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SanDisk 2.0 Memory Zone User Manual

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User Manual
SanDisk® Memory Zone™ App
(Mac/Windows®)

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Overview

The SanDisk® Memory Zone™ is a free application for Windows® and Mac that allows you to browse, backup, organize, and store files between internal memory, microSDTM cards, and SanDisk Dual Drives. SanDisk Memory Zone provides access to popular online storage services allowing you to easily move files between local storage. SanDisk Memory Zone allows access to files from various storage locations all within one app.

App Installation

As of March 2025, this app will be available on the MacOs App Store and Windows Store and through SanDisk Software Downloads
To download the application simply search for "Memory Zone"
App Installation Link:
Windows: **Click Here**
MacOs: **Click Here**
SanDisk Downloads Page for all Apps: **Click Here**
Please view third party notices here
Windows Store: **Click here**
Apple App Store: **Click here**

Version Compatibility

This app will be compatible with the following software versions:
MacOS: Catalina 10.15 and above OS
Windows: 10 and 11 OS

Device Detection
Device Detection with App installed
If it is the first time connecting a SanDisk device to a new installation of the SanDisk Memory Zone you will be prompted to provide a nickname (optional) and choose a picture for the device.
If the device is not detected, safely disconnect, and reconnect the device. If the issue persists, contact SanDisk customer service for assistance.

Back Up

Setting up Auto Back Up
When a device is connected, navigate to Manage Backup page to set up Auto Backup. Auto Backup should be turned off by default. The backup process will begin upon the following triggers, helping ensure that all relevant files are securely copied to the app's designated backup location.
Steps to Backup

1. **Select Backup Destination**

   • Choose the external drive where your backup will be stored.

2. **Choose Items to Back Up**

   • Select the specific files and folders you want to include in the backup.

3. **Keep Your Desktop Unlocked**

   • Do not lock your desktop during the backup process, as this may cause the backup to halt and require a restart.
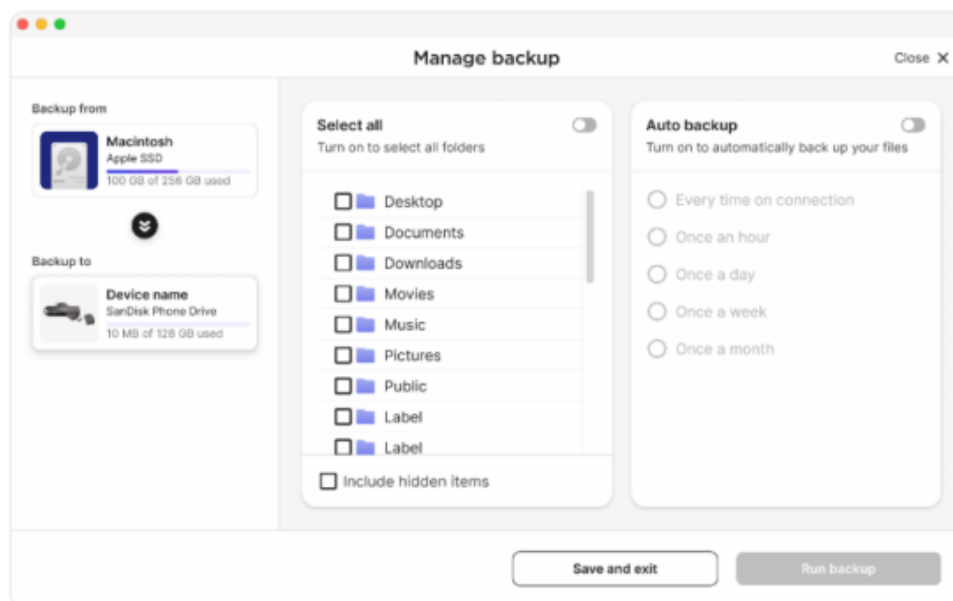
4. **Enable Auto Backup (Optional)**

   • Turn on the "Auto Backup" feature if you want your data to be backed up automatically.

5. **Set Backup Frequency**

   • Choose how often your data should be backed up: Daily, Weekly, or Monthly.

6. **Start the Backup**

   • Initiate the backup process and ensure it completes without interruptions.

Manual Back Up
To run a manual backup after setting your auto backup preferences, click "Run Backup" from the backup page.
Restore
To begin or complete a Restore, you must have previously completed a Backup. You can restore
a whole backup, or individual files and folders.

Steps to Restore Your Backup:

1. **Access the Restore Function**

   • Go to the Backups section and select the system-generated backup folder.

2. **Identify the Correct Backup**

   • Backups are linked to specific devices. For example, if you backed up your MacBook Pro 1234, you will see a

backup folder associated with that device.

3. **Select the Backup to Restore**
   • Open the backup folder you want to restore.
   • Right-click on the backup file and select "Restore" from the options.

4. **Confirm or Cancel Restoration**
   • A confirmation prompt will appear. Choose to proceed with the restoration or cancel it if needed.

5. **Choose File Handling Options**
   • During the restore process, you can keep both files (existing and restored) or replace existing ones with the backup version.

