

FAQ's

What does each icon mean?

Icon	Name	Description
 iPhone	iPhone or iPad	Browse local files stored within the DUO-LINK App.
 Duo-Link	DUO-LINK	Browse files store on DUO-LINK OTG Flash Drive
 Contacts	Contacts	Backup and restore contacts
 Photo Library	Photo Library	Browse photos and videos stored on your iPhone

What iOS Devices are compatible with PNY DUO-LINK OTG Drive?

The DUO-LINK OTG Flash Drive is compatible with iPhone 6 Plus, iPhone 6, iPhone 5s, iPhone 5c, iPhone 5, iPad Air 2, iPad Mini 3, iPad Air, iPad Mini 2, iPad Mini with Retina display and iPad 4th Generation.

What computers are compatible with PNY DUO-LINK OTG Drive?

The DUO-LINK OTG Flash Drive is compatible with PCs running Windows XP, Windows 7, Windows 8, and Mac computers running Mac OS 10.5+

Do I need to download any software?

No, the DUO-LINK OTG Flash Drive does not require any software to use on Mac or PC. In order to utilize the DUO-LINK OTG Flash Drive on your iOS device you must download the DUO-LINK App from the Apple App Store.

What does “iPhone” in the DUO-LINK App do?

A perfect way to keep at hand all important files if you do not have DUO-LINK OTG Drive around. “iPhone” icon uses your iOS internal memory to store files and you will be able to access them without plugging in DUO-LINK.

Note: Transfer the files from DUO-LINK OTG Drive to iPhone App Storage Folder.

How do I transfer files to “iPhone” App Storage?

In order to copy or move files to iPhone you click on DUO-LINK > Edit > select the files you want to copy > Done > iPhone. Now your files are saved on the DUO-LINK App.

How do I move content from my iPhone to DUO-LINK?

In order to move files from your iPhone to DUO-LINK select Photo Library > select the files you want to copy > Done > DUO-LINK

How do I move content from my iPhone to DUO-LINK

In order to move files from your iPhone device to DUO-LINK App Storage select Photo Library > select the files you want to copy > Done > iPhone

Why can't DUO-LINK App access my contacts?

DUO-LINK requires access to your contacts, to ensure that your DUO-LINK has access go to Settings > Privacy > Contacts > Enable DUO-LINK App.

Why can't I copy music off my iPhone?

Apple does not permit content to be moved in or out of iTunes directly from the iPhone. Most songs can be moved to DUO-LINK using a Mac or PC and played.

Why Can't I play some songs on my DUO-LINK?

All new iTunes songs can be played, a small set of older songs still have DRM (Digital Rights Management) and will only play in iTunes.

Why can't DUO-LINK play my iTunes movies?

Due to changes Apple introduced in iOS 8, DUO-LINK is not capable of playing DRM protected content purchased from iTunes, Amazon etc.

Why can't I move/backup my photos to DUO-LINK?

DUO-LINK requires access to your photos, to ensure that your DUO-LINK has access go to Settings > Privacy > Photos > Enable DUO-LINK App.