

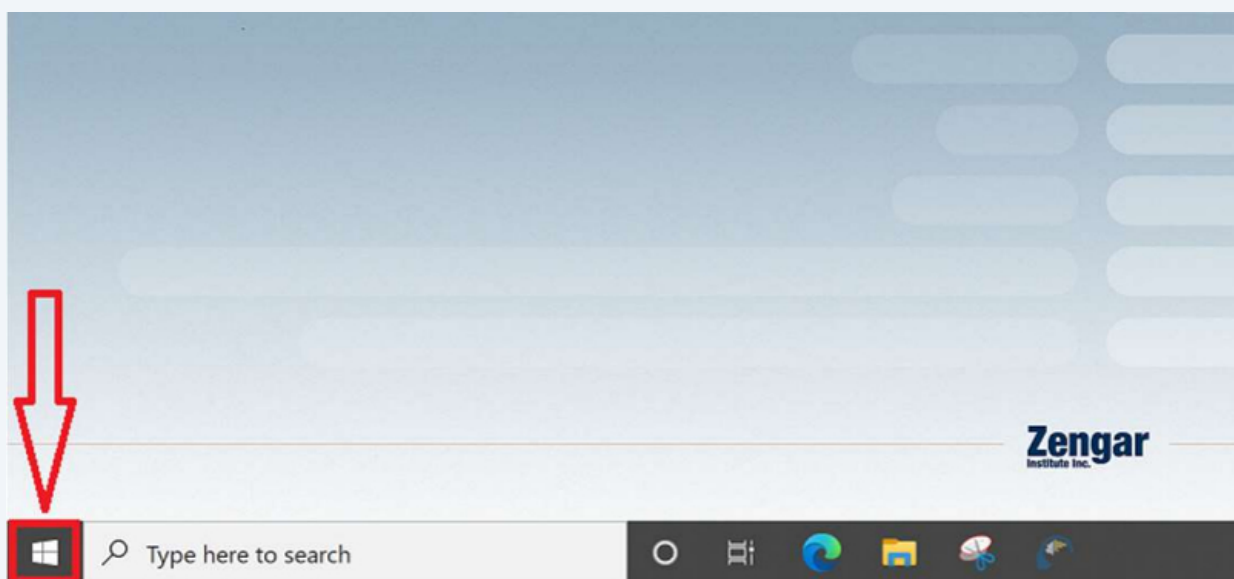
Windows 10 to Windows 11 Update Guide for NeurOptimal®



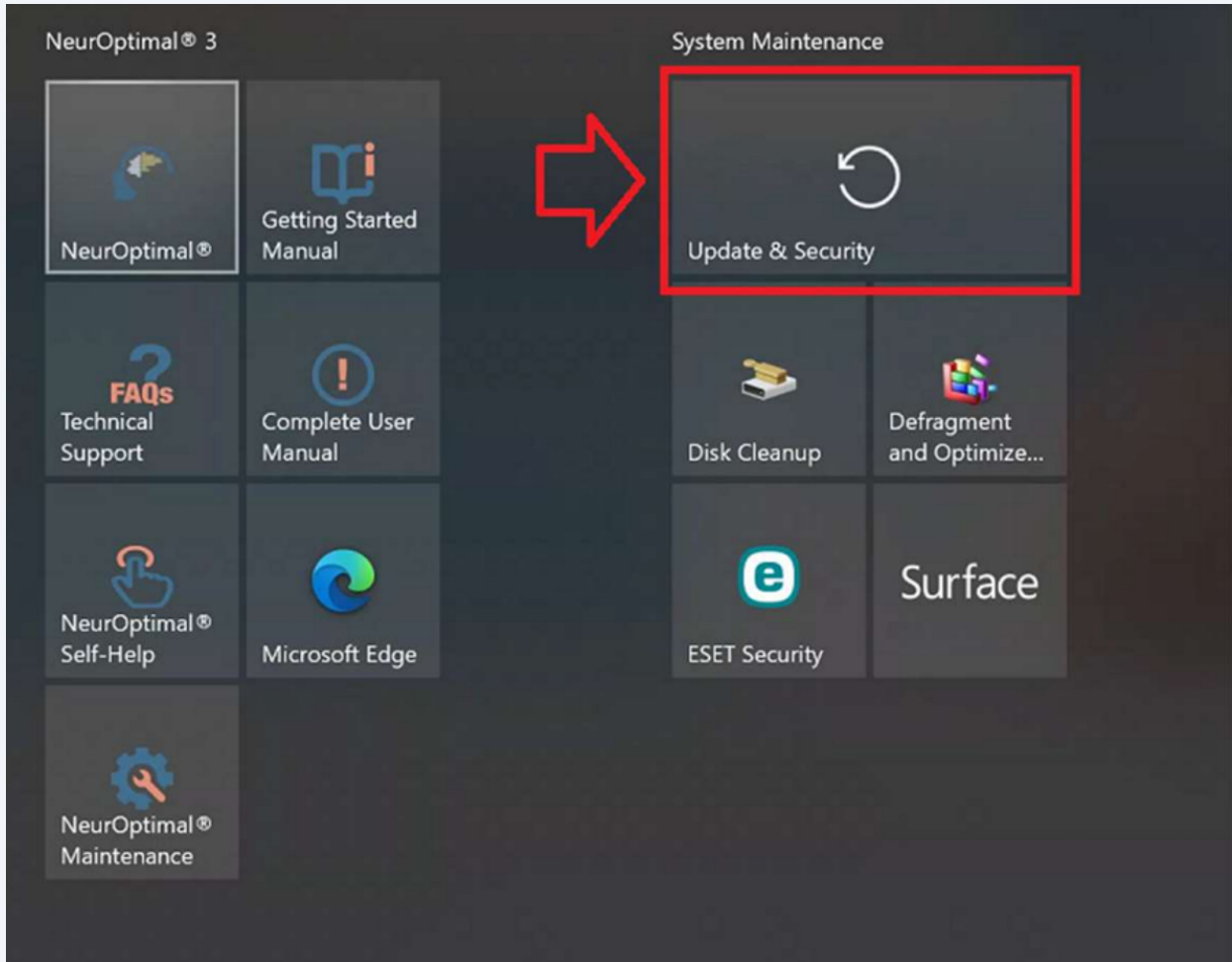
This guide will show you how to update from Windows 10 to 11, configure G-Force and Sound Settings, as well as USB power settings.

