TechVanta Labs

USER GUIDE

Personal Desktop Screen

Your Space. Your Files. Your Control.

Step by step, from download and install to everyday use.

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GSTIN 23AAMCT5122H1ZG · The latest version of this guide is at techvantalabs.com/products/personal-desktop-screen/user-guide

Contents

1 **Getting started**

Some ideas for screens · Words used in this guide

2 **Install and first start**

What you need · Download the installer · If Windows shows a warning · Run the setup · Your first start · The tray menu · Uninstall

3 **Switching screens**

The switcher · Next and previous screen · The quick panel · The tray menu · The Primary screen

4 **Create and edit a screen**

Create a screen quickly · Advanced settings · Background · Desktop icons · System: dark mode, screen saver, printer · Apps and schedule · Rename, remove and reorder

5 **Privacy and safety**

Private folder · PIN lock · Encryption (EFS) · Go back to the normal Windows desktop · Several people on one PC · What the app sends over the internet

6 **Work smarter**

Notes and to-dos · Sticky notes · Search all screens · Time report · Screenshots and clipboard · Screen recording · E-mail a screen as a ZIP

7 **Share on your network**

Before you start · Send files to another PC · Receive files · IP Chat

8 **Settings**

General · Keyboard shortcuts · IP Chat and sharing · Troubleshoot · Backup and restore · Licence and About

9 **Plans and licence**

The 7-day free trial · The three plans · Find your machine code · Buy a licence · Enter your licence key · If a licence allows fewer screens than you have · Locked features and Upgrade · Upgrade or add screens later · When the trial ends · Good to know

10 **Troubleshooting and FAQ**

11 **Support and contact**

How fast we reply · Before you write · Free updates · Prices and tax · Grievance Officer · More information

Your files are safe. The app never moves, copies or deletes your files when you switch screens.

CHAPTER 1

Getting started

What Personal Desktop Screen is, and the few words used in this guide.

Personal Desktop Screen is a Windows program. It lets you keep a separate desktop for every client, project or person, and switch between them in a second.

Each separate desktop is called a screen. A screen is a folder that you choose, on any drive. Only one screen is active at a time. When you switch, Windows shows the files, the wallpaper and the icon layout of that screen. Everything else works like the normal Windows desktop: right-click, New folder, drag and drop and shortcuts.

> **NOTE** **Your files are safe.** The app never moves, copies or deletes your files when you switch. It does not need administrator rights. The only exception is one optional setting, Own shortcuts on each screen, which asks Windows for permission once.

Some ideas for screens

- Office: work files and the programs you use at work.
- Family photos: pictures and videos, kept away from work.
- Accounts: files that only you should see, locked with a PIN.
- One screen for each client or project, with its own wallpaper so you always know where you are.

Words used in this guide

Word	What it means
Screen	A separate desktop. It is a folder you choose, with its own wallpaper, icons and settings.
Primary screen	The screen Windows starts with after you sign in. It is marked with a star.
Switcher	The full-screen window with one card for each screen. Press Ctrl+Alt+D to open it.
Quick panel	A slim panel at the edge of your display with your screens and quick tools.
Tray icon	The small icon near the clock. Click it to open the switcher, or right-click for the menu.
Machine code	A code that identifies your PC. You need it to buy a licence.
Licence key	The text you receive after buying. You enter it in the app to activate it.
Plan	Basic, Standard or Pro. The plan decides which features are on.

You can try everything free for 7 days. After that you buy a licence for each PC. Chapter 9 explains plans and licences.

CHAPTER 2

Install and first start

Download, install and start the app for the first time.

What you need

Item	Requirement
Windows	Windows 10 or Windows 11
Installer	64-bit (x64) for most PCs. A 32-bit (x86) installer is also available.
Download size	About 55 MB (64-bit) or 50 MB (32-bit)
Disk space	About 190 MB free. The setup shows the exact figure.
Administrator rights	Not needed. The app installs for your own Windows user.
Internet	Only to download and to buy a licence. The app works offline.

Download the installer

1. **Open https://techvantalabs.com/products/personal-desktop-screen in your browser.**

2. **Click Download for Windows. This is the 64-bit installer.**
   If you are not sure whether your PC is 64-bit, open Windows Settings, then System, then About, and look at System type. If it says 32-bit, use Download for Windows (32-bit).

3. **Wait for the download to finish. The file is called PersonalDesktopScreenSetup-2.0.1-x64.exe (or -x86.exe for 32-bit).**

TIP Your browser may ask if you want to keep the file. Choose Keep. Download only from our website.

If Windows shows a warning

The installer is not digitally signed yet. This is the truth for version 2.0.1. Because of this, Windows SmartScreen may show a blue window called Windows protected your PC when you open it.

