

# Aegis Secure Key 3.0

## User's Manual



Remember to save your PIN in a safe place.  
If PIN is lost or forgotten, there will be no  
way to access data on the key.



Data Security at Your Fingertips

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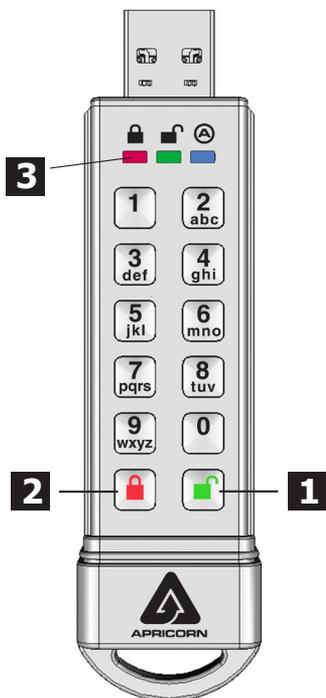
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# About the Aegis Secure Key 3.0



*Note: It's normal for this device to be warm to the touch during use.*

- 1**  UNLOCK button
- 2**  LOCK button
- 3** LED Indicator lights

## PIN Requirements

PINs must be a minimum of seven digits and a maximum of 16 digits.

Cannot contain all sequential numbers (e.g., 01234567, 9876543) and cannot contain all of the same number (e.g., 1111111, 2222222.)

**Note:** Sequentially, 0 occurs before 1, not after 9.

## Important:

With its flash key size, the Aegis Secure Key also has relatively small buttons. For greater ease and better control of key commands, enter all PINs and command codes onto the Secure Key's keypad **PRIOR** to plugging the device into the USB port for use. Failure to do so may damage the USB port and cause the key to not function properly.



## Battery Note

The Aegis Secure Key has an internal rechargeable battery with a smart-charging circuit. For safety, each key ships with a partial charge. Before initial use, we recommend plugging the key into a powered USB port for 80 minutes to fully charge the battery. The battery will automatically charge whenever it is plugged into a powered USB port, regardless of its operational mode. In standby mode, the **RED** LED fades in and out slowly to indicate that it's charging and glows solid **RED** to indicate that it's fully charged. If the battery is completely discharged, the key will go through a self-test (indicated by a **RED**, **GREEN**, and **BLUE** LED sequence) when plugged into a USB port.

# First-Time Use

Each Aegis Secure Key is shipped without a preset Personal Identification Number (PIN) installed on the key. A 7 to 16-digit Admin PIN must be established before the key can be used. This Admin PIN can be used to set any and all of the Admin Mode Features of the key, as well as to access the key's data.

## To Set Up the Admin PIN:

1. Wake up the key by pressing the **UNLOCK** button. Both the **BLUE** and **GREEN** LEDs will glow solidly.
2. Press **UNLOCK + 9** at the same time. The **BLUE** LED will glow solidly and the **GREEN** LED will be blinking.
3. Enter the series of numbers that you will use for the Admin PIN (See PIN requirements on p. 4) and press the **UNLOCK** button.\*
4. Re-enter that same PIN and press the **UNLOCK** button again. The **GREEN** LED will illuminate for one second followed by the **BLUE** LED glowing solidly by itself.
5. The key is now in Admin mode and other Admin features can be set (e.g., adding a User.)
6. To exit the Admin mode, press the **LOCK** button. The key will return to the locked standby state. If no action is taken within 30 seconds, the key will return to its locked sleep state.