Once you have completed these steps, please log in for a ZenConnect to ensure your system configuration has been properly finalized and optimized.

1 Click Win 10 Start Menu button



2 Go to Update & Security



3 Click Download and install

Windows Update

Upgrade to Windows 11 is ready—and it's free!

Get the latest version of Windows, with [a new look, new features, and enhanced security.](#)

Download and install

Stay on Windows 10 for now



You're up to date

Last checked: Today, 2:05 PM

Check for updates



Pause updates for 7 days

Visit Advanced options to change the pause period



Change active hours

Currently 8:00 AM to 5:00 PM

4 Accept the Software License Terms

Windows Update

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Software License Terms

Last updated June 2021
MICROSOFT SOFTWARE LICENSE TERMS
WINDOWS OPERATING SYSTEM

IF YOU LIVE IN (OR IF YOUR PRINCIPAL PLACE OF BUSINESS IS IN) THE UNITED STATES, PLEASE READ THE BINDING ARBITRATION CLAUSE AND CLASS ACTION WAIVER IN SECTION 11. IT AFFECTS HOW DISPUTES ARE RESOLVED.

Thank you for choosing Microsoft!

Depending on how you obtained the Windows software, this is a license agreement between (i) you and the device manufacturer or software installer that distributes the software with your device; or (ii) you and Microsoft Corporation (or, based on where you live or, if a business, where your principal place of business is located, one of its affiliates) if you acquired the software from a retailer. Microsoft is the device manufacturer for devices produced by Microsoft or one of its affiliates, and Microsoft is the retailer if you acquired the software directly from Microsoft. If you are a volume license customer, use of this software is subject to your volume license agreement rather than this agreement.

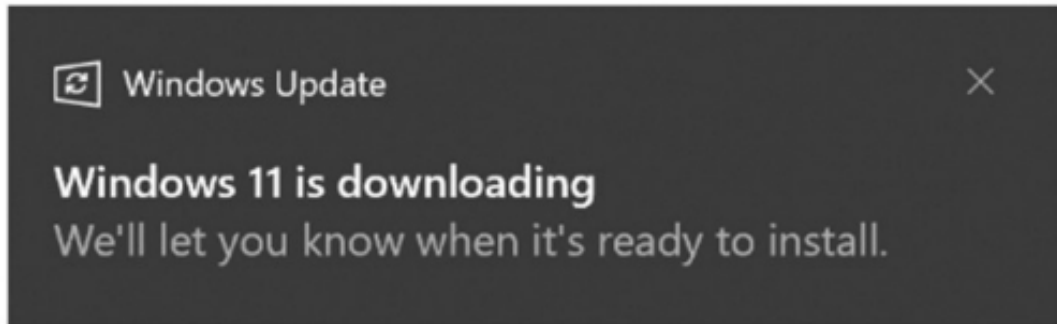
This agreement describes your rights, obligations, and the conditions upon which you may use the Windows software. You should review the entire agreement.

To install this update, accept the license terms. Close this window if you don't want to install the update now.

Accept and install

Close

5 The download starts



6 An notification will pop up when the system is ready to restart and begin the installation



7

Click **Restart now**

Windows Update



Restart required

This update is ready to install! We need your help deciding when to restart so we can finish up.

Upgrade to Windows 11

Status: Pending restart

Restart now

[Schedule the restart](#)