1. **In the blue window, click More info.**

2. **Click Run anyway. Setup now starts.**

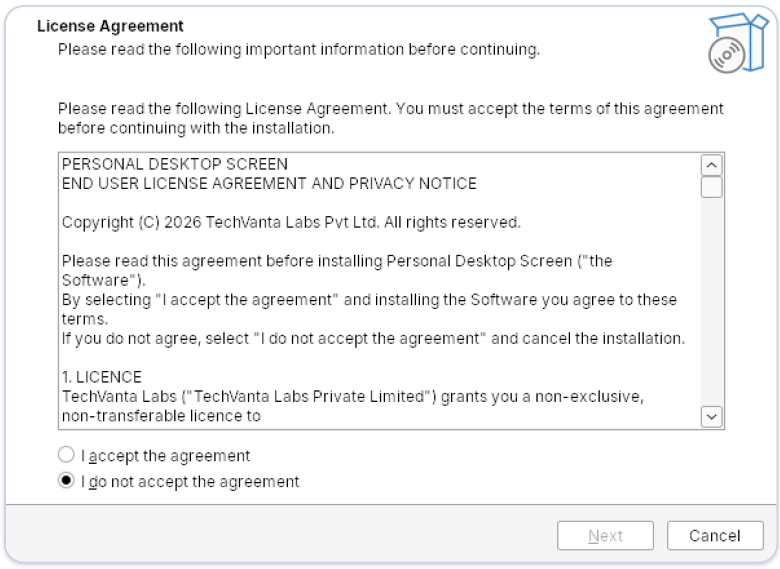
WARNING Click Run anyway only for a file you downloaded from techvantalabs.com. Never do it for a file from an e-mail or an unknown website.

Run the setup

Double-click the file you downloaded. Do not use Run as administrator. The app is installed for your own Windows user and needs no administrator rights. The setup is in English. You can change the language of the app later in Settings.

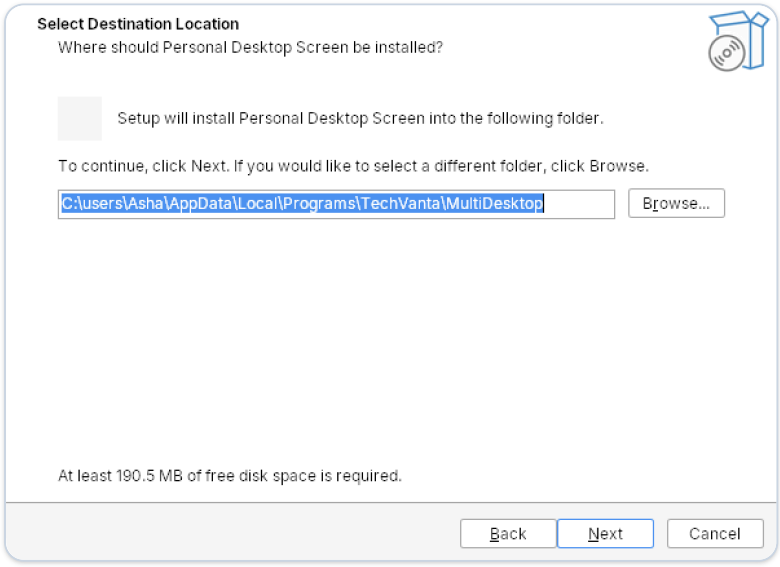
1. **License Agreement. Read it, choose I accept the agreement and click Next.**

   If you choose I do not accept the agreement, the Next button stays grey and the app is not installed.



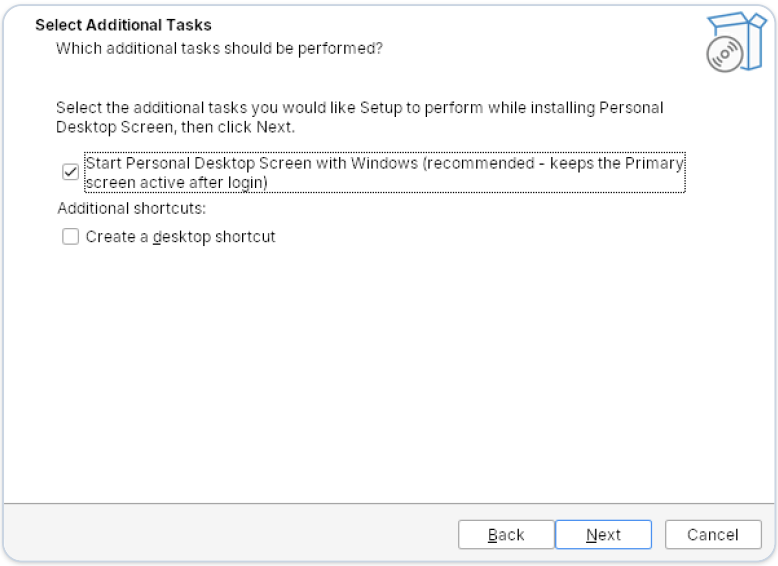
2. **Select Destination Location. Keep the folder that Setup suggests and click Next.**

   The folder is inside your own user folder, under AppData\Local\Programs\TechVanta\MultiDesktop. Setup does not allow Program Files, Windows or ProgramData, because those folders are shared by all users of the PC. If you click Browse, choose a folder in your user folder or on another drive.



