

FAQ

MONITOR'S SECURITY+ENERGY SAVING!

Eco-friendly power switch off of your computer monitor and also screen lock while you are away from the computer automatically. The active distance may vary depending on the position and also surrounding interference between the USB dongle and its Remote.



1. I was away from my computer for more than an hour. I carried the Remote with me and then returned to the computer. The computer did not unlock itself. I then switched off and on the Remote to release the screen lock, but that still did not work. What's wrong?

To effectively use reset using the on / off function of remote, you must wait 1 to 2 seconds before switching back to "on" after you have switched to "off".

Proper sequence: 1) Switch off the Remote, 2) wait to 2 seconds, then switch back to "on" again. Computer screen should then re-open automatically again.

FYI, The remote, when in the "on" positioned, is designed to go into Sleep mode after being away from the computer to for more than one hour to help extend the life of the battery. Resetting it in this way reconnects the transmitter and the received, sending the proper information back to the computer to re-open the screen.

2. Should I pull out the USB dongle from the USB port whenever I switch off my computer?

No, you do not need to do this. The Screen Keeper is programmed to stop and restart its functions automatically in accordance with the Power On and Off functions of the PC. All functions done automatically.

3. I left the Remote some where away from my office, and have now returned to my PC without it. How shall I use my computer in this case?

a) If your computer has been turned off:

Turn computer back on. When the computer powers up, your screen will show the Screen Keeper black locked page.

Click on any mouse buttons or press any keys on the board. The Pop-up of Screen Keeper will appear. Enter your password and press the 'Enter' Key. The screen lock will be released.

b) If the computer is on, but the screen is locked:

Click on any mouse buttons or press any keys on the board. The Pop-up of Screen Keeper will appear. Enter your password and press the 'Enter' Key. The screen lock will be released.



4. I had temporarily left my remote outside of my work area, and was able to unlock my screen by using the password process. I now have the remote back with me. How can I restart my Screen Keeper system using the remote?

There is **Screen Keeper icon in the right side of bottom tray of your PC screen.** Right click the icon, and the small window will pop up on the right side. Just click the "Restart" command, and full functions will return.



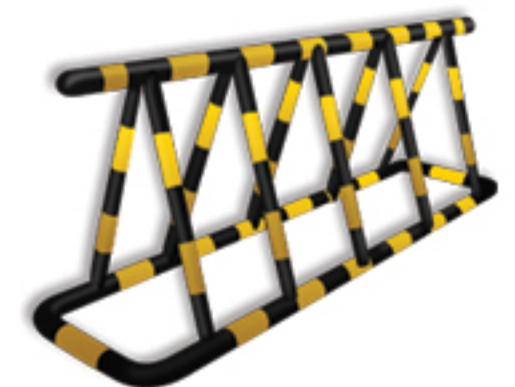
5. What will happen if someone pulls out the USB dongle from my computer while I am away?

The computer will be locked until the Screen Keeper password is entered to unlock the computer. To perform that function, **Click on any mouse buttons or press any keys on the board.** The Pop-up of Screen Keeper will appear. Enter your password and press the 'Enter' Key. The screen lock will be released. Hence, it is unable for anyone to peek at your private information on your computer monitor without your password.

6. Does my Screen Keeper have unique ID?

Is it possible for different Screen Keepers to get confused with each other in an office environment with more than one person? Can my USB dongle and somebody else's Remote cross interact to create confusion?

Each pair of Screen Keepers (USB dongle and remote) is made with a unique ID, create by the most advanced AES Encryption security. This makes it impossible for either the USB dongle or the Remote to interact with any other pieces other than it's original encrypted partner. This advanced encryption system is what allows the ScreenKeeper product to work with hundreds of units within a close proximity of each other.



7. What are the recommended positions for the USB dongle to be plugged into the computer?

1) Notebook: **Main USB port or USB Hub**

2) Desktop PC: If your computer screen has an open USB port, use this one.

If the screen does not have an open USB port, but it does have a connected USB hub, connect the USB dongle into one of the open USB slots on the hub. Regardless of which USB position you select, please make sure that the USB dongle is in line of sight line with the Remote. This will help in insure the best operating range of the Screen Keeper. Try not to have the dongle/computer in a location that is directly behind a metal object (desk drawers, partitions, etc), since this could have some impact to the potential range of the system transmission.