\* **GREEN LED will blink if the PIN is accepted; If the PIN is NOT accepted, the RED LED will blink-- return to step 4 to resume the Admin PIN setup process.**



# LED States and Their Meaning

	Slow Fading <b>RED</b>	Battery charging (when plugged into USB port)
	No LEDs	Key locked and asleep
	Blinking <b>RED</b>	Error / incorrect key entry; Mode Not Available; User PIN Change
	Solid <b>RED</b>	Locked / Standby state; Awaiting PIN entry
	Blinking <b>GREEN</b>	Key-entry accepted
	Solid <b>BLUE</b> / Blinking <b>GREEN</b>	Waiting for New User / Admin PIN
	Solid <b>BLUE</b>	Admin Mode
	Solid <b>GREEN</b>	Key unlocked
	Alternating <b>RED / BLUE</b>	Indicates a mode has been entered that can result in the deletion of a User or the data on the key (depending on the mode chosen.) Also used when setting Auto-lock feature
	One second <b>RED</b> followed by one second <b>GREEN</b> followed by one second <b>BLUE</b>	Self-test mode to ensure all components are ready and working properly

## Waking the Key

When the key is not in use, it will enter a sleep state. While in this state, the key is locked and cannot be accessed.

To wake the key so it can accept keypad inputs, press the **UNLOCK** button once. The **RED** LED will glow solidly (standby state.)

Note: If the key has never been used, the **BLUE** and **GREEN** LEDs will glow solidly indicating that the Admin PIN must first be established before the key can be used.

## Unlocking the Key

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1. Press the **UNLOCK** button to wake the key from sleep (as described above.) The **RED** LED will glow solidly.
2. Enter either a User PIN or Admin PIN and press the **UNLOCK** button. If the PIN is accepted, the **GREEN** LED will rapidly blink three times, then will slow down to one blink per second until it's plugged into a USB port, at which time will glow solidly. (If the PIN is incorrect, the **RED** LED will blink.)
3. A blinking **GREEN** LED indicates that the key is unlocked and ready for use. The key is now ready to plug into a USB port and will function as an external drive. If it's not plugged into a USB port within 30 seconds, the key will lock itself and return to its sleep state.

## Locking the Key

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Press the **LOCK** button. When successfully locked, The **RED** LED will glow solidly, indicating that it's in its standby state.

The Aegis Secure Key will not be recognized by the operating system while in its standby state.

Note: If data is still being written to the key, the Secure Key will wait until that operation is completed and then it will lock automatically.

## Admin Mode

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To set up any of the key's Admin functions, the Admin mode must first be entered. Once in the Admin mode, each of the key's functions can be addressed with the appropriate button commands. While in the Admin mode, the data on the key will not be accessible.

Prior to your first use of the Aegis Secure Key, you must first set an Admin PIN. Immediately after setting up your Admin PIN, you may then continue setting up other functions. If you do nothing for a period of 30 seconds, the key will revert to its standby state.

To re-enter the Admin mode, perform the following steps below.

1. Press and hold **UNLOCK + 0** for five seconds until the **RED** LED blinks. (This indicates that you can enter the Admin PIN.)
2. Enter the Admin PIN and press the **UNLOCK** button.
3. Admin Mode is indicated by a solid **BLUE** LED.
4. To exit the Admin Mode, either allow 30 seconds of inactivity or press the **LOCK** button.

# Adding a User PIN

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The Aegis Secure Key can have one Admin and one User, making a total of two working PINs. Adding a User is a perfect way to securely share the key or deploy it for use where the User does not require access to the Admin features. While the User has limited functionality and no Admin rights to the key, they can still access the key's data, change their PIN, and set the key to *Read Only* or *Read / Write mode*. Note: *adding* a User PIN can only be done within the Admin mode. *If no additional User beyond the Admin will be added to access the key's data, disregard this page's contents as it relates only to the "User" PIN.*

1. Enter the Admin Mode by holding **UNLOCK + 0** for five seconds; With **RED** LED blinking, enter the Admin PIN and press the **UNLOCK** button. The **BLUE** LED will glow solidly.
2. Press and hold **UNLOCK + 1** until the **BLUE** LED glows solidly and the **GREEN LED** starts blinking.
3. Enter the User PIN and press **UNLOCK**. The **GREEN** LED will blink three times, then the **BLUE** LED will glow solidly and the **GREEN** LED will continue blinking.
4. Re-enter the same User PIN and press **UNLOCK**. To verify that the User PIN was successfully added, the **GREEN** LED will glow solidly for three seconds and then will be replaced by the **BLUE** LED glowing solidly, indicating that the key has returned to the Admin mode.