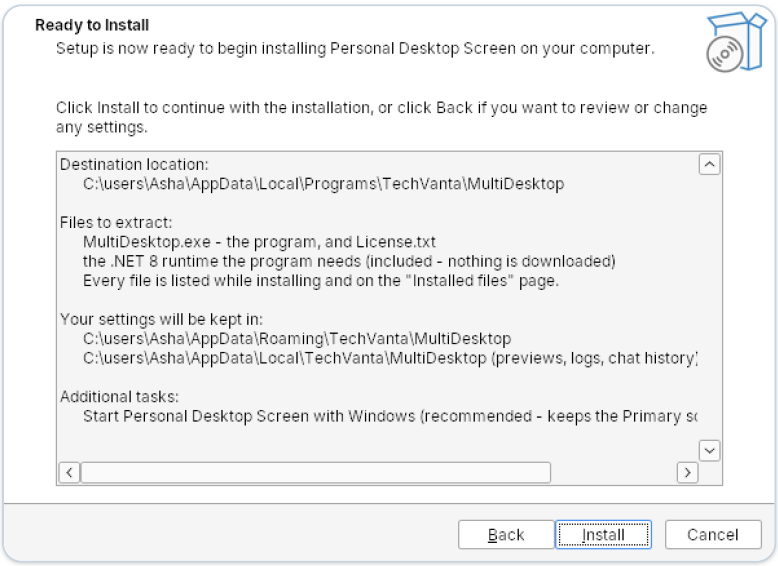
3 **Select Additional Tasks. Make sure Start Personal Desktop Screen with Windows is ticked, then click Next.**

This is recommended. It opens the app when you sign in and makes sure your Primary screen is active. The second choice, Create a desktop shortcut, is optional.



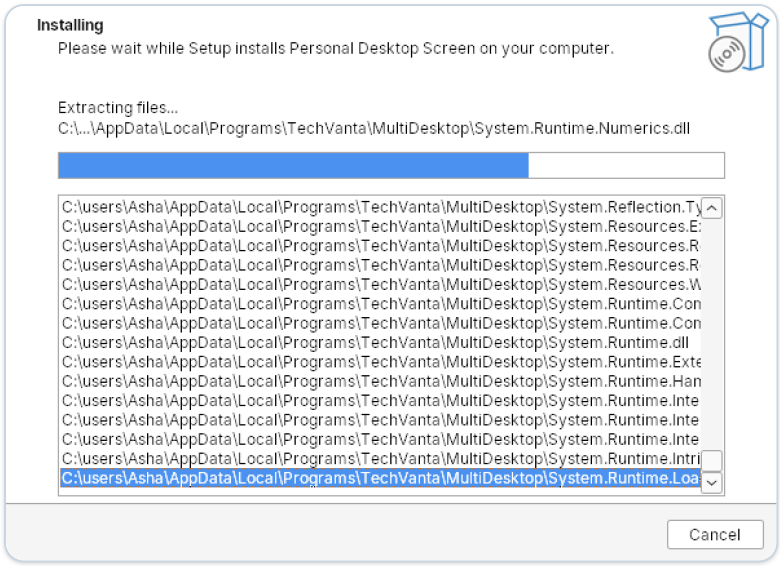
4 **Ready to Install. Check the folder and click Install.**

The page also tells you where the app keeps its settings. Nothing is changed outside these folders.