8. How can I maximize the battery life of the Remote?

Switch off the Remote whenever:

- you switch off your computer
- you are away from your computer for longer than 1 hour

The typical battery life of the remote is one year in case Model; SK-01 or 6months in case Model; SK-02, 03 assuming 8 hours operation per every working day.

9. Will the screen always locked down if I carry the Remote and go out of sight from my computer, but are still within the effective distance/transmit range of the Screen Keeper?

Sometimes yes, sometimes no. Even though the remote may be out of the line of sight, in many cases, it will still be within the wireless transmit range of the Screen Keeper. The Screen Keeper uses 2.4GHz wireless technology. **These waves will penetrate the objects between the USB dongle and the Remote, thereby keeping the screen from unlocking until the remote is further away.** This distance will vary greatly, depending on the structure of the building, layout of the office, and other variables that effect wireless transmission.



10. I installed the Screen Keeper system into my computer. I switched off the computer with the USB dongle still plugged into the computer. On the next day, I switch on my computer but the Screen Keeper doesn't work. Please advise what is wrong?

It seems that your computer doesn't recognize the Screen Keeper USB dongle at the point of OS booting up/restart. Although it is very rare case, this kind of symptom might be happened caused by the bad contact of USB port in your computer or USB hub. To resolve, just remove the Screen Keeper USB dongle and reinsert the dongle after your computer is booted. **Please retry it using other USB port, in case the problem is not resolved.**

11. After installing the Screen Keeper, my computer screen is blinking while I work on computer. Please advice.

This issue is not related to the Screen Keeper operation. Either your computer is overloaded from other programs, or your computer has insufficient memory and processing power required to run Screen Keeper. The Screen Keeper software file is very small, so it is not taking a lot of space from your drive. You need to reduce the operating load your on computer for Screen Keeper to operate normally.

12. Is it possible to change the Remote battery?

Yes, it is very easy. Simply take out the single screw in the back of the unit. Remove the battery. **Replace it with a coin style battery, model CR2032 for Screen Keeper model; SK-01 or CR2025 for Screen Keeper model; SK-02, CR2016 for Screen Keeper model; SK-03** which is readily available at many retail stores.

13. How can I delete the installed Screen keeper program?

Go to Control Panel. Choose Screen Keeper program. Select Uninstall option to remove Screen Keeper from your computer.



14. I have lost my Remote of Screen Keeper. Is it possible to purchase the Remote only?

No. The screen keeper is produced and functions only in a pair, which consists of a USB dongle and the remote. They communicate using the most advanced encryption algorithms available, and these are assigned during the production process. So there is not any way to replace one of the pieces of the system.

In addition, when you buy a new Screen Keeper, it will be required to unplug the old USB dongle, right click the icon which is in the right side of bottom tray of your PC screen and click the "Change Device". Its password pop up will appear. Enter your password and click OK button. After that plug the new USB dongle and switch on its Remote. Otherwise, it will be also way you uninstall the Screen Keeper program in the control panel of your PC, download the latest version of S/W from the site www.screenkeeper.com and install it to use new device of Screen Keeper.