Backup actions
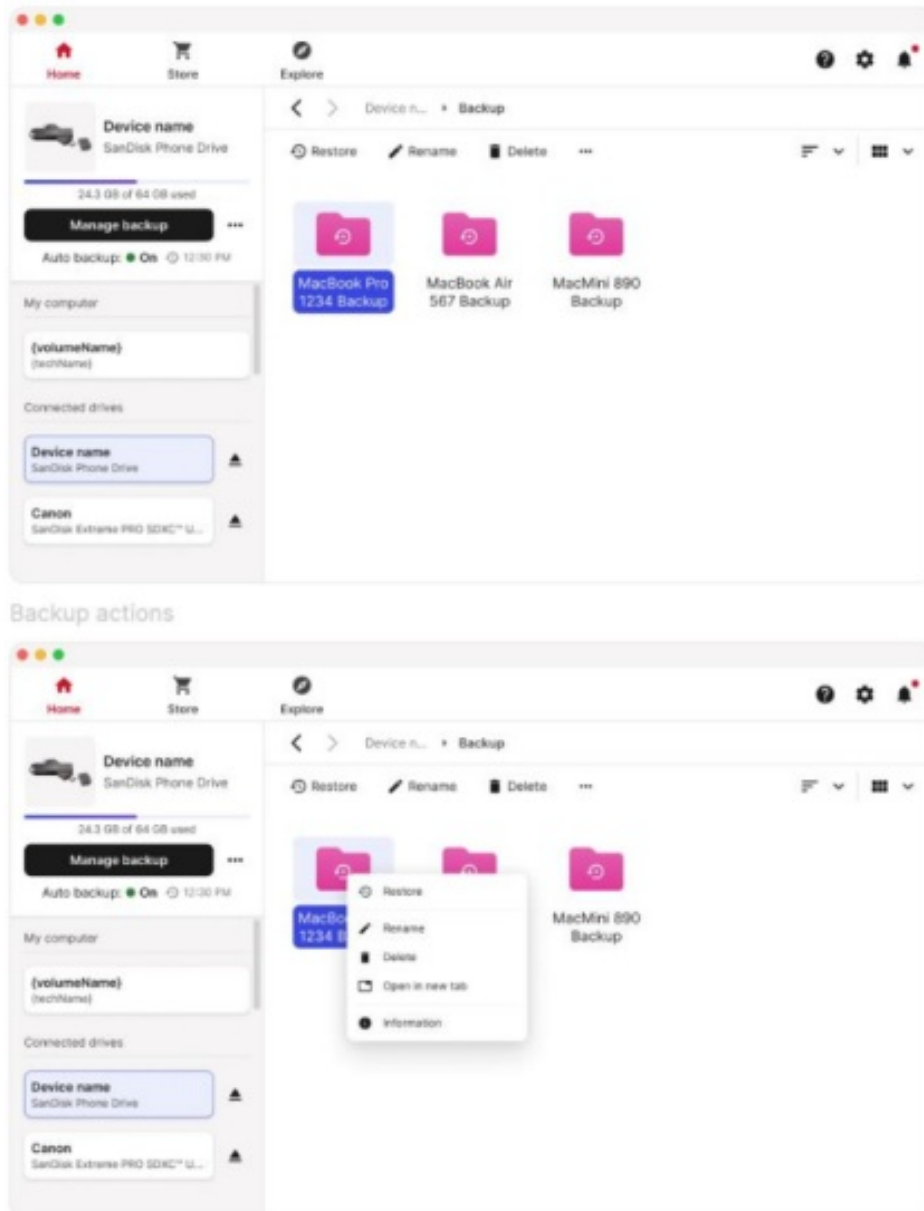
Copy & Paste

Copying is an action designed to duplicate a file. The original file will be preserved, and a new file will be created in the destination location.
To copy a file:

1. Select the file or folder using single select or multi select.
2. Choose the device where you want to copy the file.

3. Navigate through the file tree to find the desired destination.

4. Click the "Paste" button to create a copy of the source file at the desired destination

For larger copy jobs, you can see the progress on the Home Screen.
Note: You can also create new folders during the Copy process. These folders will follow the same requirements as normal copying.
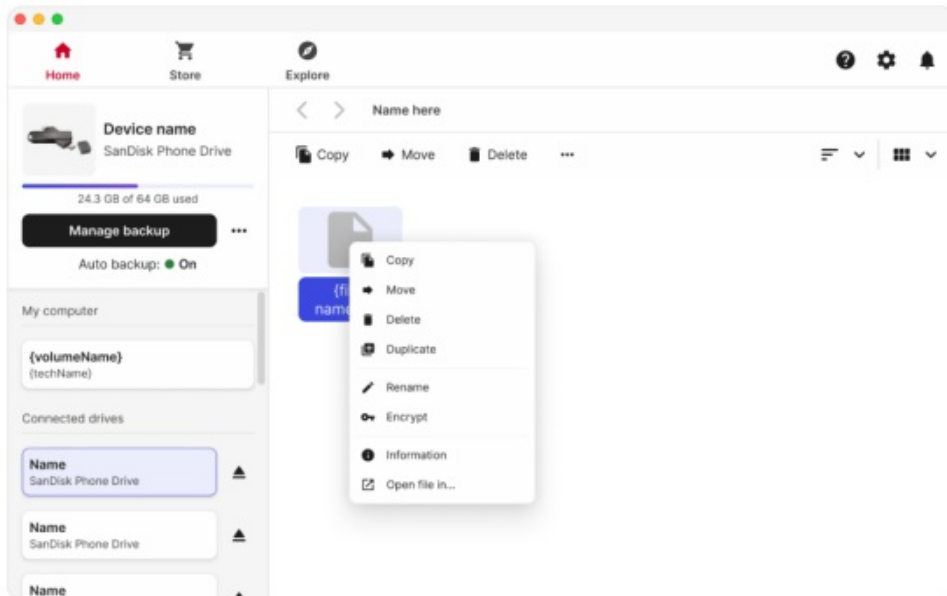
Move