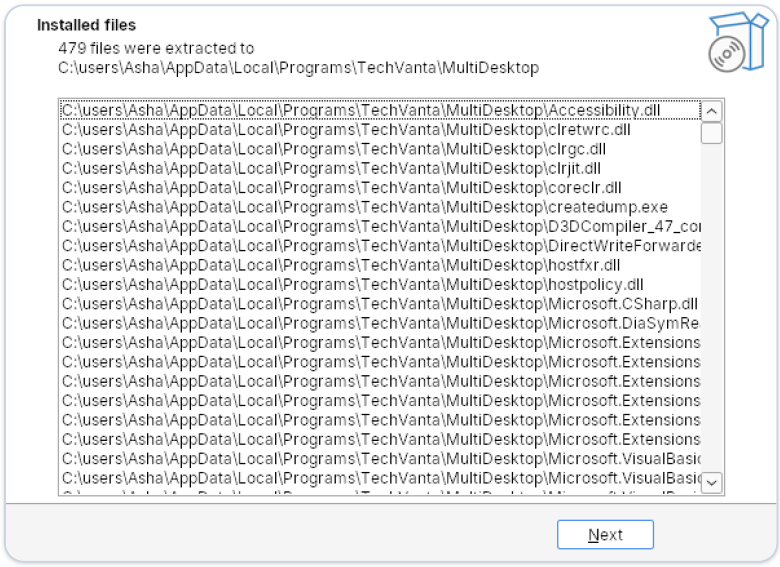


5 **Installing. Wait while Setup copies the files. This takes a short time.**

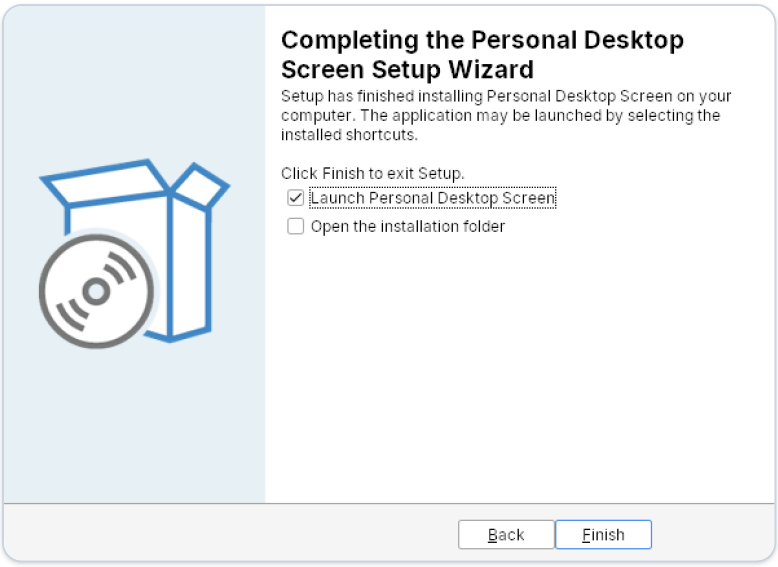
You see each file as it is installed. Everything the app needs is included. Nothing else is downloaded.



6 **Installed files. This page lists what was installed. Click Next.**



7 **Completing the Setup Wizard. Keep Launch Personal Desktop Screen ticked and click Finish.**



NOTE **Installing again over an old version.** Run the new installer over the old one. Your screens, files, settings, notes and licence stay as they are. You do not need to uninstall first.

Your first start

1 **A Welcome to Personal Desktop Screen window opens. Read it, and keep Start Personal Desktop Screen with Windows ticked (recommended).**

It tells you three things: press Ctrl+Alt+D or click the tray icon to open the switcher, your current desktop is saved as Default and marked as the Primary screen, and your files are never moved, copied or deleted.

2 **Click Get started. Or click Add a screen now to create your first screen right away.**

3 **Look near the clock for the Personal Desktop Screen icon. This is the tray icon.**

If you do not see it, click the small arrow near the clock to show hidden icons. You can drag the icon out to keep it always visible.

TIP **Turn off Auto arrange icons.** Right-click the Windows desktop, choose View, and turn off Auto arrange icons. Then every screen keeps its own icon positions.

WARNING **If your Desktop is backed up by OneDrive.** The Welcome window shows a warning when OneDrive backs up your Desktop. Switching screens changes which folder is the Desktop, which can make OneDrive report errors. To turn the Desktop backup off: click the OneDrive cloud icon in the taskbar, then the gear, then Settings, Sync and back up, Manage back up, and switch off Desktop. Your files stay where they are.

The tray menu

Left-click the tray icon to open the switcher. Right-click it to see the menu. It lists your screens (a tick marks the active screen and a star marks the Primary screen), and then these items:

- Open Switcher and New Screen
- Search Files
- Capture: Screenshot, Record Screen, Save Clipboard and Quick Note
- Notes and Time Report
- Share: Email as ZIP and Send to PC, and IP Chat
- Settings
- Restore Windows default desktop, and Exit

Uninstall

1. **Open Windows Settings, then Apps, then Installed apps.**
2. **Find Personal Desktop Screen, click the three dots and choose Uninstall.**

NOTE **Uninstalling keeps your files.** Before anything is removed, the uninstaller puts your original Windows Desktop folder and wallpaper back. Your screen folders and everything in them stay on your PC.

CHAPTER 3

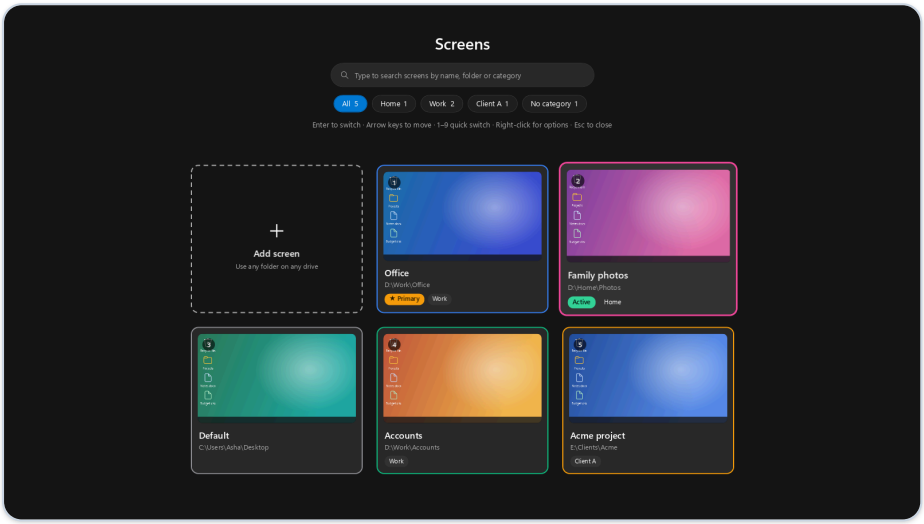
Switching screens

Four quick ways to move from one screen to another.