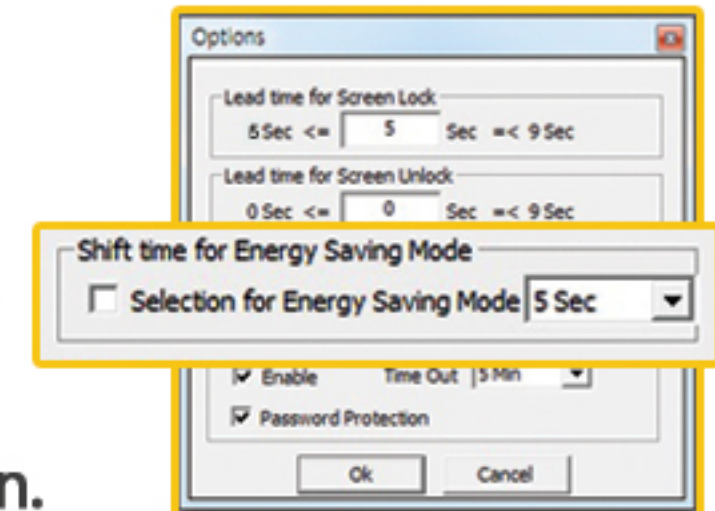


15. What happens to the screen saver when the Screen Keeper is operating?

It will be O.K for you to use both types Screen Saver, OS's and Screen Keeper's. The Screen Keeper's Screen Saver is a feature to be lock the screen after passing a certain time while your P/C is idle status referred to you release the lock screen with its password. Although its default time is 5 min., you are able to change it. It's operating is independent without correlation with screen saver of OS. When you use both solutions of Screen Saver, OS's and Screen Keeper's at the same time, its screen will display the latest operated Screen Saver. In case Screen Saver of OS, its screen is not released automatically. Hence, it is recommended for you to use the Screen Keeper's Screen Saver rather than the Screen Saver of OS.

16. What happens to the Power Saving Mode provided by the Computer when Screen Keeper has locked the screen?

The Energy Saving Mode of Screen Keeper is operating independently as same way as its operation of Screen Saver. Although the Screen Saver of OS is not automatic operation according to your location, the Energy Saving Mode of Screen Keeper is working automatically, go to saving mode and return to normal mode according to you are away from the PC and get back to your PC. Hence, the Energy Saving Mode of Screen Keeper would be more effective and convenient for you to save the energy. Check the "Energy Saving Mode" in the option menu as its picture showed in right side, select the shift time to go to the Energy Saving Mode and click the O.K.



17. I have set up my Screen Keeper. My Screen keeper has locked the screen. Now, if someone pulls out the USB dongle and restarts my computer, is my computer protected?

Of course, Screen Keeper will protect your computer monitor in this case as well. Screen Keeper will recognize that the uninstalled USB dongle is abnormal status and the Screen shall be locked as soon as the OS is booted in your computer. It will work as a big advantage for you and also anyone who use the Screen Keeper to protect the confidential information in your computer as the most advanced P/C security solution.

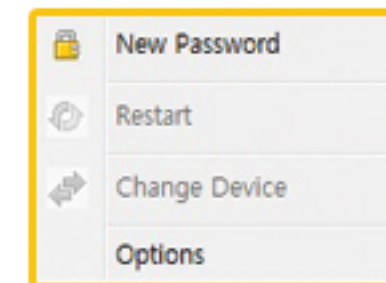


18. How else Screen Keeper is useful in protecting my data when someone appear near to my desk especially?

When you are working on your computer and an unexpected visitor comes to meet you, they could see what is on your screen. You can swiftly switch the remote to the "off" position, and now the Screen Keeper will be activated, the screen will be locked. When the visitor is gone, switch on the remote and your computer will be unlocked again.

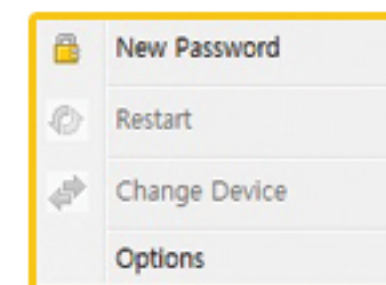
19. I didn't have the Remote so I released the lock screen by enter my password. Is it possible to reactive the lock screen of Screen Keeper automatically when I am away from computer?

It is possible. There is Screen Keeper icon in the right side of bottom tray of your PC screen. Right click the icon and the small window will pop up on the right side. Just click the 'Restart' command and full functions will return.



20. Is it possible for me to change the password while I am using Screen keeper?

It is possible. For the case, you are away from the computer and you need to let your colleague or someone know your password so they use your computer, your password shall be revealed and no more private security any longer. Hence, Screen Keeper is considered to change the password while you are using it. There is Screen Keeper icon in the right side of bottom tray of your PC screen. Right click the icon and the small window will pop up on the right side, click the 'New Password' command, enter your current password, and then input your new password you desire. Your new password will work.



21. Is it possible to adjust its active distance of Screen Keeper?

Although SK-01 is very tiny size and one fixed active distance so it is unable to adjust its active distance, **model; SK-02 and SK-03 are able to select its active distance like Short(1~3m), Middle(4~7m), or Long(8~12m).**

Please refer to the picture in right side and adjust its sliding switch according to the distance position you prefer.