Move is an action designed to remove the file from the original location and place it in the destination location. The original file will not be preserved.
To move a file:
Method 1: Right click and move

1. Select the file or folder via right clicking.

2. Navigate through the file tree to find the desired destination.

3. Click "Move" button to complete the move action

Method 2: Drag and Drop

1. Drag the cursor to select the files

2. Drop the files in the desired location

Note: Move is currently only available within the same device to prevent you from unintentionally deleting a sensitive file.

Hot Keys to use within the app

Function	Mac (macOS)	Windows
Copy	Cmd + C	Ctrl + C
Paste	Cmd + V	Ctrl + V
Select All	Cmd + A	Ctrl + A
Delete/Move to Trash	Cmd + Delete	Delete
Rename File/Folder	Return (Enter)	Enter
Create New Folder	Cmd + Shift + N	Ctrl + Shift + N
Quick Look (Preview)	Space	Space
Get Info (File Properties)	Cmd + I	Ctrl + I
Duplicate File	Cmd + D	Ctrl + D
Select next file/folder	Tab	Tab
New Tab	Cmd + T	Ctrl + T

Encryption

Encrypt functionality allows you to encrypt, decrypt, and store files in a secure way within a password protected folder
To get started, click on the folders/files that you want to secure and right click and select Encrypt.
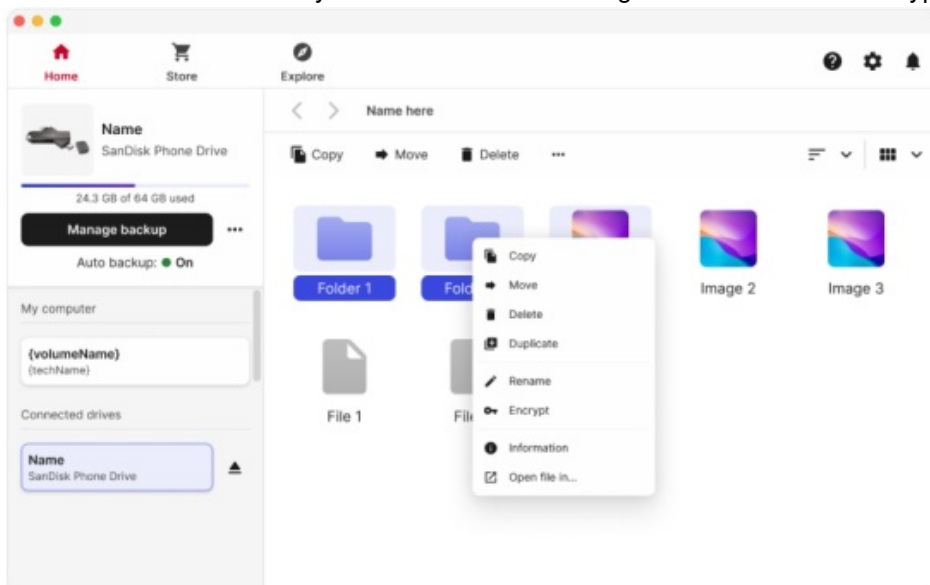
For first time users you will be required to set up your Vault. Please note, if you forget your password you will not be able retrieve that password in a forgotten password flow.

To access the Vault and access your files, identify your Vault folder in your file root.
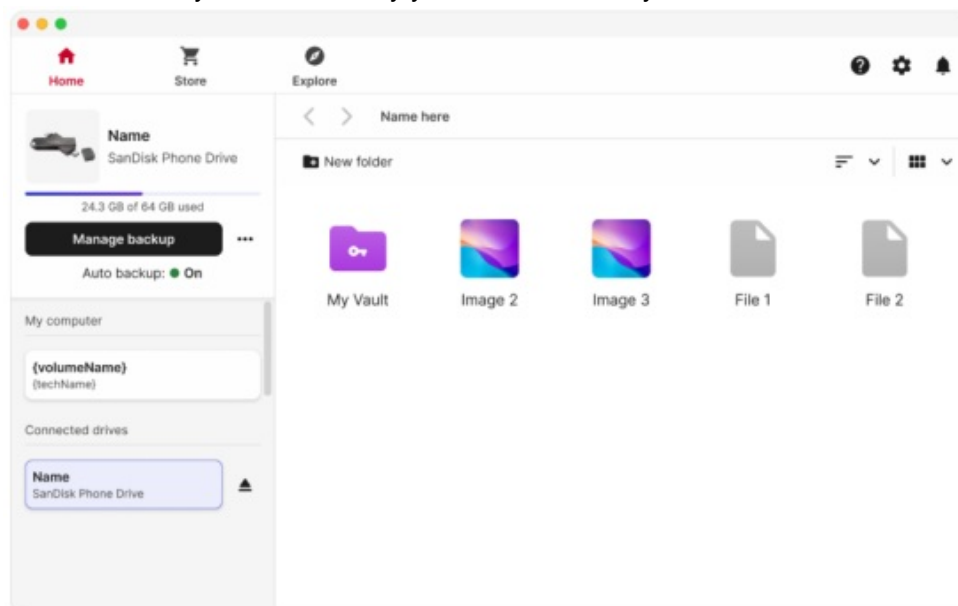
Enter the associated password for the Vault.