Pause updates for 7 days

Visit Advanced options to change the pause period



Change active hours

Currently 8:00 AM to 5:00 PM



View update history

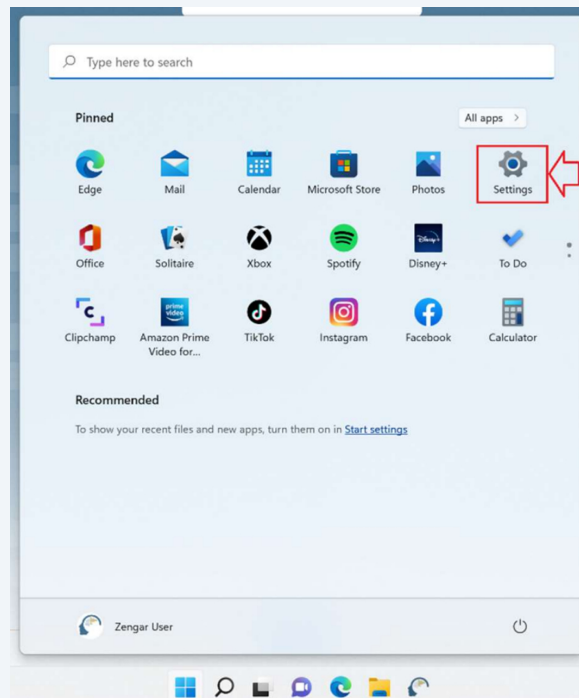
See updates installed on your device



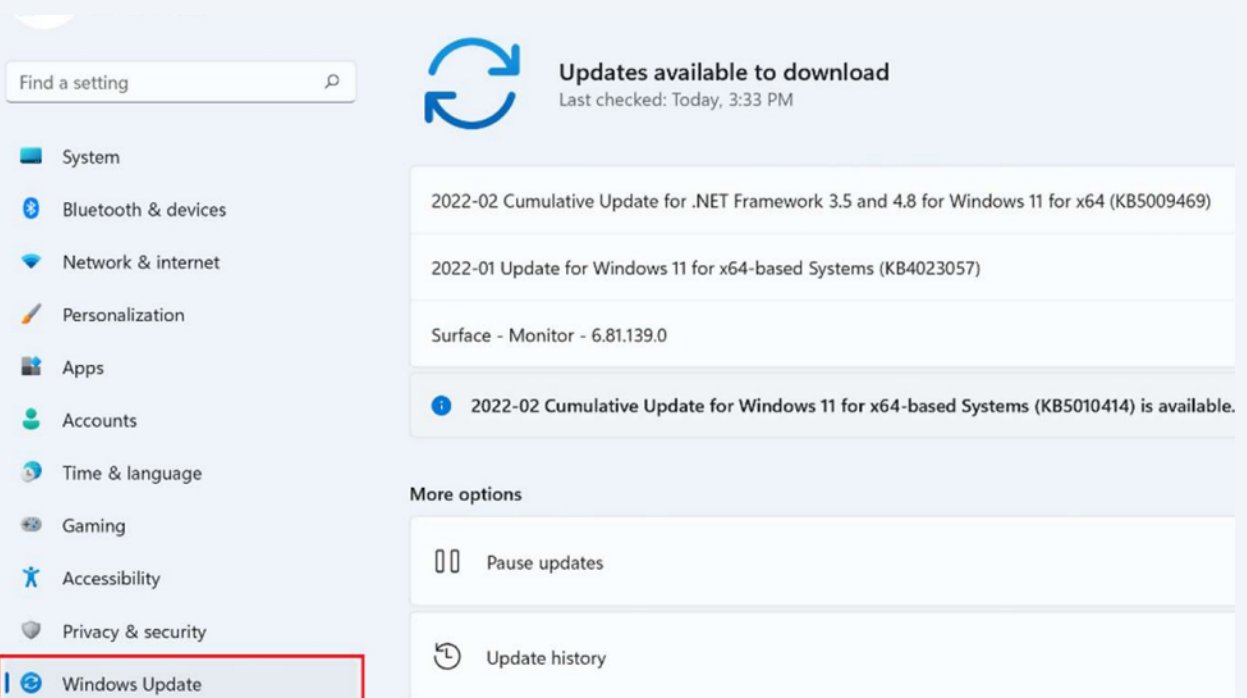
Advanced options

Additional update controls and settings

8 When the process is finished, go to **Settings** via the Windows 11 Start Menu



9 Go to the **Windows Update** tab



10

Download all available updates. Keep searching for updates and installing them until it says you are up to date. Updates may appear differently than pictured depending on your system hardware. Reboot system.

Windows Update



Updates available to download
Last checked: Today, 3:33 PM



Download now

2022-02 Cumulative Update for .NET Framework 3.5 and 4.8 for Windows 11 for x64 (KB5009469)	Pending download
2022-01 Update for Windows 11 for x64-based Systems (KB4023057)	Pending download
Surface - Monitor - 6.81.139.0	Pending download

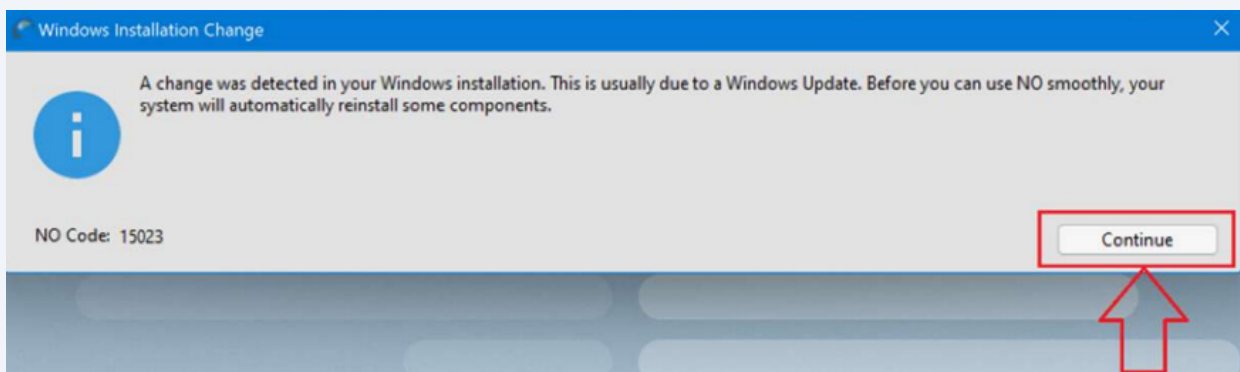
Update NeuroOptimal®

11

Launch NeuroOptimal®

12

Click **Continue** in the Windows Installation Change dialogue box



13 Click Yes

User Account Control



Do you want to allow this app to make changes to your device?



