB	BER-PC	(Windows)					~
[C:] (Fix	ed_NTFS)			✓ MyDoc C:\	[C:]		(Fixed_NTFS)				~ MyDoc	C:1
Filename		Size Date	Attr	i i	^ File	ename		Size	Date	Attr		
SGetCurren		04/19/2019	н			2			11/06/2019			
SRecycle.Bi	•	09/15/2019	HS			test			11/06/2019			
aber		01/07/2019										
Apps		05/19/2018										
Cinjay		02/15/2019				Op	tions			×		
2 Dell		05/19/2018					File display pro	perties :				
Documents Settings	and	12/20/2018	HS				Show Hidde	en Files/Dirs IOnly Files/Di	rs			
2 Drivers		05/19/2018					Show Syste	m Files/Dirs ted Size				
2 Intel		01/09/2019					Default Remote	Pane :				
🚬 iperf		12/20/2018					O Left Pane	() R	light Pane			
PerfLogs		03/19/2019					Buffer Size :			100		
PowerDVD_	18_0_23	03/15/2019					Auto refrest	n all remote c	omputer			
Program Fil	es	10/26/2019	R				OK		Cancel			
Program Fi	es (x86)	11/06/2019	R			_						
RrogramDa	ta	10/26/2019	н									
Recovery		07/17/2019	н									
SDRV		12/28/2018										
SWsetup		07/09/2019										
System Volu Information	ime	07/12/2019	HS									
a test		11/06/2019										
Ready							Local:Rea	ady Conne	ct:Ready	•		a.

3.4.3 Uninstalling the PCLinq5 Program

It is easy to uninstall the PCLinq5 program:

- 1. Unplug the Data Transfer cable and close the PCLinq5 program.
- 2. Go to Apps & features. Find the PCLinq5 program and click Uninstall button.
- 3. The PCLinq5 InstallShield Wizard program will appear. Click the Remove button and select to remove all installed features. Make sure that you have unplugged the Data Transfer cable and click Next to continue.
- 4. The PCLinq5 InstallShield Wizard program will confirm with you if you really want to completely remove the application and features. Click Yes to uninstall.

Find a setting P	Choose where to get apps	
Apps	Installing apps only from Windows Store helps protect your device. Anywhere	
E apps steatures 5 Default apps 10 Office maps 20 Apps for websites 21 Video playback 22 Startup	Apps & features Optional features App execution alles Sacrk, sort, and filter by drive. If you would like to univisal or more a napp, select it from the list. Sacrk, Sacrk, Sacr	PCkeys-Indatifyed Ward X Model X Mod
		Do you want to completely remove the selected application and all of its features?

5. Wait for the InstallShield Wizard program to complete uninstallation.

PCLinq5 - InstallShield Wizard	
	Uninstall Complete
	InstallShield Wizard has finished uninstalling PCLinq5.
	Yes, I want to restart my computer now.
	O No, I will restart my computer later.
	Remove any disks from their drives, and then click Finish to complete setup.
	< Back Finish Cancel

3.5 Troubleshooting Notes

Contact support@cablematters.com with any questions.

My computer does not recognize the Data Transfer Cable:

Make sure that you have downloaded and installed both the *Easy Computer Sync* software and the latest drivers from Windows.

Check that both LED's are lit. Switch ends to test.

Check that the USB ports are functioning by plugging in another USB device.

Remove all other USB devices and find 'USB-To-USB Cable Bridge' in the Device Manager:

Üniversal Serial Bus devices
 USB-To-USB Cable Bridge

It should NOT have a "question" or "exclamation" mark

The file transfer speed is too slow:

Check that the computer port supports USB 3.0.

Having problems getting Easy Computer Sync to move past the connection screen:

- Check that both computers have Easy Computer Sync installed
- Check that both computers connected with the Data Transfer Cable
- Plug the Easy Transfer Cable directly into your computers (not through a hub)
- If the cable is connected, but you are stuck on the connection screen on both computers, recheck the connection, or try using a different port on each computer.
- If you are still having problems establishing the connection, unplug all non-essential USB devices (such as printers, scanners, external drives) from each computer.

3.6 Frequently Ask Questions (FAQ)

Can I transfer programs?

No, you can only transfer files and settings. Programs have to be reinstalled.

Can I use this cable with a USB Hub?

Do not use the *Data Transfer Cable* with a USB hub. You can use it with an active or passive USB cable extender.

Can both computers share a monitor?

Yes. Use the 'Control Other Computer' function from the transfer data menu.

How do I get updates for the software?

The *Easy Computer Sync* automatically checks for updates unless the defaults are changed. Check for updates manually by going to Start > Programs > Easy Computer Sync > Get Updates.

How long will file transfers take?

The transfer time can vary depending on the speed of the source hard drive and the amount of data to be transferred. Transfers using this cable are significantly faster than using a cloud or network-based method.

Can I install the software before plugging in the cable?

We recommend installing the transfer software first which allows it to copy the necessary driver files to your computers so they are ready to load when the cable is connected.

4. Technical Specifications

Data Transfer Cable Connectors:	2 x USB Type A - Male
OS Support USB Host:	Windows XP, Vista, 7, 8, 8.1, 10, Mac OS X
LED Indicators:	Blue
Cable Length:	2 Meters / 6.5 Foot
Model No:	202067
Warranty:	Limited One-Year

Note: Specifications are subject to change without notice.

5. Warranty and Support

5.1 Customer Support and Contact Information

Cable Matters offers lifetime technical support as an integral part of our commitment to provide industry leading solutions.

Email us with questions at support@cablematters.com.

5.2 Warranty Information

This product is backed by a limited one-year warranty. In addition, Cable Matters warrants its products against defects in materials and workmanship for the periods noted, following the initial date of purchase. During this period, the products may be returned for repair, or replaced with equivalent products at our discretion. The warranty covers parts and labor costs only. Cable Matters does not warrant its products from defects or damages arising from misuse, abuse, alteration, or normal wear and tear.

5.3 Limitation of Liability

In no event shall Cable Matters Inc. (including their officers, directors, employees or agents) be liable for any damages (whether direct or indirect, special, punitive, incidental, consequential, or otherwise), loss of profits, loss of business, or any pecuniary loss, arising out of, or related to the use of this product exceeding the actual price paid for the product. Some states do not allow the exclusion or limitation of incidental or consequential damages. If such laws apply, the limitations or exclusions contained in this statement may not apply to you.

Cable Matters is a registered trademark or trademark of Cable Matters Inc. All rights reserved