When unlocked, files can be browsed, copied, and moved within Vault as if it was a normal folder. Vault will lock again, and password should be requested again if exit Vault.
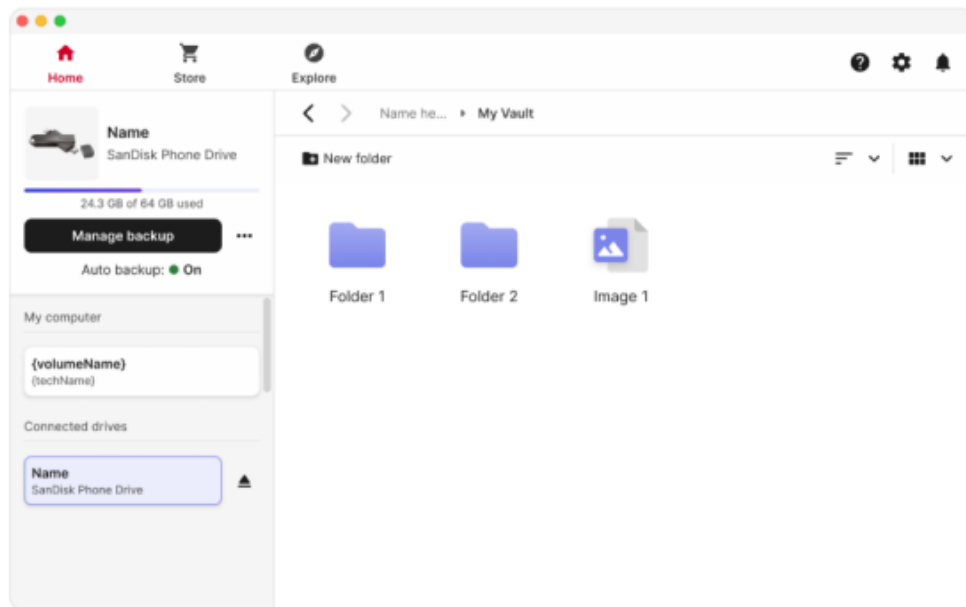
Decryption

Once you are inside the Vault, you can decrypt by selecting the file and folder. This removes the encryption from the folder and file and can be easily accessed. The original files are then returned to the root folder.
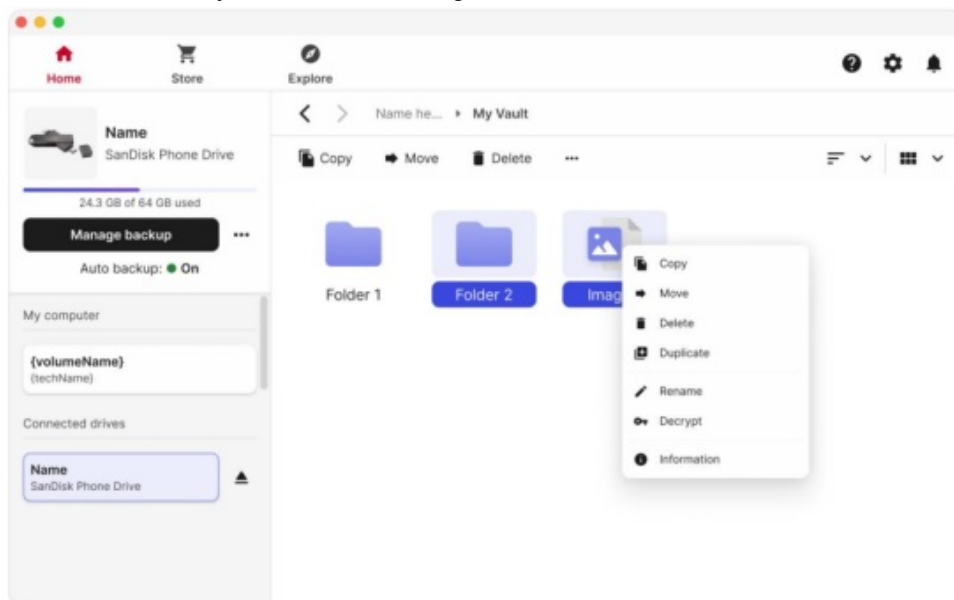
Lock/Unlock

The lock/unlock functionality allows you to set a lock at the drive level for your SanDisk product. When a lock is set up, this ensures that users will not be able to see or identify any files or data in the drives besides factory name without the password.