# Deleting the User PIN

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You can delete the User PIN by doing the following:

1. Enter the Admin mode. (Hold **UNLOCK + 0** for five seconds. With the **RED** LED blinking, enter the Admin PIN and press the **UNLOCK** button.) The **BLUE** LED will now glow solidly.
2. Press and hold the **7 + 8** buttons for five seconds. The **GREEN** LED will blink three times and then will be followed by the **RED** and **BLUE** LEDs blinking alternately.
3. Press and hold the **7 + 8** buttons again for five seconds. The **GREEN** LED will glow solidly for two seconds.
4. The key will return to Admin mode indicated by the **BLUE** LED glowing solidly.

\* NOTE: Deleting the User PIN will also delete the Self-Destruct PIN (if it has been set..)

# Changing the User PIN

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The User PIN can be changed within the User mode (key unlocked, **GREEN** LED blinking)

\*Note: The Admin PIN cannot be changed while in the User mode. The Admin PIN can only be changed from within the Admin mode.

You can change the User PIN by doing the following:

1. Unlock the Aegis Secure Key with the User PIN. (the **GREEN** LED will blink)
2. Press and hold **UNLOCK + 1** for five seconds (the **RED** LED will blink)
3. Enter the current User PIN and press the **UNLOCK** button. (the **BLUE** LED will glow solidly and the **GREEN** LED will blink.)
4. Enter the new User PIN and press the **UNLOCK** button (the **GREEN** LED will blink three times, followed by the **BLUE** LED glowing solidly and the **GREEN** LED blinking.)
5. Re-enter the new User PIN and press the **UNLOCK** button (the **GREEN** LED will glow solidly for two seconds, then will return to the User mode, indicated by the **GREEN** LED blinking.)

# Changing the Admin PIN

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Changes to the Admin PIN can only be made while the key is in the Admin mode.

1. Enter the Admin mode. (Hold **UNLOCK + 0** for five seconds – with the **RED** LED blinking, enter the Admin PIN and press the **UNLOCK** button.) The **BLUE** LED will glow solidly.
2. Press **UNLOCK + 9**. The **BLUE** LED will glow solidly and the **GREEN** LED will blink.
3. Enter the new Admin PIN and press the **UNLOCK** button. The **GREEN** LED will blink three times.
4. Re-enter the new Admin PIN and press the **UNLOCK** button. The **GREEN** LED will glow solidly for two seconds and then return to the Admin mode, indicated by the **BLUE** LED glowing solidly.

## Setting Read-Only or Read / Write modes from Admin Mode

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With a large number of viruses and Trojans that attach themselves to USB keys, this feature is especially useful if you need to access data on the key when used in a public setting. Additionally, *Read-Only* is an important feature for forensic applications, where data must be preserved in its original, unaltered state and can't be overwritten or modified.

The Admin can set the key to a *Read-Only* mode for both the Admin and the User. When set by the Admin, the Admin is the only one that can change the key back to *Read / Write* mode.

When the key is unlocked in *Read-Only* mode and inserted into a USB port, the **GREEN** LED will glow solidly and the **RED** LED will blink once every three seconds.

### To set the Key to Read-Only:

1. Enter the Admin mode. (Hold **UNLOCK + 0** for five seconds – with **RED** LED blinking, enter the Admin PIN and press the **UNLOCK** button.) The **BLUE** LED will glow solidly.
2. Press and hold the **r + o** (7 + 6) buttons together for three seconds. The **GREEN** LED will blink three times.
3. The key will return to Admin mode. The **BLUE** LED will glow solidly.
4. Until changed, the key can only be read.

### To return the Key to Read / Write:

1. Enter the Admin mode. (Hold **UNLOCK + 0** for five seconds – with the **RED** LED blinking, enter the Admin PIN and press the **UNLOCK** button.) The **BLUE** LED will glow solidly.
2. Press and hold the **r + w** (7+ 9) buttons together; the **GREEN** LED will blink three times.
3. The key will return to Admin mode, indicated by the **BLUE** LED glowing solidly and the key will be restored to its normal *Read / Write* condition.