Microsoft

Verified publisher: Microsoft Corporation

File origin: Hard drive on this computer

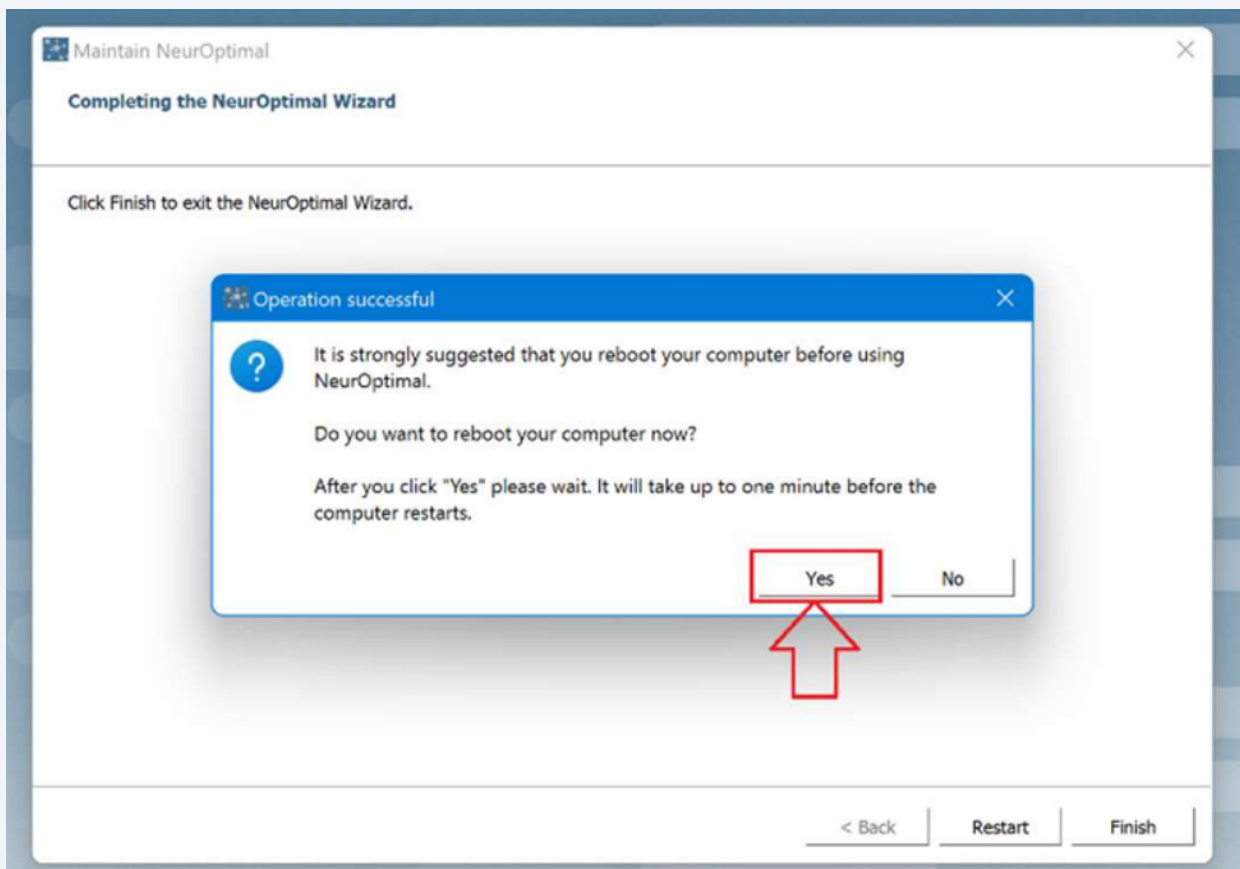
[Show more details](#)



Yes

No

14 Click **Yes** to reboot system



15 No action needed here. Your PC will restart on its own.



Reactivate G-Force



Your system must to be on NeurOptimal® version 3.5.0.28 or newer to follow the rest of the guide.



You can find which version you are from within NeurOptimal® by going to the Tools menu and selecting **About**