To initiate Lock, please go to more actions, on your device, and select "Device settings":
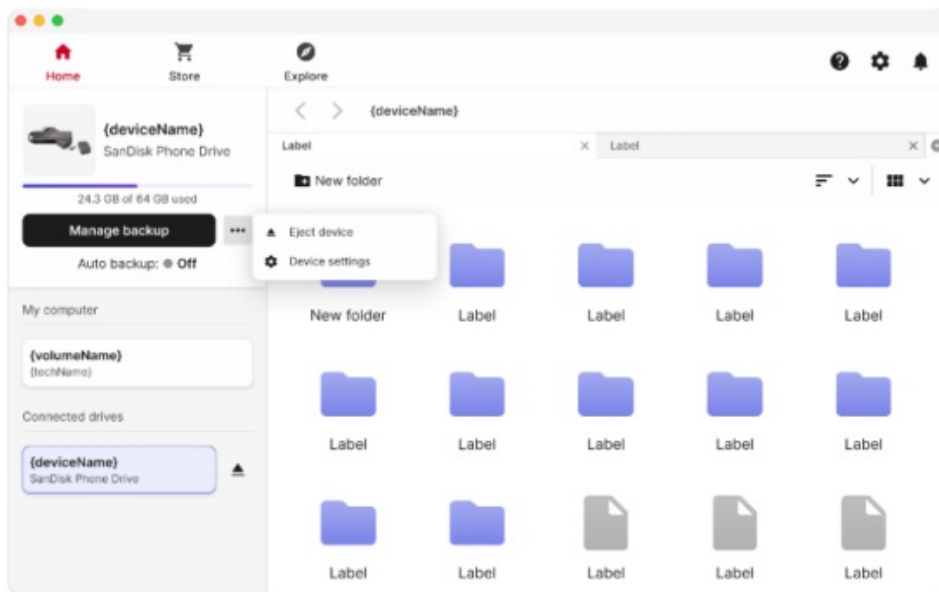
Go to set up lock
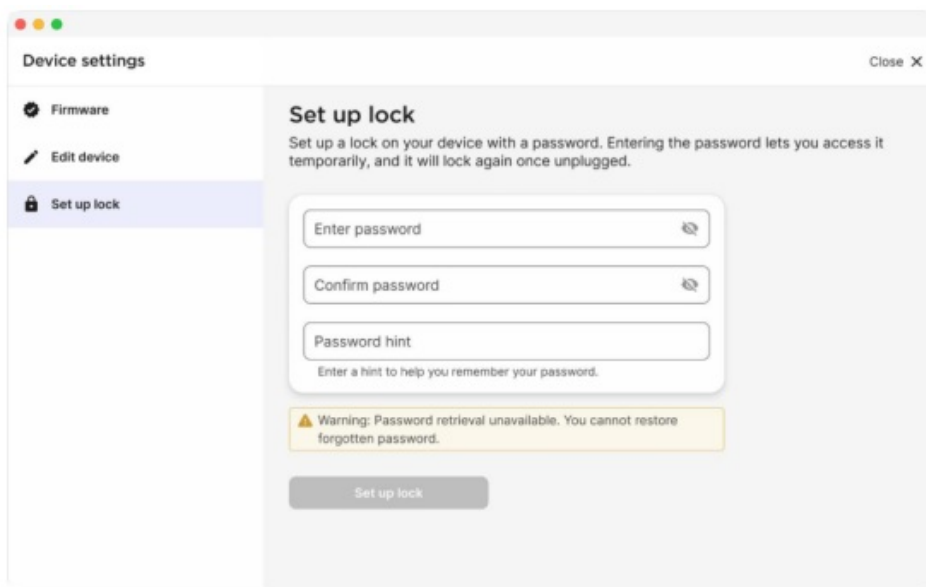
Ability to set up biometrics for Windows/MacOS

Enabling biometric authentication allows you to quickly and easily access your data without the need to type the password every time. The following prompts are system generated and will show up when you open the app. You can also go into settings and click on biometrics to enable them.
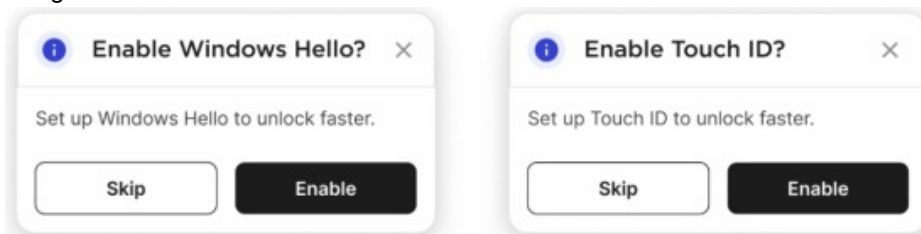
Password Errors