The switcher

1. **Press Ctrl+Alt+D, or click the tray icon.**

   The switcher opens over your display. There is one card for each screen, with a small preview and the screen name. If another program already uses Ctrl+Alt+D, the app uses Win+Shift+D instead.



2. **Click a card to switch to that screen. Or use the arrow keys and press Enter.**

   While the app switches, a Switching to message with a spinner covers the display for a moment. This hides the short flicker while Windows reloads the desktop.

3. **Use the extra keys when you want to be quick.**

   Press a number from 1 to 9 to jump to that card. Start typing to search by name, folder or category. Press F2 to rename the selected screen. Right-click a card (or press the Menu key) for more options. Press Esc to close the switcher.

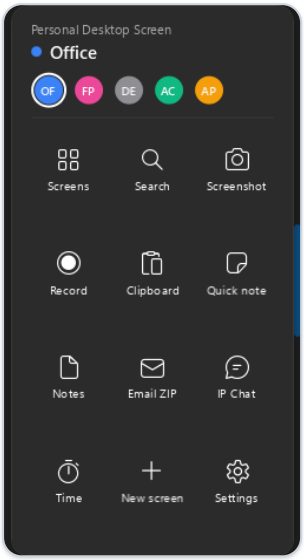
Next and previous screen

Press Win+Alt+Right to go to the next screen and Win+Alt+Left to go to the previous screen. You can change these keys in Settings.

The quick panel

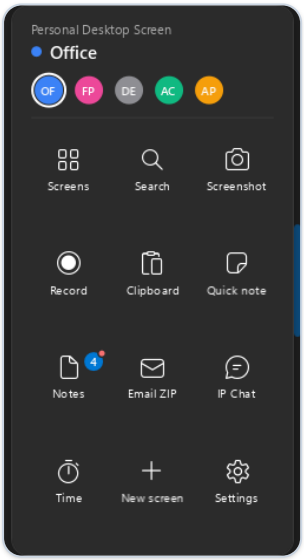
1. **Rest the mouse on the edge of your display. A slim panel slides in.**

   By default it is on the right edge. It does not take the focus away from the window you are using, and it hides while a full-screen program is in front.



2. **Click a screen at the top to switch. Click a tile to open a tool.**

   The tiles are Screens, Search, Screenshot, Record, Clipboard, Quick note, Notes, Email ZIP, IP Chat, Time, New screen and Settings. A small badge on Notes shows how many to-dos are open.



3. **Move the mouse away. The panel slides back.**

> **TIP** You can switch the quick panel off, or move it to the left edge, in Settings, General, Quick panel.

The tray menu

Right-click the tray icon and click the name of a screen. If you have many screens, the menu groups them by category.

The Primary screen

The Primary screen is the one Windows starts with. When Start with Windows is on, the app makes sure the Primary screen is active after you sign in. Your first screen is called Default and is the Primary screen. You can choose another Primary screen in the advanced settings of a screen.

> **NOTE** If a screen is locked with a PIN, the app asks for the PIN before you switch to it. If a screen's folder is on a drive that is not connected, the app tells you and stays on the current screen.

CHAPTER 4

Create and edit a screen

Make a screen, then give it its own look and behaviour.

Create a screen quickly

1. **Open the switcher and click the Add screen card. You can also use New Screen in the tray menu, or New screen in the quick panel.**

2. **Type a Name. It is shown in the switcher and the tray menu.**

3. **Choose a Folder. Click New private folder to let the app make one that other Windows users of this PC cannot see or open. Or click Browse and pick any folder.**

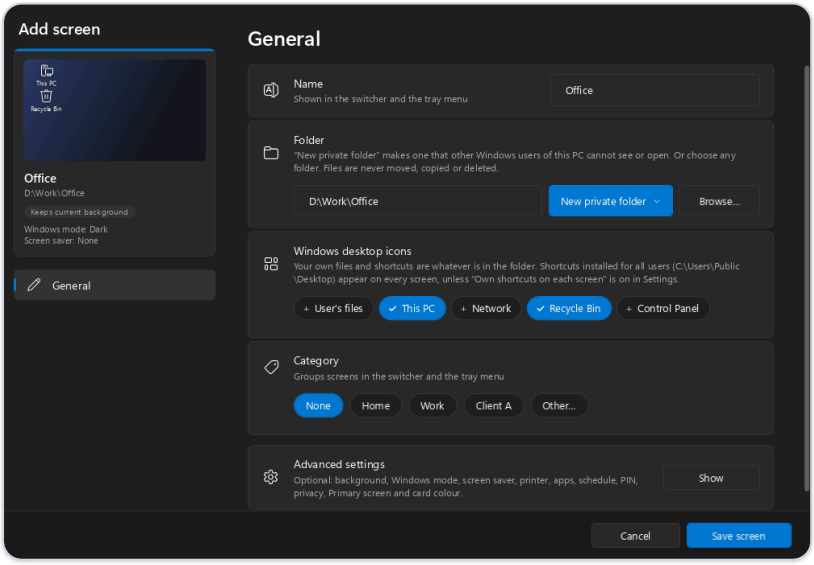
   The app does not accept system folders, the root of the system drive, another user's profile, or a folder that another screen already uses. It warns you about network drives, removable drives and folders inside another screen's folder.