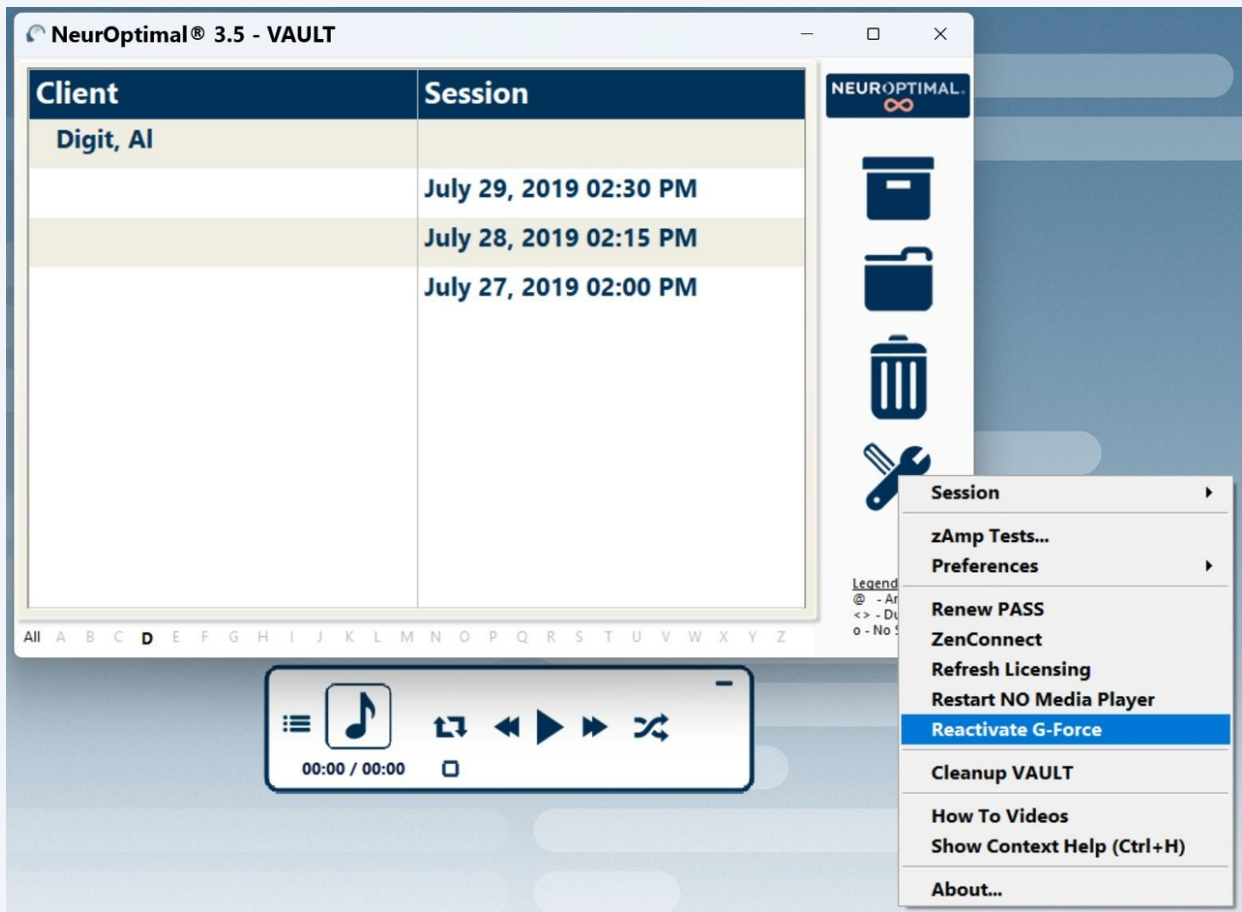


If you are on an older version and you're having issues updating to 3.5.0.28, please reach out to support@neuroptimal.com for assistance.

16

Launch NeurOptimal®

17 In NeurOptimal® 3.5.0.28, go to the Tools menu and select "Reactivate G-Force"




18 Click Continue in the dialogue box

NeuroOptimal® 3.5 - VAULT

Client	Session
Digit, AI	
	July 29, 2019 02:30 PM
	July 28, 2019 02:15 PM
	July 27, 2019 02:00 PM

Confirm G-Force

 You are about to reinstall the G-Force component. When you click "Continue," the G-Force installation will begin. This process may take a few minutes, during which NeuroOptimal® cannot be operated.

NO Code: 15025

Cancel **Continue**

Legend:
@ - Archive
<> - Dustbin
o - No Sessions

All A B C **D** E F G H I J K L M N O P Q R S T U V W X Y Z

19 Select Yes when asked if you want to allow this app to make changes

User Account Control



Do you want to allow this app to make changes to your device?



installerbase

Verified publisher: Zengar Institute Inc.
File origin: Hard drive on this computer

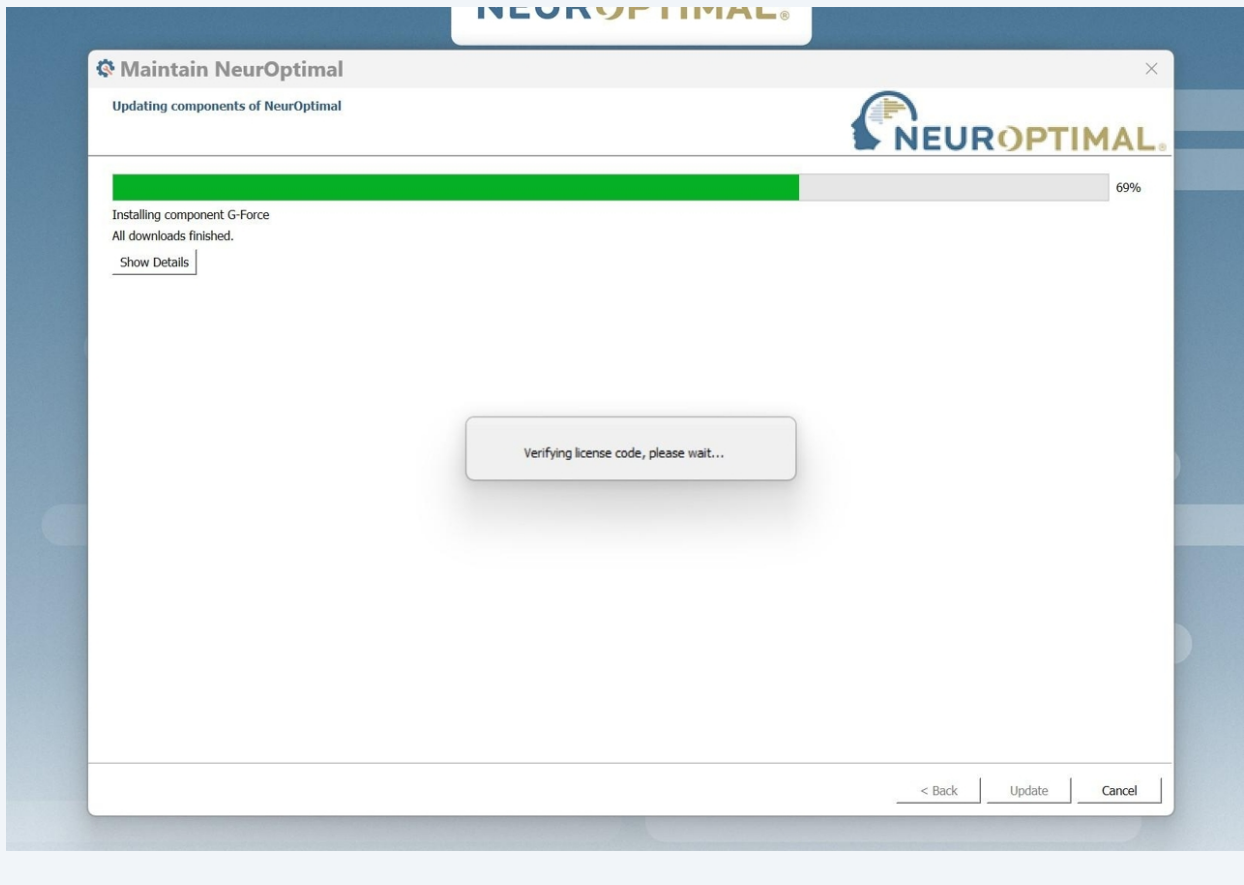
[Show more details](#)