The max length password you can have is 50 characters

Password must match

Empty Password

To Unlock your device, simply reconnect your locked device, select "Unlock" on the device card. You will be prompted to enter the device password – enter the correct password and the device will be unlocked.
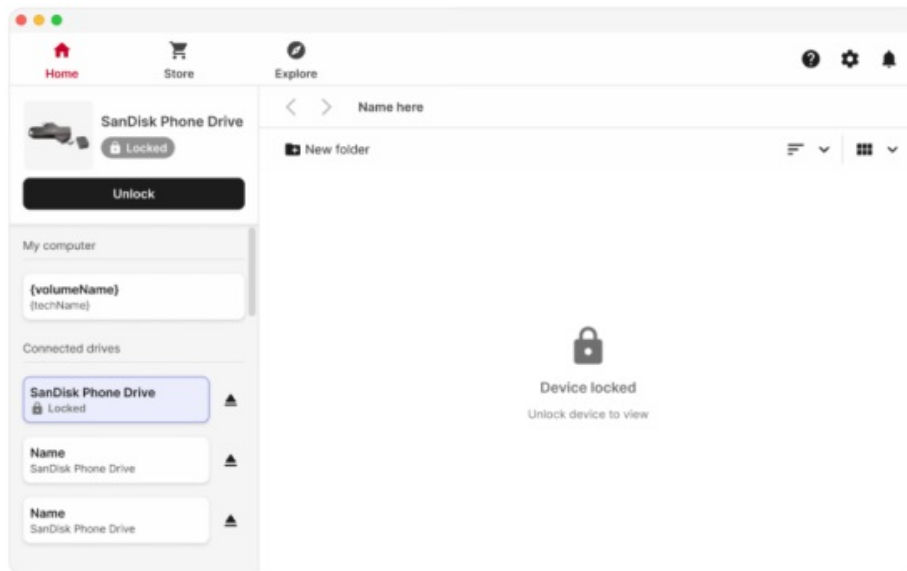
Update Firmware

To update firmware, please go to Device Settings which can be accessed via the gear icon. Then in settings, you will see a tab titled Firmware. You can see the details of the update on this page.
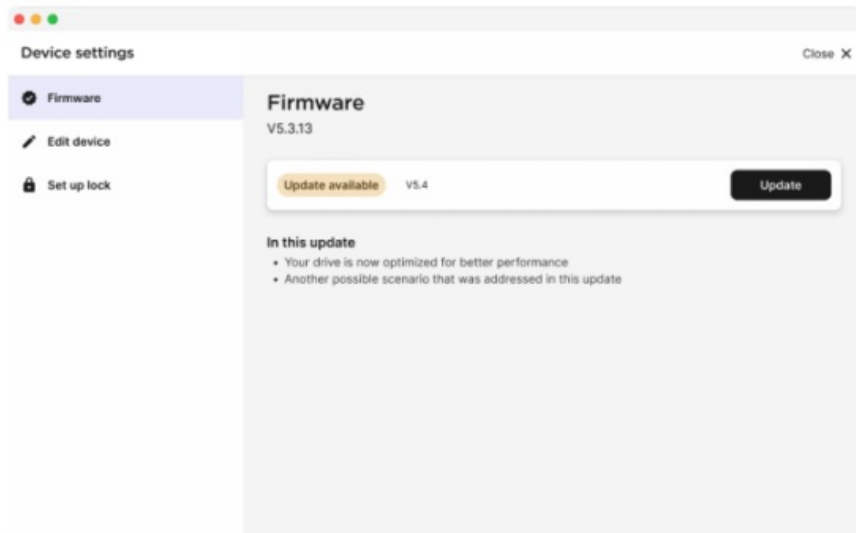

Store

The store functionality in the SanDisk Memory Zone is a redirect to the webstore. For any inquiries or issues regarding the store and purchases made, please contact SanDisk Customer service here: **https://shop.sandisk.com/support/contact-us**.
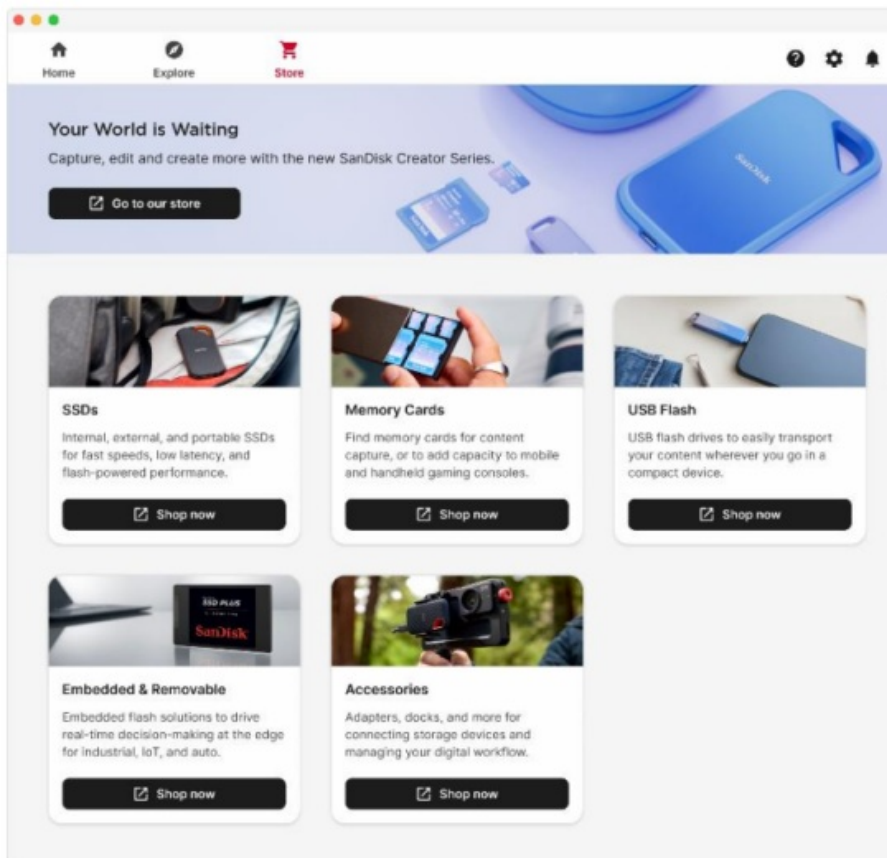
Explore