4. **Under Windows desktop icons, tick the icons you want to see: User's files, This PC, Network, Recycle Bin and Control Panel.**

   Your own files and shortcuts are whatever is in the folder.

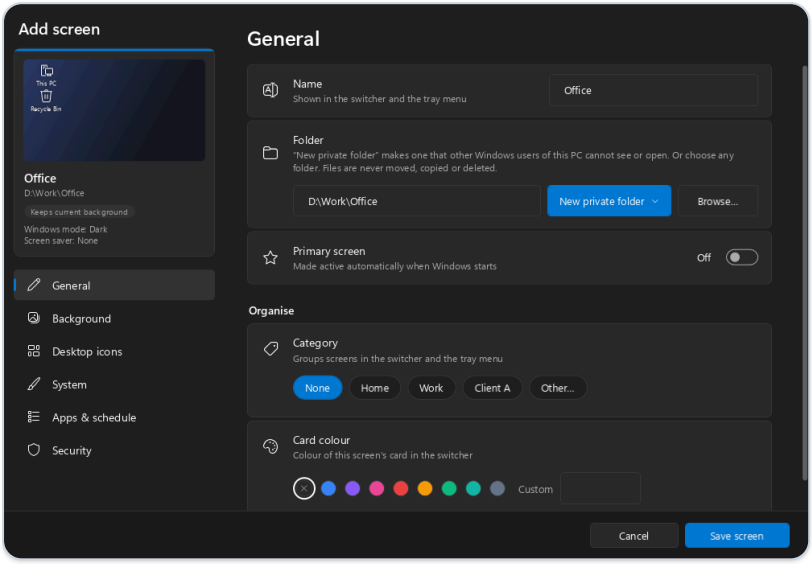
5. **Choose a Category: None, Home, Work, Client A, or Other for your own name. Categories group your screens in the switcher and the tray menu.**

6. **Click Save screen. Your new screen is ready.**



Advanced settings

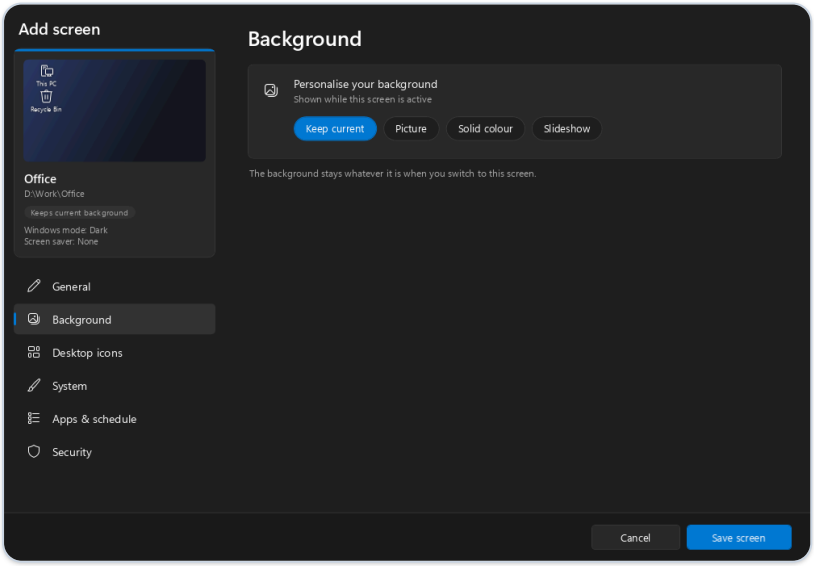
Most screens need nothing more. When you want more control, click Show next to Advanced settings. New tabs appear on the left: Background, Desktop icons, System, Apps and schedule, and Security. On the General tab you can also choose a card colour and make this the Primary screen. To change a screen later, right-click its card in the switcher and choose Edit. You then see all settings on one page.



Background

1. **Open the Background tab.**

2. **Choose Keep current, Picture, Solid colour or Slideshow.**
   With a picture, you can use your own file or one of the Windows wallpapers. With a slideshow, you choose a folder, how often the picture changes and whether to shuffle. Keep current leaves the wallpaper as it is.