Yes

No

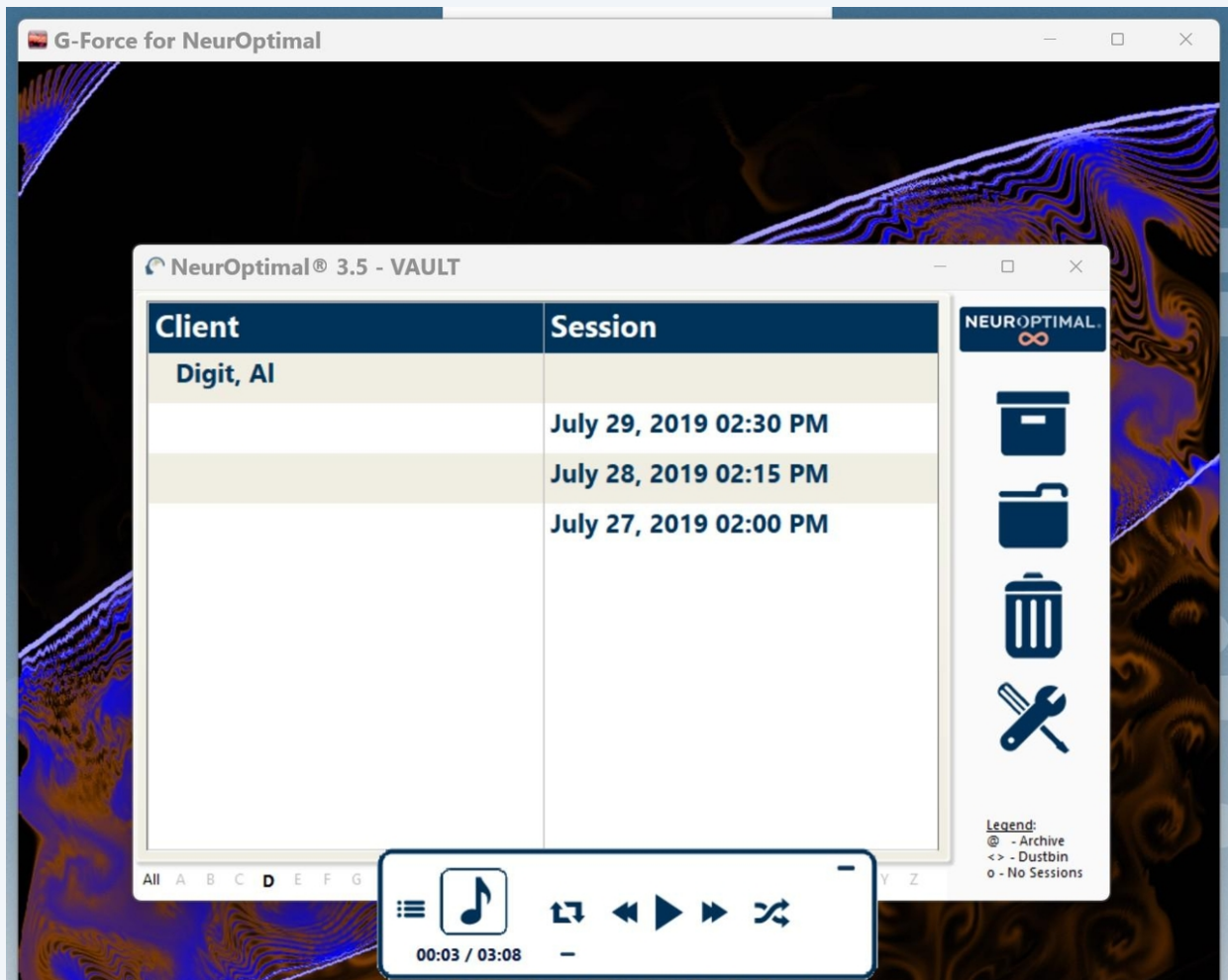
20

Let the process finish



21

G-Force pops up and you are taken back to the VAULT, ready to start a new Session

