SCREEN KEEPER

FAQ

MONITOR SECURITY & ENERGY SAVING

Screen Keeper is a device that protects your private data while you're away from your computer.
Reduce your carbon footprint with the Eco-Friendly energy saving features only offered by Screen Keeper.

1 I was away from my computer for more than an hour. I carried the Sceen Keeper Remote with me, but when I returned, the computer didn't unlock itself. I switched the Screen Keeper Remote off & on but it still didn't work. What's can I do now?

To reset the Screen Keeper Remote, simply turn it off and wait at least 3 seconds before turning it back on. The On/Off switch is located on the back of the Screen Keeper Remote.

2 Why does my Screen Keeper Remote need to be reset?

To preserve battery life, the Screen Keeper Remote is designed to go into sleep mode if it has been inactive or out of range from the USB Dongle for more than one hour.

3 Do I need to remove the USB Dongle when I shut down my computer?

No. The Screen Keeper USB Dongle is programmed to shut down and restart along with your computer.

4 I forgot to bring my Screen Keeper Remote. How do I access my computer?

a) If your computer has been turned off:

Turn the computer on. After it completes its normal start up process, the Screen Keeper screen saver will appear. Press any key on your keyboard & a pop-up screen will appear. Enter your Screen Keeper password and press the "Enter" key. The screen lock will now be released and you can continue to use your computer.

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

Press any key on your keyboard and a pop-up screen will appear. Enter your Screen Keeper password and press the "Enter" key. The screen lock will now be released and you can continue to use your computer.

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5 I forgot my Screen Keeper Remote & had to enter my password, which stopped the Screen Keeper software running. Now I have my Screen Keeper Remote with me, how do I restart the software again?

There is a Screen Keeper icon in the tray at the bottom, right hand side of your screen. Using your mouse, right click on this icon. In the small window which appears, click "Restart" (see image to the right).

6 What would happen if the USB Dongle is removed from my computer?

Your computer monitor will instantly lock and your password will be required to unlock it. To unlock your screen, either replace the USB Dongle or press any key on your keyboard and a pop-up screen will appear. Enter your Screen Keeper password and press the "Enter" key. The screen lock will now be released.

7 Will my Screen Keeper still function if there is another Screen Keeper operating in the same room?

Yes. Each Screen Keeper (Remote and USB Dongle) has its own unique ID. Created with the most advanced security by using AES (Advanced Encryption Standard), which makes it impossible for either the Remote or USB Dongle to interact with any device other than its original partner. Screen Keeper will function completely independent of any other wireless devices.

8 What is the best position for the USB Dongle?

The Screen Keeper USB Dongle works best when plugged into an extension cable & has line of sight to the Remote. Keep the USB Dongle clear of any obstruction or electrical interference as it may reduce the performance or range.

9 What is the average life of the batteries in my Screen Keeper Remote?

The batteries should last approximately 6 months. (Figures are based on an average usage of 8 hours operation per day during a standard 5 day working week). The Screen Keeper (SK-03) is fitted with 2 x CR2016 batteries. Replacement batteries can be purchased from the distributor at www.dueltek.com.au

10 How can I maximise the life of the batteries?

Switch off the Screen Keeper Remote when ever you shut down your computer or if you are going to be away for an extended period of time. The Screen Keeper software will continue to operate on your computer even with the Remote switched off.

11 Will my Screen Keeper still function if I am within range but there is no line of sight?

Each office location & environment is different, so it's difficult to be certain. The distance and range will vary depending on the building structure, layout of your office, or the levels of interference caused by other electrical devices. Screen Keeper uses 2.4GHz wireless technology, as do most wireless devices.

12 How do I change the batteries in the Remote?

Simply remove the cover located on the back of the unit & remove both old batteries. Insert 2 x CR2016 batteries with the positive (+) facing up. For best performance, ensure replacement batteries are new & both are changed together. Replacement batteries can be purchased from the distributor at www.dueltek.com.au.

13 I've lost my Screen Keeper Remote. Can I purchase a replacement for my USB Dongle?

No. The Screen Keeper Remote & USB Dongle are designed as a pair & can not work independently of each other. Each Screen Keeper Remote & USB Dongle share a unique ID which uses an advanced encryption algorithm. This ID is assigned to each component during the manufacturing process and cannot be altered.