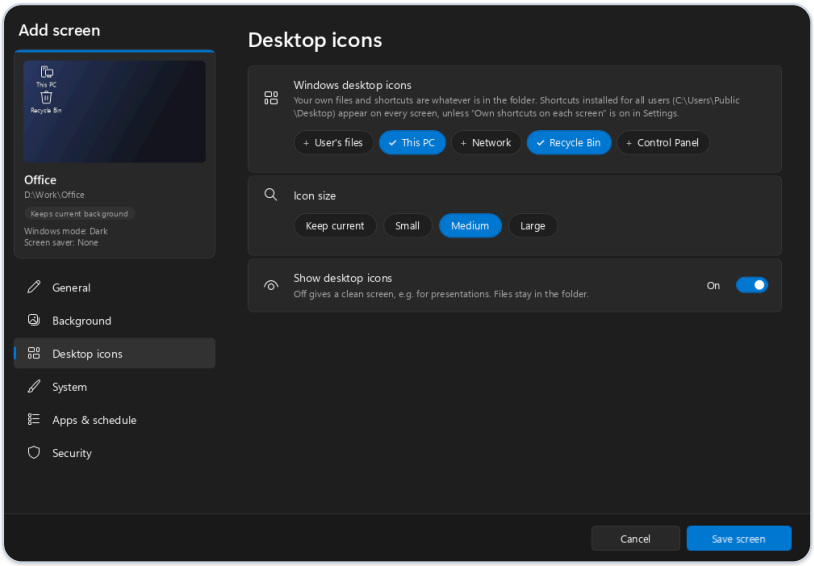


Desktop icons

1. **Open the Desktop icons tab.**

2. **Choose which Windows icons to show, pick an Icon size (Small, Medium or Large), and decide whether to show desktop icons at all.**

   Turn desktop icons off for a clean look, for example when you present to a client.

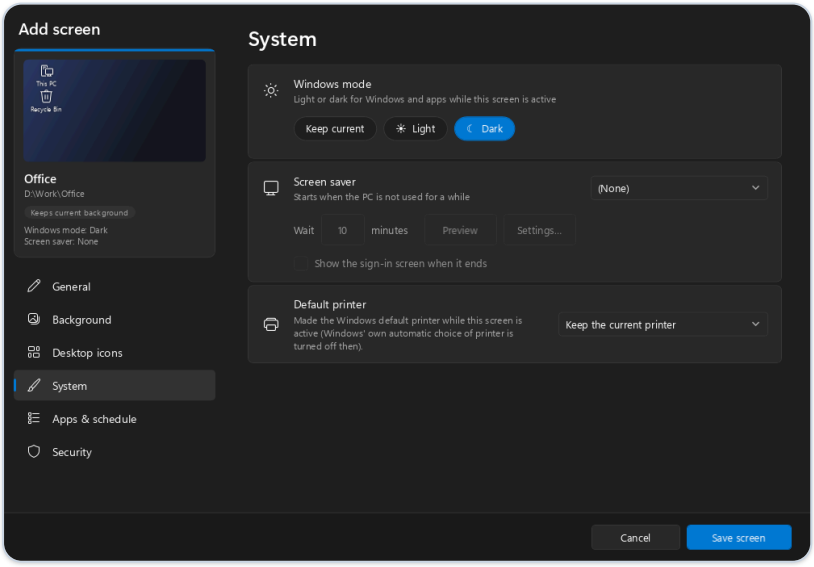


System: dark mode, screen saver, printer

1. **Open the System tab.**

2. **Set the Windows mode (Keep current, Light or Dark), a Screen saver with its waiting time, and a Default printer.**

   Each screen can have its own settings. They are applied every time you switch to the screen. Setting a default printer turns off the Windows option Let Windows manage my default printer.



Apps and schedule Standard and Pro plans

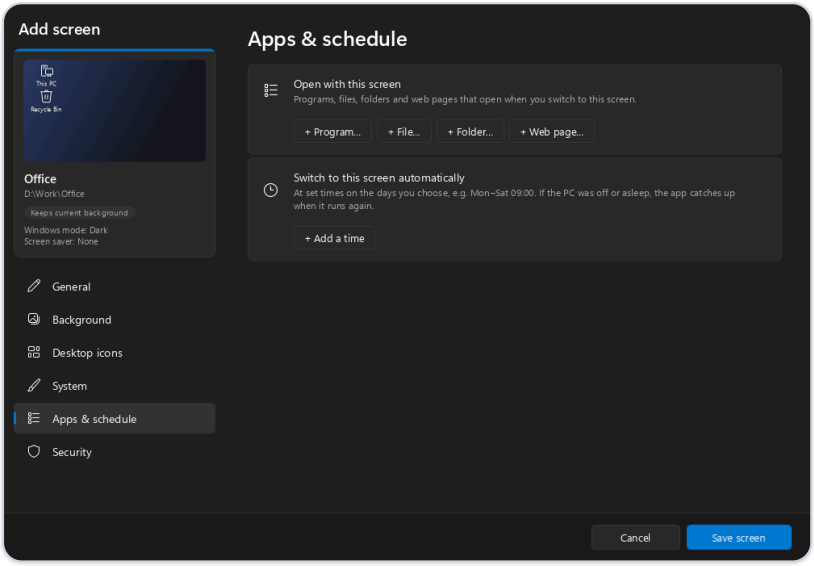
1. **Open the Apps and schedule tab.**

2. **Under Open with this screen, add programs, files, folders or web pages. They open when you switch to the screen.**

   You can choose to open them on every switch, only on the first switch of the day, or only when the schedule switches. A program that is already running is not started twice.

3. **Under Switch to this screen automatically, add the days and the time.**

   For example: Monday to Saturday at 09:00. You can add as many times as you like.