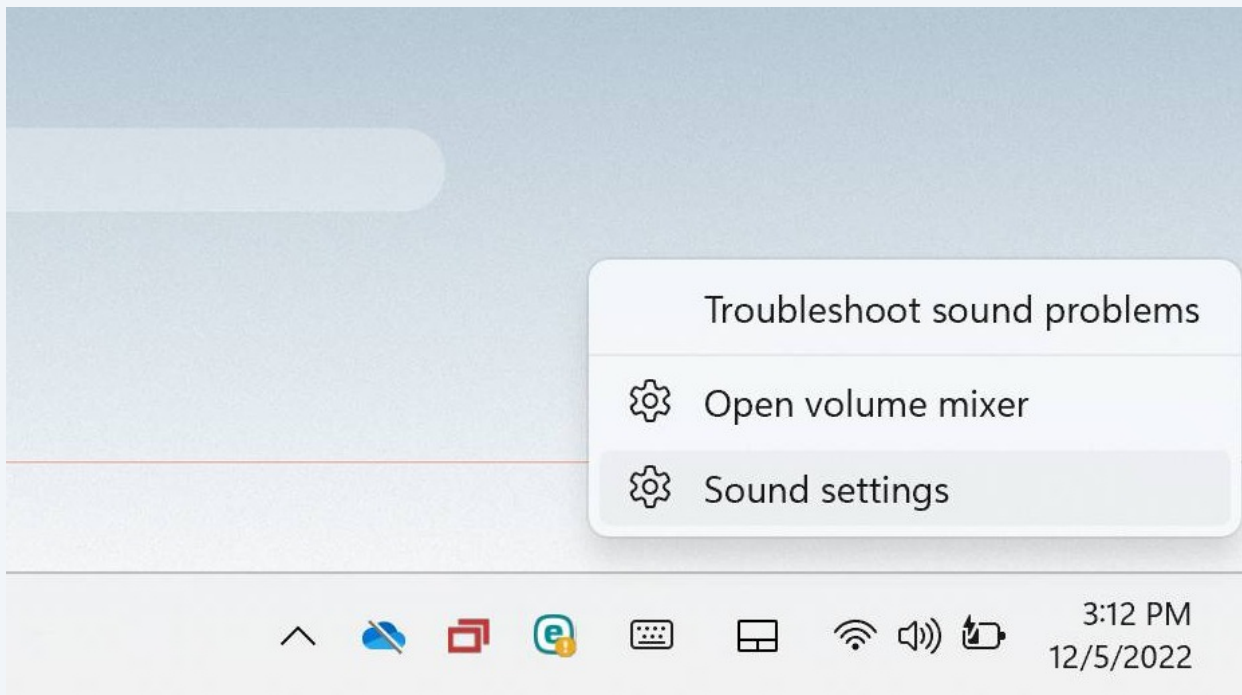


Sound settings

22

If you have issues with the sound, close NeuroOptimal.

23 Right-click directly on the Volume icon in the taskbar, and select "Sound settings"



24 Click "More sound settings" to bring up the sound panel

Advanced

Troubleshoot common sound problems



All sound devices

Turn devices on/off, troubleshoot, other options



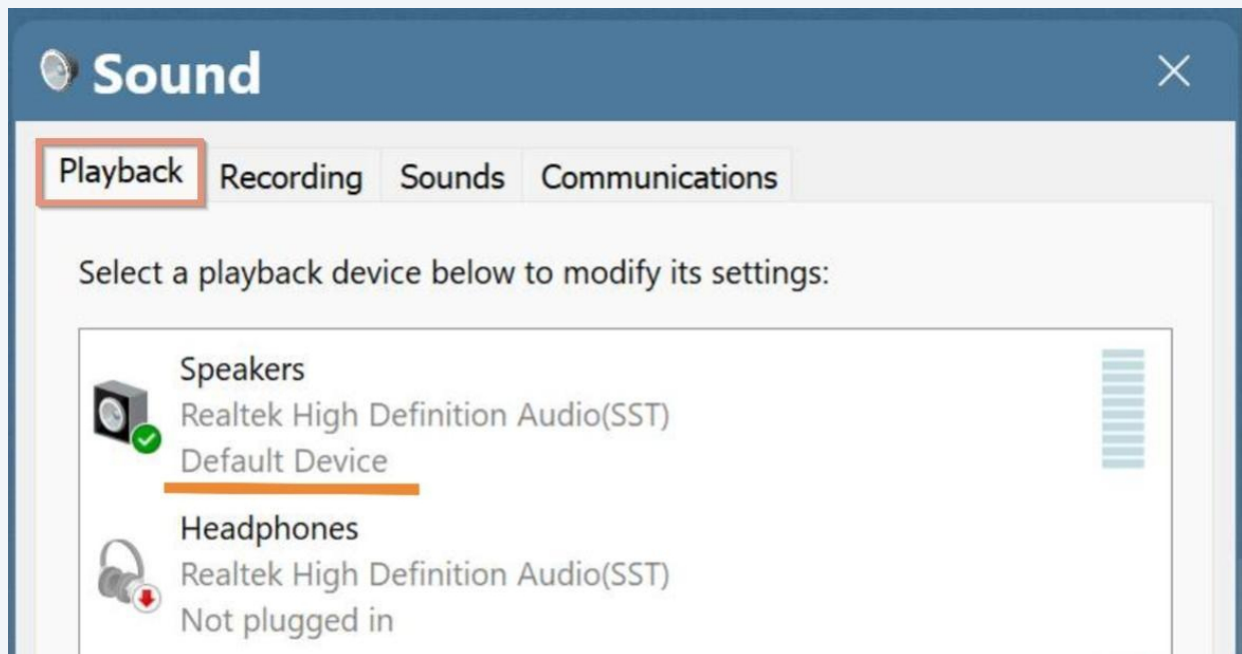
Volume mixer

App volume mix, app input & output devices

More sound settings

Playback tab

- 25 Make sure "Speakers" is set as Default Device (right-click on Speakers to bring up the menu if you need to make changes)