14 I purchased a new Screen Keeper kit but it doesn't work with my old software. What should I do?

a) Ensure you have removed the old USB Dongle. Using your mouse, right click the Screen Keeper icon in the bottom tray, on the right hand side of your screen and click on "Change Device". Enter your password into the pop up window and press the "Enter" key. Insert the new USB dongle & switch on the Remote. Your new Screen Keeper should now be working.

b) Uninstall the Screen Keeper software by clicking "Start/Control Panel/Add or Remove Programs" on your PC. Scroll through the menu until you find the Screen Keeper software & click "Remove". After successfully removing the software, visit www.screenkeeper.com.au and download & install the latest version by clicking on the "Set Up" link. Follow the standard installation proceedure.

15 What will happen to my normal screen saver when I install Screen Keeper?

Your normal screen saver will continue to work with Screen Keeper installed on your PC, providing you are within range of your computer. Once the Remote is out of range from the USB Dongle, Screen Keeper will activate and and over-ride your PC screen saver. If you have any extended delays or locking issues, it is recommended that you turn off the PC screen saver and just use Screen Keeper.

16 Is Screen Keeper water proof?

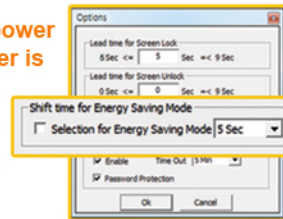No. Keep your Screen Keeper components away from moister.

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17 If someone removes the USB Dongle & restarts my computer, will it still be protected?

Yes. The Screen Keeper software is designed to recognise the status of the USB Dongle. If any abnormality is detected (i.e. the Dongle being removed), Screen Keeper will automatically activate & lock the monitor, even at the PC start up or reboot.

18 What happens to the power saving mode provided by my PC when Screen Keeper has locked the screen?

The Eco-Friendly energy saving mode of Screen Keeper operates independently to the power saving settings on your computer, similar to a screen saver. While your PC's screen saver is designed to switch on after a period of inactivity, Screen Keeper will activate a soon as you are out of range, making it a more efficient & effective energy saving solution.

Screen Keeper's energy saving settings can be adjusted simply by using your mouse to right click in the bottom tray at the right hand side of your screen.

19 Can Screen Keeper be activated if I am within range of my computer?

Yes. If you are in front of your computer, you can simply switch off the Screen Keeper Remote and your monitor will lock. This is a great feature when people visit your work station & you want to protect your private data.

20 My Screen Keeper keeps locking my monitor while I am sitting at my desk. What's wrong?

Most issues can be fixed by switching the Remote off for about 3 seconds, then turning it back on. Other problems could be caused by one of the below circumstances:
a) There is interference from another electrical device (i.e. mobile phone, monitor, etc.)
b) The Remote doesn't have line of sight to the USB Dongle
c) The Remote is in your pocket or covered in some way
d) The batteries in the Remote need replacing
e) The USB Dongle needs to be moved farther away from your PC by using a hub or USB extension cable

21 I didn't have my Remote with me, so I released the screen lock by entering my password. Can I reactivate the Screen Keeper software if I need to leave my computer?

Yes. Click the Screen Keeper icon in the bottom tray at the right hand side of your screen, then click "Restart".

22 How do I change my password?

Click the Screen Keeper icon in the bottom tray at the right hand side of your screen. Click "New Password"& follow the prompts.

23 How do I adjust the range/distance of my Screen Keeper?

Slide the switch on the back of your Screen Keeper Remote. It can be adjusted to Short (1-3 Metres), Medium (4-7 Metres) or Long (8-12 Metres). Changing to a longer distance can also increase consistency in rooms where there is a high level of interference.

Short   Middle   Long

24 What are the recommended system requirements to operate Screen Keeper?

Operating System:
Windows XP SP3 (32 bit), Windows Vista (32 bit) or Windows 7 (32/64 bit)

Minimum System Requirements:
Intel Pentium 4 or higher processor; 1GB RAM; 10MB Free Hard Disk Space; Microsoft Internet Explorer 7.0 or later.

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