### Important Note

Setting the key to *Read/Write* from the Admin mode will globally override a *Read-Only* mode that has been set by the User.

# Setting Read-Only or Read / Write From the User Mode

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**NOTE:** When changing *Read-Only* or *Read / Write* settings, do not make these changes with the key attached to an operating system. This may cause confusion within the operating system about the proper status of the key and the key may not function properly until the operating system has been restarted.

This mode will allow the User to set the *Read / Write* status of the key, without having access to the Admin functions.

When the key is unlocked in *Read-Only* mode and inserted into a USB port, the **RED** LED will blink once every three seconds while the **GREEN** LED will glow solidly.

If the key is set to be *Read-Only* in the Admin mode, the User cannot override that setting. Only the Admin can return the key to *Read / Write* Mode.

## To Set the Key to Read-Only:

1. Press the **UNLOCK** button to wake the key. The **RED** LED will glow solidly.
2. Press the **r + o** (7 + 6) buttons together for three seconds. The **GREEN** LED will blink three times.
3. Enter the User / Admin PIN and press **UNLOCK**. The **GREEN** LED will blink.
4. The Key will be in a *Read-Only* state the next time it is unlocked.

## To Return the Key to Read / Write:

1. Press the **UNLOCK** button to wake the key. The **RED** LED will glow solidly.
2. Press and hold **r + w** (7+ 9) for three seconds. The **GREEN** LED will blink three times.
3. Enter the User / Admin PIN and press **UNLOCK**. The **GREEN** LED will glow solidly.
4. Key will return to unlocked mode and can now be written to, indicated by the blinking **GREEN** LED.

### Important Note

Setting the key to *Read/ Write* from the User mode will not override a *Read-Only* setting that was placed by the Admin.

To set the key to be in *Read-Only* mode for both the User and the Admin, set the *Read-Only* Mode using the Admin function.

# Setting the Unattended Auto-Lock Feature

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To protect against unauthorized access if the key is unlocked and unattended, the Aegis Secure Key can be set to automatically lock after a predetermined period of inactivity. In its default state, the Aegis Secure Key's *Unattended Auto-Lock* feature is turned off. The *Unattended Auto-Lock* can be set to activate after 5, 10 or 20 minutes of inactivity.

To set the *Unattended Auto-Lock*, perform the following steps:

1. Enter the Admin mode. (Hold **UNLOCK + 0** for five seconds – with **RED** LED blinking, enter the Admin PIN and press the **UNLOCK** button.)  
The **BLUE** LED will glow solidly.
2. Once in the Admin mode, press **UNLOCK + 6**.  
The **RED** and **BLUE** LEDs will blink alternately.
3. Press one of the numbers below that corresponds to the amount of inactivity you would like the key to lock itself:  
**0 = OFF** (The Default is OFF for this feature.)  
**1 = 5 minutes**  
**2 = 10 minutes**  
**3 = 20 minutes**
4. After you have entered the desired amount of allowable inactivity, the **GREEN** LED will blink three times indicating command acceptance, and then will return to the Admin mode, indicated by the **BLUE** LED glowing solidly.

# Setting a Self-Destruct PIN

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For certain users, it's important to have a "last-resort" level of security where sensitive data falling into the wrong hands would be catastrophic. The Secure Key's Self-Destruct PIN defends against physically compromising situations by erasing the key's contents, leaving it to look as if it never had any data written to it.

**\*USE WITH CAUTION\*** When this mode is activated and the key is unlocked with the Self-Destruct PIN, it will effectively perform a crypto-erase on the key, deleting all of its data. Additionally, the encryption key will be deleted and a new encryption key will be created to take its place. When this Self-Destruct PIN is deployed, the key will unlock and the **GREEN** LED will glow solidly as if the key is being normally unlocked. The key, however, will need to be partitioned and formatted before it can be used again. The previous Admin and User codes will be deleted in the crypto-erase and the Self-Destruct PIN will then become the new Admin PIN to unlock the key.

