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SKILCRAFT® USB Flash Drives FAQs

1. What makes a SKILCRAFT® USB Flash Drive a reliable form of data storage?

A USB Flash Drive is composed of internal components that operate electronically, not mechanically. There are no moving parts to potentially break. The USB flash drive is plugged into the host computer using a USB or Universal Serial Bus. Most computers contain a minimum of four USB ports. Portability and flexibility make SKILCRAFT® USB Flash Drives an excellent choice for data storage.

2. How do I insert and remove my SKILCRAFT® USB Flash Drive?

No special instructions are needed to insert your SKILCRAFT® USB Flash Drive. It is important to remove the flash drive from the USB port properly to prevent device failure. When a removable USB device is plugged into your computer, an icon appears on the Windows desktop in the task bar at the bottom right-hand corner. Mouse over this area of the task bar and click on **Safely Remove Hardware** and a dialogue box will appear prompting you to select the device. Click **Stop**. A message will appear indicating it is safe to remove the device. The LED light on the USB flash drive will turn off. The purpose of this is to make the operating system aware of the removal to complete the processing of the device.

3. I inserted my SKILCRAFT® USB Flash Drive and it did not launch. Is it defective?

This does not necessarily indicate your USB flash drive is defective. If the SKILCRAFT® USB Flash Drive is not being recognized by the computer when it is plugged in, the probable cause is the drive letter associated with it. Drive letters are in parentheses under **My Computer** and are automatically assigned by the Windows operating system. This can happen if you are linked to a network drive/company server that is shared and/or if you have multiple devices such as a digital camera and external hard drive. You can disconnect from the network temporarily to use your USB flash drive, or you can manually assign it a different drive letter:

Right-click on **My Computer** and select **Manage**. On the left pane of the **Computer Management** window, click on **Disk Management**. Information about drive configuration will be displayed in the right panel. Right-click on the USB flash drive. Select **Change Drive Letter and Paths**. The USB flash drive should be highlighted in the Change Drive Letter and Paths dialogue box. Click the **Change** button. We recommend that you choose (G) as the drive letter as it is usually the next available. Click **OK** after selecting the drive letter and click **Yes** to confirm. Remove the USB flash drive safely and reinsert. Your SKILCRAFT® USB Flash Drive will appear with the newly assigned drive letter.

4. Do I have to format my SKILCRAFT® USB Flash Drive?

You do not have to format SKILCRAFT® USB Flash Drives. If you are using a USB flash drive in a cross-platform environment (PC to Mac), the device will be 'plug-and-play' and

work in both if the Mac is able to read Windows files. Reformatting will erase the contents of the USB flash drive. If you receive a prompt to format your SKILCRAFT® USB Flash Drive, please contact us. Your device may be defective.

5. How do I know if I have a defective USB flash drive?

Each SKILCRAFT® USB Flash Drive is tested for computer recognition and LED functionality before it is packaged. A defective USB flash drive can still occur if the circuit board fails after use. We recommend backing up the information regularly to another location as you would do for other forms of data storage. If you receive a prompt to format your SKILCRAFT® USB Flash Drive and receive an error that it cannot be formatted, your device may be defective. Two other indications of a defective circuit board include LED light failure and overheating. North Central Sight Services, Inc. guarantees the SKILCRAFT® USB Flash Drives with a **Full Lifetime Warranty** and will replace a defective device. Please contact us for more information.

6. I lost the cap to my SKILCRAFT® USB Flash Drive. Can I get a new one?

Yes, replacement caps are available. We also offer a SKILCRAFT® USB Flip Drive that has a sturdy swivel cap that locks firmly into place.

7. How can I protect the information on my SKILCRAFT® USB Flash Drive?

The 'Plug-and-Play' SKILCRAFT® USB Flash Drives, Ultra Sleek do not contain files, shareware or security functions. They are for immediate use and are compatible with Windows 2000, 2000NT, XP and can also be used with Mac OS9+ and Linux 2.4+. Password protection programs can be downloaded from <http://www.ncsight.org/support.html> and are not created to replace encryption.

If you handle sensitive data and have to comply with government mandates, SKILCRAFT® USB Flash Drives with 256-bit AES Encryption are highly recommended. The encryption module used is software-based, UltraLock™ powered by EncryptX. It is FIPS 140 Certified and meets Levels 1 and 2.

8. Why are there several password protection programs available on the SKILCRAFT® Support Webpage?

The password protection security tools available on our product support webpage correspond to drivers in the circuitry of the USB flash drive. The drivers currently vary per capacity and contents of the circuit board. To view the driver on your SKILCRAFT® USB Flash Drive, right-click on the device and select **Properties**. Click the **Hardware** tab and you will see letters indicating which security tool is for your device; SK, AU, O, SM, UT and AL. These programs also allow you to create partitions-public and private sections of the USB flash drive. Private sections are password protected.

9. Do I need to Administrative Rights to use the password protection programs?

Due to operating system controls for Windows 2000 and XP, you must be logged in with the administrative rights to set up the password protection tool. Administrative rights are not required for our line of SKILCRAFT® USB Flash Drives with 256-bit AES Encryption.

10. Can I recover my password if I forget it?

The password protection security tools available for the SKILCRAFT® USB Flash Drive 'Plug-and-Play' models allow you to enter in a password hint. If you forget your password and password hint, there is no master password to gain reentry. You will need to erase the contents of the drive and reinstall the program.

11. Is the encryption program preloaded on the SKILCRAFT® USB Flash Drive?

Yes, SKILCRAFT® USB Flash Drives with 256-bit AES Encryption come with the program preinstalled, UltraLock™. Upon set-up, the program installs on the actual flash drive itself. It does not install on your computer. You will not have to download from a website or disc to begin protecting your data.

12. Do I need Administrative Rights on my computer to use encryption?

You do not have to have administrative rights to use our SKILCRAFT® USB Flash Drives with 256-bit AES Encryption.

13. What Operating Systems are compatible with the encryption program?

The UltraLock™ 256-bit AES encryption program on SKILCRAFT® USB Flash Drives supports Windows 2000, XP, XP Pro, Vista and Windows Server 2000, 2003, and 2008. It currently does not support Mac, Linux or Windows 95 and 98 operating systems.

14. Can I use my encrypted SKILCRAFT® USB Flash Drive with 256-bit AES Encryption on multiple computers?

Yes, it is completely portable. UltraLock™ installs on the SKILCRAFT® USB Flash Drive and does not install on the PC. Therefore, you do not need administrative rights to run it and can use the application on any PC.

15. I forgot my password, what do I do?

UltraLock™ is equipped with a hint question to assist you if you forget your password. We recommend using a strong password with at least eight characters combining letters, numbers and symbols. **If you forget both your password and recovery hint you will not be able to access the encrypted files on the USB flash drive.** Password and hint recovery, tracking and policy enforcement is available through a compatible Enterprise Managed Version. Installation will require administrative level technical experience. We can provide your IT staff with additional information.

For additional information or technical assistance, please call North Central Sight Services, Inc. at 1-866-320-2580 or e-mail sales@ncsight.org.

We appreciate your support of SKILCRAFT® products for the AbilityOne Program (formerly JWOD). Purchase of these products provides employment opportunities for people who are blind or visually impaired.