The Explore tab is a place where you can view special offers, and a list of app partners designed to maximize the potential of your SanDisk products.
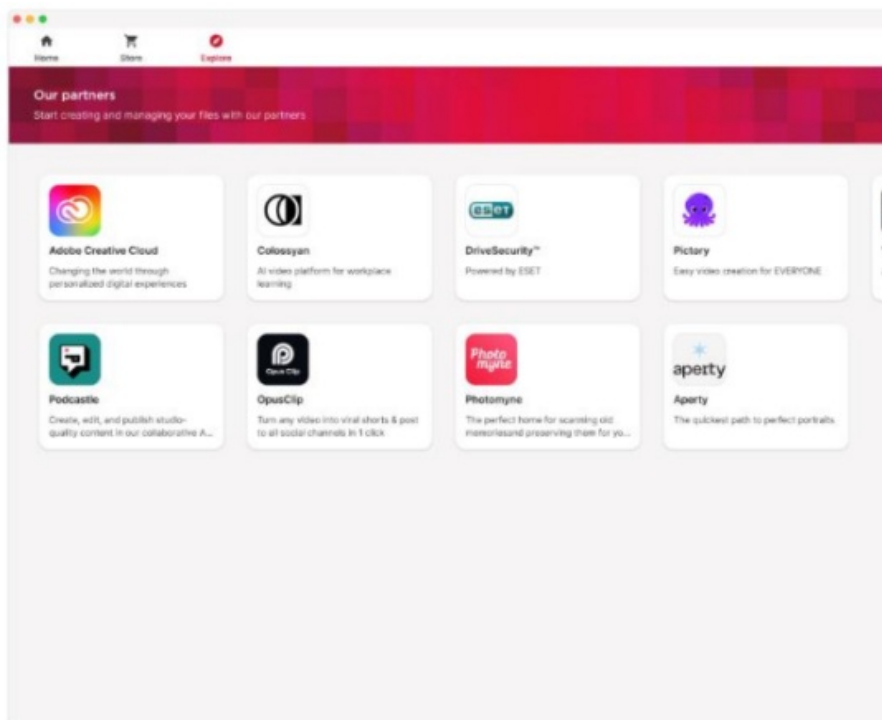

Data Gathering

As part of the SanDisk Memory Zone app, data will be gathered for analytical purposes using an external third-party tool, Amplitude. Amplitude collects various information about actions taken within the app.

No Personally Identifiable Information (PII) is collected; however, data such as Device Type, Phone Type, and Device IP may be collected.

For more information, please visit our Privacy Statement at: **https://www.sandisk.com/legal/privacy-statement**