**Note: The Self-Destruct PIN must be different from the Admin PIN and User PIN.**

1. Enter the Admin mode. (Hold **UNLOCK + 0** for five seconds – with **RED** LED blinking, enter the Admin PIN and press the **UNLOCK** button.)  
The **BLUE** LED will glow solidly.
2. Press **UNLOCK + 3**. The **RED** and **BLUE** LEDs will blink alternately.
3. Enter the new Self-Destruct PIN and press **UNLOCK**. The **GREEN** LED will blink three times and then will return to **RED** and **BLUE** LEDs blinking alternately.
4. Re-enter the Self-Destruct PIN and press **UNLOCK**. **GREEN** LED will glow solidly for three seconds and then will return to Admin mode, indicated by the **BLUE** LED glowing solidly.

**To remove the Self-Destruct PIN, the User PIN must be deleted.  
This will leave the Admin and all data intact.**

1. Enter the Admin mode (Hold **UNLOCK + 0** for five seconds – with the **RED** LED blinking, enter the Admin PIN and press the **UNLOCK** button.)  
The **BLUE** LED will glow solidly.
2. Press and hold **7 + 8** together for five seconds. The **GREEN** LED will blink three times and then will return to **RED** and **BLUE** LEDs blinking alternately.
3. Press and hold **7 + 8** together for five seconds again. **GREEN** LED will glow solidly for three seconds and then will return to Admin mode, indicated by the **BLUE** LED glowing solidly.

# Aegis Secure Key Brute-Force Protection

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## What is *Brute-Force Attack*?

A *Brute-Force Attack* is a means of breaching a cryptographic data defense scheme by systematically running an astronomical number of decryption possibilities. With AES 256 having never been cracked, the data stored on a Secure Key is going to be more than well-protected against brute-force. But brute-force attacks aren't necessarily aimed at the bulk of the data itself, but rather, at the drive's access PINs. After all, PINs are usually the weakest links of any data protection plan, and as such, PINs are essentially all that a brute-force attack needs to decrypt.

## Brute-Force Feature

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1. After three unsuccessful attempts, the Aegis Secure Key will add additional time delays to each subsequent try thereafter. The **RED** LED will blink the number of failed attempts after three, all the way up to the tenth (and final) try.
2. After up to ten unsuccessful attempts, the keypad will lock up, no functions will work, and the **RED** LED will blink at a rate of three flashes per second.
3. From this point, the key will only allow up to ten additional attempts before the key assumes that it is under brute-force attack and automatically deletes all of its data.
4. To gain these ten extra attempts, press and hold the **5** button and then press the **UNLOCK** button until the **RED** and **GREEN** LEDs blink alternately.
5. Enter the code "*LastTry*" (**5278879**) and press the **UNLOCK** button.  
**--You will now have ten additional attempts.**
6. When the key is successfully unlocked, the Brute-Force counter will return to zero.

***The number of attempts possible, both before and after the LastTry (5278879) code is entered, can be set (in Admin Mode) between two and ten attempts.***

Setting the before/after attempts to the minimum of two would allow for a total of four attempts (two before entering the last try code and two after.)

To reduce the number of Brute-Force attempts:

1. Enter the Admin mode. (Hold **UNLOCK + 0** for five seconds – with the **RED** LED blinking, enter the Admin PIN and press the **UNLOCK** button.) The **BLUE** LED will glow solidly.
3. Press and hold the **UNLOCK + 5** button for three seconds. The **RED** LED will double-blink.
4. Press the number of before/after attempts desired on the numeric keypad ( 2 - 9 . ) The **GREEN** LED will blink the same number of times to correspond to the number you have entered (for example: the **8** button will result in eight blinks, and yield eight attempts *before* the LastTry code and another eight attempts *after*, yielding a total of 16.) To return the key to its default setting, press the **1** then **0** keys to change the number back to ten attempts.

*Note: The number of before and after attempts are the same, i.e., 4 before / 4 after, 8 before / 8 after, etc.*

# Performing a Complete Reset

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**NOTE:** A complete reset will erase encryption keys and PINs and leave the Secure Key in an unformatted condition.

There may be circumstances (forgotten PIN, redeployment, return to factory default settings) when you need to completely reset the key. The complete reset feature will perform a crypto-erase on the key, generate a new encryption key, delete all users, and return all of the settings to factory default.