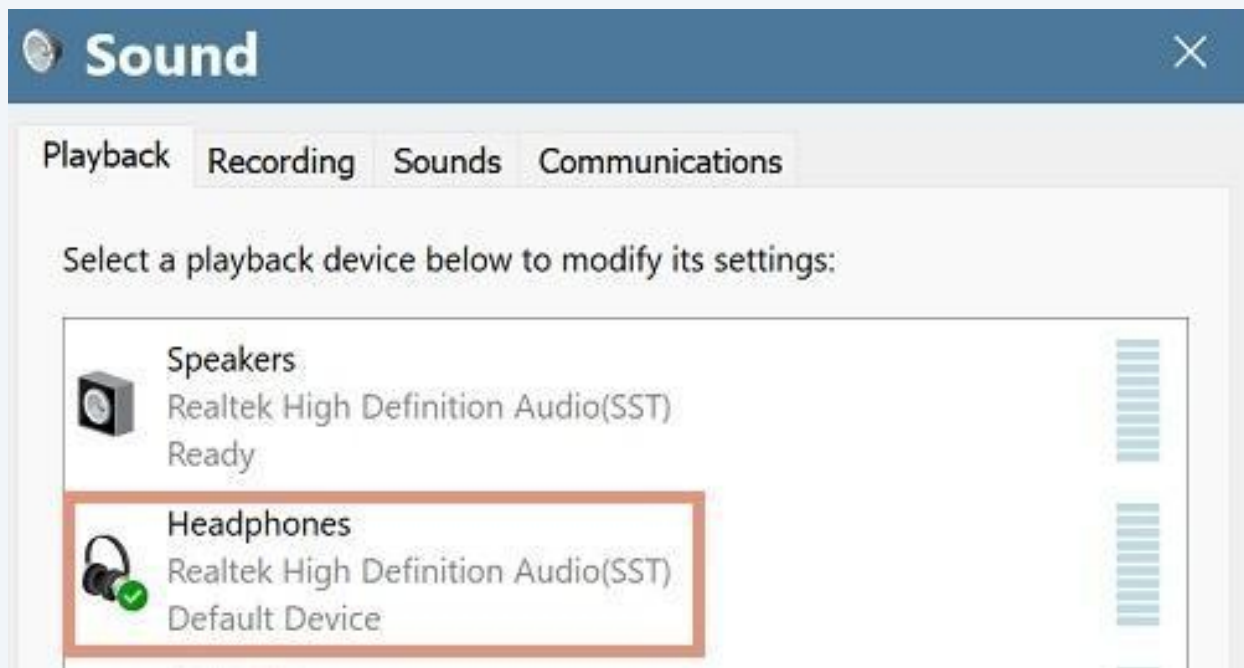


- 26 If you want to run a Session and listen through the speakers, you can now launch NeurOptimal®

- 27 If you want to use headphones or earbuds during your Session, go ahead and plug them in

28

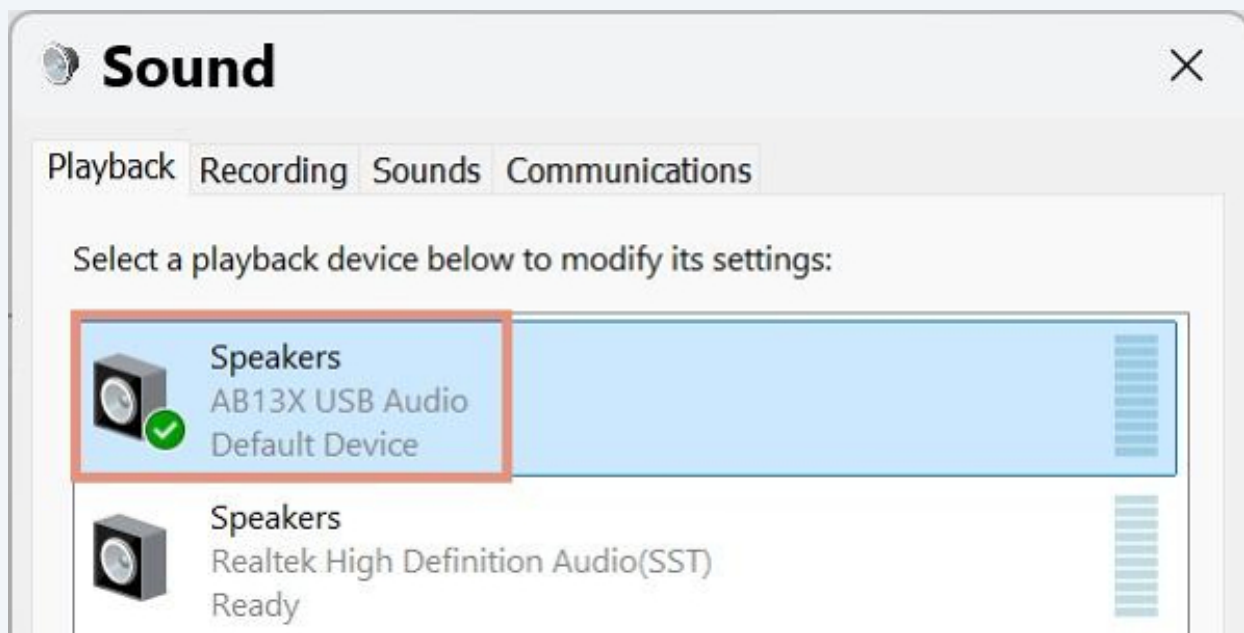
The Default Device will change to Headphones.
You can now launch NeuroOptimal and listen through earbuds




USB-C earbuds


29


If your system came with earbuds with USB-C connector, the output will switch to "Speakers AB13X USB Audio" when you plug them in. You can now launch NeuroOptimal® and listen through earbuds




Notes

 If you have issues switching output while NeurOptimal is open, try and close NeurOptimal®, then change the sound output and re-launch.

 You can use any headphones or earbuds with a 3.5mm headphone jack or USB-C connection.

 Bluetooth headphones and earbuds are not supported in NeurOptimal® 3.5

USB Power settings

 30 Click the start menu and search for Device Manager and open it

31 Open up the Universal Serial Bus controllers sub-menu.



32 Uncheck Allow the computer to turn this device to save power on all the following components.

