

Windows 10 and the GoZone Device

October 28th, 2016

GoZone

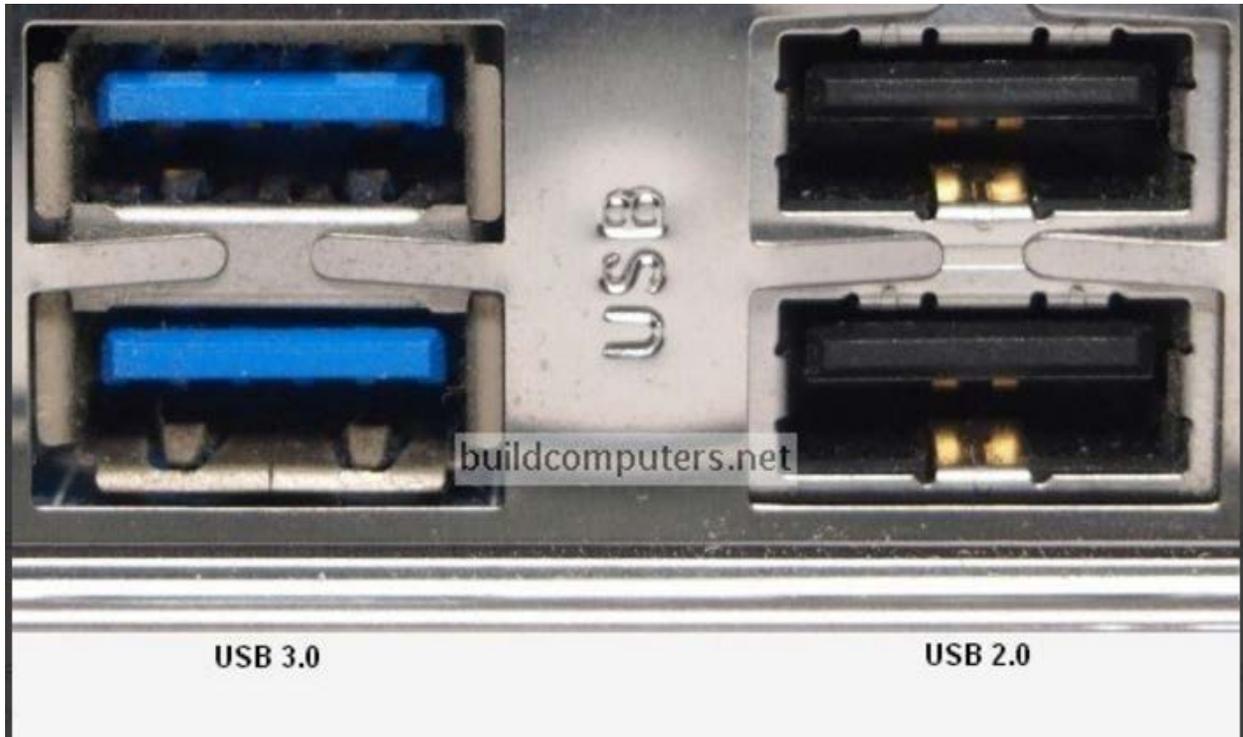
This is our legacy device which does not include the ability to sync via Bluetooth. This lack of Bluetooth is beneficial for members who work in locations with extensive security, but for anyone who works in a non-secure area, the **GoZone** offers a less convenient syncing experience, as it requires the use of a *mini* (not micro, as most cellphones use) USB cable.

The GoZone was built to be compatible with the first version of USB, **USB 1.0**. This is a slower version of the USB ports that are available now, and can cause some conflicts when syncing.

Windows 10

Windows 10 is the newest version of the Windows operating software and it can cause two different conflicts when trying to use this type of computer with the **GoZone** device.

The first issue is that the drivers for your USB ports may need to be reconfigured or reinstalled. This is only valid for Windows 10 computers that have **USB 2.0** ports (these ports will look like those seen on the right side in the picture below. USB 2.0 ports may also have white plastic insides, instead of black).



If your GoZone is not working with your Windows 10 computer and you have USB 2.0 ports, please try the following for troubleshooting: [How to Sync Your GoZone with Windows 10](#)

The second issue that can arise is if your Windows 10 computer comes equipped with **ONLY USB 3.0** ports. These ports will look like those on left in the image above, and will always be blue. Unfortunately, you will not be able to sync your GoZone with this type of port. However, there is a workaround which has been successful for members that only have USB 3.0 ports. If you purchase (or you may already have) an inexpensive USB hub, *it will effectively convert your USB 3.0 back down to USB 2.0*. Please see the image below for an example. Then, you will be able to sync your GoZone with your Windows 10 computer.