To perform a complete reset of the key, perform the following:

1. Press and hold **UNLOCK + LOCK + 2** together for ten seconds. The **RED** and **BLUE** LEDs will blink alternately.
2. The **GREEN** LED will glow solidly for three seconds, followed by the **GREEN** and **BLUE** LEDs glowing solidly when complete.
3. A new Admin PIN will need to be entered and the key will need to be reformatted.

# Initializing and Formatting the Aegis Secure Key After a Complete Reset

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A complete reset of the Aegis Secure Key will erase all information and partition settings. You will need to initialize and format the Aegis Secure Key again after reset.

To initialize your Aegis Secure Key, perform the following steps:

1. After a complete reset, press **UNLOCK + 9**.  
The **BLUE** LED will glow solidly and the **GREEN** LED will be blinking.
2. Enter the new Admin PIN and press the **UNLOCK** button. If accepted, the **GREEN** LED will quickly blink three times, then return to the **BLUE** LED glowing solidly and the **GREEN** LED blinking.
3. Re-enter the Admin PIN and press the **UNLOCK** button. If accepted, the **GREEN** LED will be solid for two seconds.
4. The **BLUE** LED will glow solidly for 30 seconds (or until the **LOCK** button is pressed, which will return the key to its standby state.)
5. The Admin PIN is now set and will allow access to the key or the Admin features.
6. To **UNLOCK** the key, enter the new Admin PIN and press **UNLOCK**.
7. Windows 7 and earlier: Right-click **My Computer**, and then click **Manage** from the Windows desktop.  
Windows 8: Right-click left corner of desktop and select **Disk Management**.
8. In the **Computer Manage** window, click **Disk Management**. In the **Disk Management** window, the Aegis Secure Key is recognized as an unknown device that is uninitialized and unallocated.
9. Perform the following to make the key recognizable as a basic key.
  - If the **Initialize and Convert Disk Wizard** window opens, click **Cancel** and initialize the disk manually using the following steps:
    - a. Right-click **Unknown Disk** and then select **Initialize Disk**.
    - b. In the **Initialize Disk** window, click **OK**.
10. Right-click in the blank area under the Unallocated section, and then select New Partition. The **Welcome to the New Partition Wizard** window opens.
11. Click **Next**.
12. Select **Primary Partition** and then click **Next**.
13. If you need only one partition, accept the default partition size by clicking **Next**.
14. Click **Next**.
15. Create a volume label, select **Perform a quick format**, and then click **Next**.
16. Click **Finish**.
17. Wait until the format process is complete. The Aegis Secure Key will be recognized and available for use.

# Hibernating, Suspending, or Logging Off from the Operating System

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Be sure to save and close all the files on your Aegis Secure Key before hibernating, suspending, or logging off from the Windows operating system.

It is recommended that you lock the Aegis Secure Key manually before hibernating, suspending, or logging off from your system.

To log off the Aegis Secure Key, double-click **Safely Remove Hardware** on the Windows desktop and remove the **Aegis Secure Key** from your computer.



Attention: To ensure the data integrity of your Aegis Secure Key, be sure to lock or log off your Aegis Secure Key if you are:

- Away from your computer
- Using the switching user function by sharing a computer with others

## Aegis Secure Key Setup for Mac® OS

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Your Aegis Secure Key is pre formatted in NTFS for Windows. To reformat the key to a Mac compatible format please perform the following:

Once the key is unlocked, open **Disk Utility** from Applications/Utilities/Disk Utilities.

To format the Aegis Secure Key:

1. Select the **Aegis Secure Key** from the list of keys and volumes. Each key in the list will display its capacity, manufacturer, and product name, such as 232.9 Apricorn Secure Key.
2. Click the **Erase** tab.
3. Enter a name for the key. The default name is **Untitled**. The key's name will eventually appear on the desktop.
4. Select a volume format to use. The **Volume Format** dropdown menu lists the available key formats that the Mac supports. The recommended format type is **Mac OS Extended (Journaled)**.
5. Click the **Erase** button. **Disk Utility** will unmount the volume from the desktop, erase it, and then remount it on the desktop.

