

What happens if I lose my easyKey?

Ans: The Classic version of easySafe comes with 2 duplicate easyKeys. When you lose one, you can buy a new easyKey and create another duplicate easyKey. The easySafe Lite version does not have a duplicate key and your protected data is likely to be locked permanently if you lose your easyKey. Please backup your important data in a safe storage if you are using the Lite version. Alternatively, register your easyKey with our online backup service.

What happens if I forget my PIN?

Ans: If you forget your PIN, you need to send the easyKey back to FAST or your local distributor so that the PIN can be reset to 123456. Meanwhile you can still access your data with the duplicate easyKey.

If I lose my easyKey, can I open the easyDrive with my PIN?

Ans: No, the easyKey PIN is meant for identifying you are the owner of your easyKey. If you lose all your easyKeys, the data in your easyDrive will be permanently locked.

Can I use my easyKey for another PC? How many PCs can one easyKey control?

Ans: Yes, you can control multiple PCs with one easyKey. You need to install the easySafe driver in all PCs (once) in order for them to recognize the easyKey.

Can I share a PC with different easyKeys?

Ans: Yes, multiple easyKeys can share a PC. The users can share the PC without sharing their own protected data.

What is the maximum capacity of an easyDrive?

Ans: In the Classic version, there is no size restriction but maximum of 4GB for FAT32 hard disk file system. However, you can create only maximum of 8GB for easyDrive with Lite version.

How many easyDrives can I create?

Ans: In the Classic version, you can create up to 8 easyDrives per PC with each easyKey, as long as there is sufficient memory space in the storage device. However, you can create only one easyDrive per PC with Lite version.

What will happen to the easyDrive if I uninstall the easySafe program?

Ans: The protected data (easyDrive) will not be deleted but will still remain encrypted even after you uninstall the easySafe program. However, you need to re-install the easySafe program if you wish to access the easyDrive.

Can I protect data in my external hard disk or USB flash drive?

Ans: You can create an easyDrive in your external hard disk or USB flash drive and move all the protected data into the easyDrive. You could select the appropriate easyDrive location in your external hard disk or USB flash drive when creating easyDrive. Please refer to "create easyDrive" in our instruction manual.

What are the Operating Systems easySafe drivers supported?

Ans: Windows 2000 & above.