

Frequently Asked Questions

USB-EASY-TRAN

Compatibility

Q. Is the USB-EASY-TRAN cable compatible with Windows 11

Yes!

Our Plugable Transfer cables and Bravura Easy Computer Sync software are compatible with Windows 11. We have a Product Overview video available with step-by-step instructions which you can find at this link: [Product Overview and Instructions](#).

Please note, the video was produced before Windows 11 was released, so it is not mentioned. Our current inventory was packaged before Windows 11 was released and it's not listed on the packaging.

Q. Why does my USB-EASY-TRAN packaging not mention Windows 11?

Although packaging may list compatibility up to Windows 10, the Plugable Transfer Cable has been tested and verified to work with Windows 11. Packaging updates are in progress to reflect this.

Q. Will it work with my Mac?

No. Our Transfer Cables are not compatible with any macOS version, Linux, Chrome OS, iOS, Android, or any other operating systems. Our Transfer Cables are compatible with:

- Windows 11 and 10 - (Please note, this is not compatible with Windows S mode. Please see this official FAQ from Microsoft for more information: [Official S mode FAQ](#))
- Windows 8.x
- Windows 7
- Windows Vista
- Windows XP

Please note: Thunderbolt transfer cables are only compatible with Windows 10 and newer. For macOS systems, any of our Thunderbolt cables will work with Apple's macOS Migration Assistant without additional software.

Usage

Q. What should I do if my transfer cable isn't connecting or won't transfer files?

Ensure the latest software is installed on both PCs. Restart, try different USB ports, run as admin, and temporarily disable antivirus/firewall. Contact Plugable support if issues persist.

Q. Will this transfer my programs and games?

No.

Programs and games must be installed using the original discs, installation files, or installed from the original service platforms like Steam, and Adobe for example.

Q. How long will it take to complete the transfer?

Transfer time varies with the speed of the old "source" system (and hard drive in particular). The amount of data to be transferred will also affect transfer times, so some systems will transfer in minutes while others will take hours.

Q. Does each computer need a monitor, keyboard, and mouse attached?

Our Transfer Cables and Bravura Easy Computer Sync software are designed for use with two monitors (one monitor, mouse, and keyboard for each computer which is the most convenient) but, we realize this isn't always possible.

You can set up the transfer with one monitor, but you will need to either physically unplug and plug in each monitor, or switch over to a different input if your monitor supports this. Here's a basic summary of the steps you'll need to take to set up and perform transfers:

1. Plug the Transfer Cable in between both computers.
2. Connect one computer to the monitor, start the Easy Computer Sync software, and get the software to the point where it is waiting for the connection from the other computer.
3. Unplug the current computer from the monitor, and plug the other one in. (Or, switch inputs over if your monitor supports it).

4. Start the software on the other computer, and complete the connection.
5. Once the connection is made between the computers you can control the transfer process from one computer.

Q. My old computer won't function properly. Can I use this to transfer content to my new computer?

No. Computers must be in full working order to install and run the Bravura Easy Computer Sync software to perform transfers. We would suggest finding a local and trusted technician to help.

Q. Is there a specific USB port that I should connect the cable to on either system?

Connecting to any open USB port will do. In situations where the transfer software cannot establish a connection between the two PCs, or is losing the connection mid-transfer, attaching the cable to a different port is a good troubleshooting step. On older PCs especially, we've found that trying the cable in another port (preferably on the rear of the computer) can help resolve various issues.

Bravura Easy Computer Sync Software

Q. The Bravura Easy Computer Sync software is asking me for a Product Key. Where do I find my Product Key

The Product Key is a 16-character alphanumeric code unique to each order. Since 12/01/2017, Product Keys are printed on a tag that is tied to the Transfer Cable itself. If you purchased your Transfer Cable before 12/01/2017, you should have received an email containing the Product Key. Please reach out to us directly with your Amazon order number for help with your Product Key.

Q. Do I have to use the trail version of the software?

No, your purchase of the Pluggable USB-EASY-TRAN Transfer Cable comes with a product key that can be used to activate the software.

Q. Why am I only able to transfer one folder at a time?

This is a sign that you entered the trail version of the Easy Computer Sync software. Please register your included product key with the

Q. How do I get my Product Key?

The **Product Key** is a **16-character alphanumeric code** and is unique to each order. Since 12/01/2017, Product Keys are printed on a tag and are physically tied to our Plugable Transfer Cables like this:



Product Key
located on cable tag

Our **Product Keys**:

- Use letters A-F only
- Use the number zero 0, and not the letter O.
- Do not expire
- Can be used to register as many computers as you need

If you purchased your Transfer Cable before 12/01/2017, you should have received an email containing the Product Key. Please reach out to us directly at:

support@plugable.com with your Amazon order number for help with your Product Key, or if you have any questions.

Q. I don't have a disc drive. How can I install the Easy Computer Sync transfer software?

As technology improves, modern computers are typically getting slimmer and lighter which is great! But, the tradeoff often is a computer without a disc drive. So, how do you install the Bravura Easy Computer Sync software without a disc drive? Don't worry, we've got you covered!

The Bravura Easy Computer Sync software can be downloaded and installed without the need for a disc drive. Click [here](#) to go to the driver page and download the latest software.

NOTE - The software available for download is a newer version than the one on the disc. We'd suggest downloading and installing the newer software on both computers as it improves compatibility, and, running different versions will lead to connection issues.

Troubleshooting

Q. I've installed the Bravura Easy Computer Sync software on both systems and instead of starting the transfer process, both systems say "Waiting for Connection" indefinitely. What's going on, and how can I get the connection to work?

- Give each computer a restart. It's always a good practice to restart your computer after installing software to allow the installation and changes to complete
- Try running the software as an Administrator. You can do this by right-clicking the application, and choosing, "run as administrator"
- Certain antivirus/firewall/security software can block the connection between the two PCs. When a connection cannot be established, temporarily disabling any such software on both systems is often the solution
- If there are multiple versions of transfer software open at once, they can interfere with each other. For example, sometimes Windows will automatically launch the "Windows Easy Transfer" software when a transfer cable is plugged in, even though the Bravura Easy Computer Sync software will be used for the transfer. Please make sure that only one transfer program is open on each system
- If the drivers for the transfer cable have not been successfully installed on either of the two PCs, a connection between them will not be established. Windows 7, 8.1, 10, and 11 should install the drivers automatically. XP and Vista systems need a driver installed which is included with the Bravura Easy Computer Sync software. If there are any errors with driver installation when plugging in the cable, please write them down exactly as these error messages can be helpful while troubleshooting the issue via email

Looking for more information? Additional FAQs and product details are available on the Plugable product page: <https://plugable.com/products/usb-easy-tran#nav-faq>