# Diagnostic Mode

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The keypad has a manual diagnostic mode built-in to verify proper keypad function and troubleshooting key issues. This mode will not allow access to any data or admin function. It can only be used to identify the firmware level and to test button recognition.

To enter the diagnostic function:

1. Press **UNLOCK**, then press **UNLOCK + 1**, then press and hold **0** for five seconds. The **RED** and **BLUE** LEDs will blink alternately.
2. The **BLUE** LED will blink a number of times to represent the number of both the major and minor revisions. The decimal point will be represented by a single **RED** LED blink. Upon completion, the **BLUE** LED will glow solidly. (Example: **VERSION 4.1** would be indicated by four **BLUE** LED blinks, one **RED** LED blink, one **BLUE** LED blink, and one **RED** LED blink, then revert to the **BLUE** LED glowing solidly.)
3. To check the keypad's button functionality, press each button and the number of the button pressed will be expressed by the **RED** LED blinking. (Example: **1 Button** = 1 blink, **2 Button** = 2 blinks, **3 Button** = 3 blinks...**0 Button** = 10 blinks, **Unlock Button** = 11 blinks, **Lock Button** = 12 blinks.)
4. To exit the Diagnostic Mode, wait for the 20 second timeout to return the key to its normal operation.

## Self-Diagnostics:

During the initial power up, after the key has been plugged into a USB port, the key will perform self-diagnostics on the encryption algorithm and critical hardware components. If the **RED** LED blinks at a rate of one blink per second for 15 seconds, returns to standby and will not unlock, unplug the key from USB port and try again. If the **RED** LED continues to blink in the manner mentioned above and won't unlock upon USB re-insertion, a critical component has failed and the key can no longer function.

If the key blinks a triple-**RED** LED pattern that is repeated every two seconds when unlocked, a failure has occurred that will not immediately stop the device from working nor affect the security of the device, but should be considered as a warning that the device needs to be replaced in the near future. Additionally, Admin features may be limited in this mode.

If either condition should appear, remove the key from the USB port and allow the key to go to sleep, and try to unlock the key again. The event of either diagnostic failure will be very rare, but if the key cannot recover, it must be replaced.

# Lock-Override Mode

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Certain users may encounter a case where they need the key to remain unlocked during a reboot, passing the key through a virtual machine or other similar situation which, under normal circumstances, would cause the key to lock. To help facilitate this use case, “Lock-Override Mode” will allow the key to remain unlocked through USB port re-enumeration and will not lock again until USB power is interrupted.

NOTE: When in this mode, the key is vulnerable to being moved from one computer and connected to another computer provided USB power is uninterrupted. Due to this vulnerability, we strongly recommend this mode be used **ONLY** in circumstances where the key can be physically secured (as in a locked Server Room) or in a place where it can be visually monitored while in this mode. Use of a powered hub or a Y-cable increases this security risk. Always return the key to the default **Lock-Override Mode OFF** when returning to normal service.

To set the “Lock-Override” to On:

1. Enter the Admin Mode (Press and hold **UNLOCK + 0** for five seconds until the **RED** LED blinks, then enter the Admin code and press the **UNLOCK** button. The **BLUE** LED will glow solidly.)
2. Press and hold **7 + 1** for three seconds. the **GREEN** LED will blink three times, then the **BLUE** LED will glow solidly.
3. When the key is unlocked and attached to a USB port in “Lock-Override Mode”, the **BLUE** LED will blink once every three seconds to alert you that “Lock-Override” mode is active.

Note: If “Unattended Auto-Lock” mode has been turned on, “Lock-Override” will not override it; the key will lock itself upon reaching the selected amount of inactivity. If you need the key to stay unlocked, Enter the Unattended Auto-Lock Feature and set the lock timer to “**0**” (0 = OFF) See Page 10.

