

Troubleshooting

Where's my product key for the file transfer software?

The Product Key is printed on a sticker attached to the cable. If you need assistance locating your Product Key, please contact us at support@plugable.com

When I try to use the Easy Computer Sync software I get a “Waiting for Connection” message. What do I do now?

In some cases anti-virus or firewall security software can prevent the two systems from connecting. If this occurs, temporarily disable firewall and anti-virus software on both computers to connect the computers for file transfers.

Where can I go for help if I have trouble using the file transfer software and cable?

Contact us directly at support@plugable.com for assistance. All of our products are backed with a 2-year limited parts and labor warranty and Seattle-based email support. Our support team is always happy to help!



Questions? We're here to help!

plugable.com/products/tbt-tran
support@plugable.com



Thunderbolt Transfer Cable Quick Start Guide

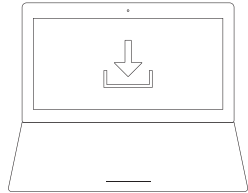
Thank you for your purchase of the Thunderbolt Transfer Cable!

Your purchase includes a license to the Bravura Easy Computer Sync Software. Together they provide a fast and easy way to transfer your data between two computers.

The 16-Character Product Key is located on a tag attached to the cable. It is good for unlimited uses by the owner of the cable.

1. Download and install software.

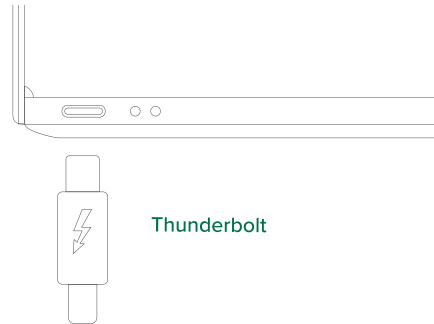
Install software on both computers by visiting the product page link below. Product key is printed on sticker attached to the transfer cable.



plugable.com/products/tbt-tran

2. Connect cable.

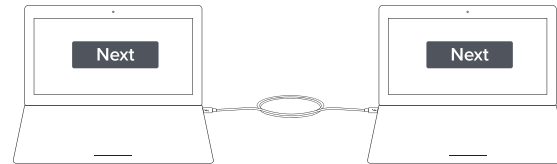
Plug the TBT-TRAN Thunderbolt Transfer Cable into a Thunderbolt port on each computer.



Thunderbolt connection not established? Please visit plugable.com/products/tbt-tran for assistance.

3. Open and use software.

Open Easy Computer Sync software on both computers and click the “Next” buttons on each computer until you reach the main menu.



4. Transfer files.

Select your preferred transfer method and follow the on screen prompts