Data Requests

To request the data collected about you or to request the deletion of your collected data, please visit **https://shop.sandisk.com/legal/privacy-statement/data-request-form**. In this email, please specify whether you want to access a read-only file of your data or delete any data collected about you.
Additionally, include your Analytics ID, which can be found on the Settings Page under Analytics Data.
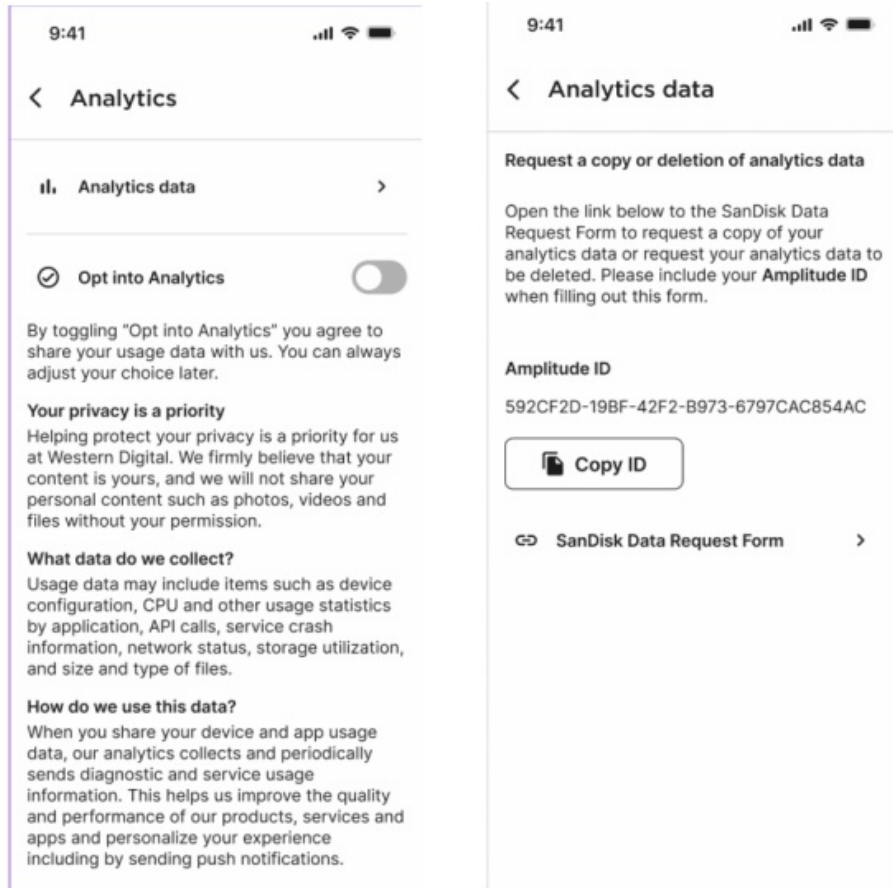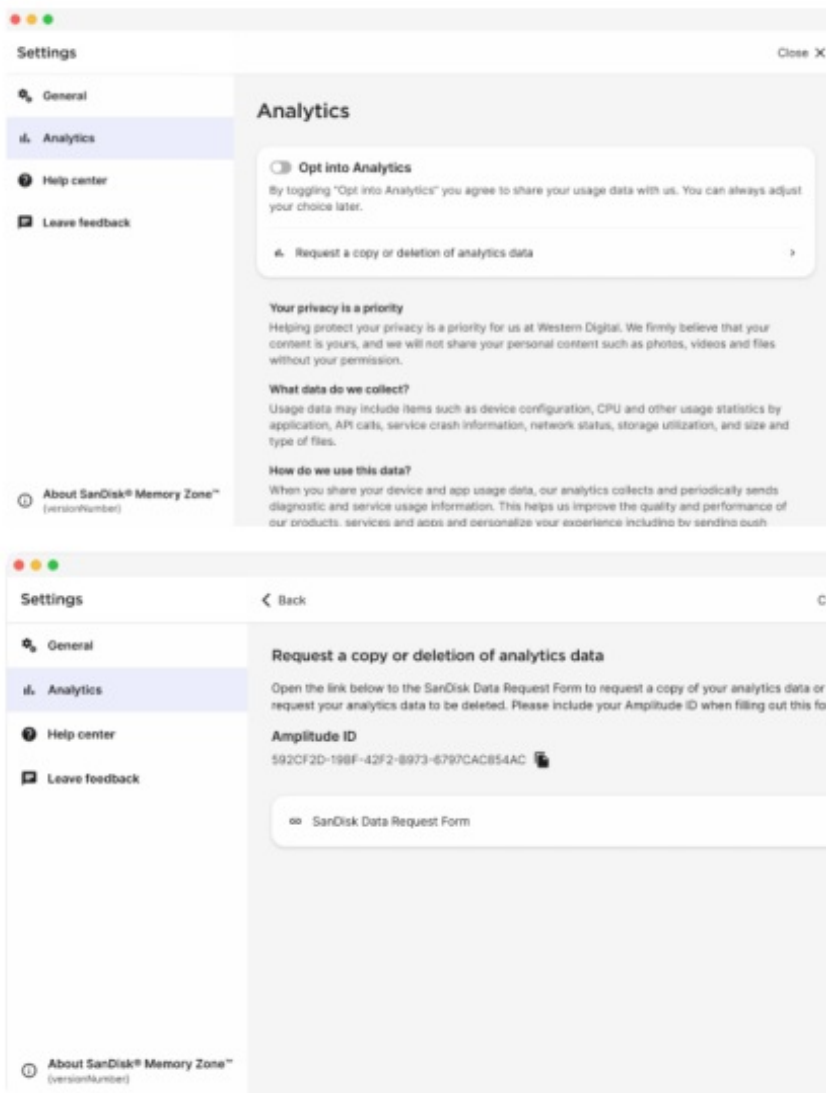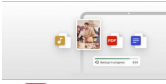
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Documents / Resources

SanDisk 2.0 Memory Zone [pdf] User Manual
2.0, 2.0 Memory Zone, 2.0, Memory Zone, Zone

References

- **downloads.sandisk.com/downloads/memoryzone-win.exe**

- **downloads.sandisk.com/downloads/temp/sandisk-memory-zone-ios.txt**

- **Contact Support | SanDisk**

- **SanDisk Product Software Downloads | SanDisk**
- **User Manual**