To turn Lock-Override Mode off and return to normal operation:

4. Enter the Admin Mode (Press and hold **UNLOCK + 0** for five seconds until the **RED** LED blinks. Then enter the Admin code and press the **UNLOCK** button. The **BLUE** LED will glow solidly.)
5. Press and hold **7 + 0** for three seconds. The **GREEN** LED will blink three times then the **BLUE** LED will glow solidly.
6. To verify, unlock the key in User mode and check that the **BLUE** LED is no longer blinking.

# Troubleshooting

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This section contains troubleshooting information for the Aegis Secure Key. If you encounter any of the following problems when using the Aegis Secure Key, refer to the corresponding answers.

**Q: What can I do if I forget the User PIN?**

A: Use your Admin PIN to enter the Admin Mode and create another User PIN.

**Q: What can I do if I forget the Admin PIN?**

A: There is no other way to retrieve the Admin PIN except a complete reset of the Aegis Secure Key. After a complete reset, all data will be lost and you will need to initialize, allocate and format the Aegis Secure Key manually.

**Q: Why did the operating system not recognize the Aegis Secure Key, after I did a complete re-set of the drive?**

A: You need to initialize, allocate and format the Aegis Secure Key manually. For more information, refer to *Initializing and Formatting the Aegis Secure Key After a Complete Reset* in this manual.

**Q: How do I use the Aegis Secure Key without a PIN?**

A: As a full disk encryption product, the Aegis Secure Key can never be used without a PIN.

**Q: What encryption algorithm is used in this product?**

A: The Aegis Secure Key uses AES 256-bit algorithm.

**Q: Why could I not initialize, partition, or format the Aegis Secure Key?**

A: Ensure that you have administrator privileges. You will need Admin privileges to use the Disk Management Utility.

**Q: The LED is blinking RED and I can't enter a code. Why?**

A: Somebody has tried to access the key and the code has been entered 10 times incorrectly (see Brute Force section of this manual.)

**Q: The key seems warm to the touch, is this normal?**

A: Yes. The SSD in the case runs hotter than a standard flash key. The cooling features use the case to dissipate the heat.

**Q: Is there any way to recover my data if I forget the PIN?**

A: If an Admin PIN has been previously set, the Admin PIN can be used to unlock the key and recover the data. If you forget the PIN and do not have an Admin PIN, the key can be reset so it can be used again, but the data cannot be recovered.

**Q: Why does the LED indicate an error when I try to change the PIN?**

A: PIN requirements for this key must meet a minimum security level. There are several combinations that are not allowed, such as repeating numbers or sequential numbers. The PIN must be a minimum of seven digits, and not longer than 16 digits.

**Q: What are the ECCN and HST codes used for shipping this device outside of the United States?**

A: ECCN: 5A992A and HTS code 8473.50.3000

# Technical Support

Apricorn provides the following helpful resources for you:

1. Apricorn's Website (<http://www.apricorn.com>)

This gives you the ability to check for up-to-date information

2. E-mail us at [support@apricorn.com](mailto:support@apricorn.com)

3. Or call the Technical Support Department at **1-800-458-5448**

Apricorn's Technical Support Specialists are available from

8:00 a.m. to 5:00 p.m., Pacific Time, Monday through Friday

## Warranty and RMA information

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### **Three Year Limited Warranty:**

Apricorn offers a 3-year limited warranty on the Aegis Secure Key against defects in materials and workmanship under normal use. The warranty period is effective from the date of purchase either directly from Apricorn or an authorized reseller.

### **Disclaimer and terms of the warranties:**

THE WARRANTY BECOMES EFFECTIVE ON THE DATE OF PURCHASE AND MUST BE VERIFIED WITH YOUR SALES RECEIPT OR INVOICE DISPLAYING THE DATE OF PRODUCT PURCHASE.

APRICORN WILL, AT NO ADDITIONAL CHARGE, REPAIR OR REPLACE DEFECTIVE PARTS WITH NEW PARTS OR SERVICEABLE USED PARTS THAT ARE EQUIVALENT TO NEW IN PERFORMANCE. ALL EXCHANGED PARTS AND PRODUCTS REPLACED UNDER THIS WARRANTY WILL BECOME THE PROPERTY OF APRICORN.

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