Rename, remove and reorder

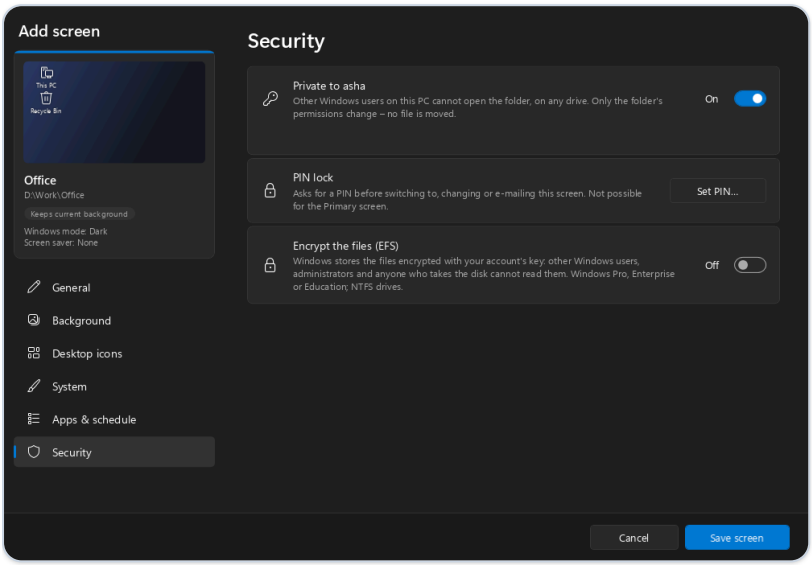
- To rename a screen, select its card in the switcher and press F2.
- To edit or remove a screen, right-click its card.
- Removing a screen only removes the card. The folder and all its files stay exactly where they are. The app asks you to confirm first.

CHAPTER 5

Privacy and safety

Keep private screens private, and get back to normal Windows at any time.

Privacy settings are on the Security tab of a screen. Open the switcher, right-click a card, choose Edit, and open Security.



Private folder

Private to your Windows user is on by default. Other Windows users of this PC cannot open the folder, on any drive. Only the folder's permissions change. No file is moved.

> **NOTE** A folder on a FAT32 or exFAT drive, or on a network drive, cannot be protected this way. The app warns you.

PIN lock

1. **On the Security tab, click Set PIN.**
2. **Type a PIN, type it again to confirm, and save the screen.**

The app now asks for the PIN before you switch to the screen, change it, or e-mail it. After 5 wrong tries it locks you out for a while. A PIN is not possible for the Primary screen. A screen with a PIN is not searched when you search all screens.

> **WARNING** Remember your PIN. PINs are not stored in a backup file, so set them again after you restore on a new PC.

Encryption (EFS) Standard and Pro plans

Switch on Encrypt the files (EFS) to let Windows encrypt the files of the screen with your own Windows account key. Other Windows users, administrators and anyone who takes the disk cannot read them. This needs Windows Pro, Enterprise or Education and an NTFS drive. It does not work on Windows Home.

Go back to the normal Windows desktop

You can always bring back your original Windows desktop. Your files are never touched.

- Right-click the tray icon and choose Restore Windows default desktop.
- Or open the Start menu and click Restore Windows default desktop.
- Or open Settings, Troubleshoot, and click Restore.

Several people on one PC

Everything is kept for each Windows user: screens, Primary screen, settings, chat name and history. One user cannot see or open the screens of another. Each person installs the app from their own Windows account.

What the app sends over the internet

Almost nothing. The app may contact techvantalabs.com to check the date and the day your trial started, using an anonymous code of your PC. No name, e-mail address, files or screen names are sent. Everything else works offline. You can read the full text under Settings, About, Licence agreement and privacy notice.

CHAPTER 6

Work smarter

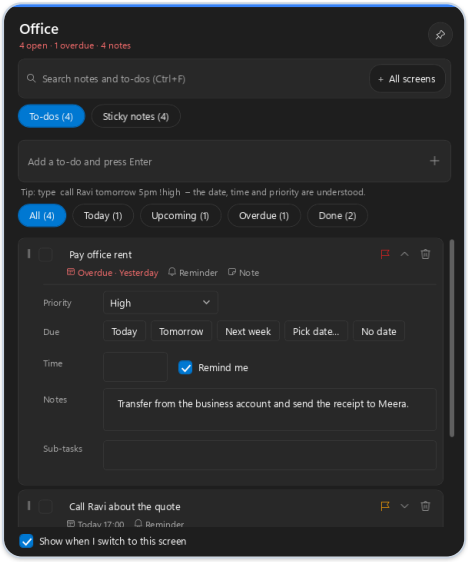
Notes, to-dos, search, time report, screenshots, recording and e-mail.

Notes and to-dos All plans

Every screen has its own to-do list and its own sticky notes. Open them from the tray menu (Notes), from the quick panel (Notes), or from the card of a screen.

1. **Type a to-do in the box at the top and press Enter.**

   You can write it in plain words. For example, type Call Ravi tomorrow 5pm !high. The app reads the day, the time and the priority, and shows a preview before it adds the to-do. The words today, tomorrow, a time like 5pm, and !low, !medium or !high work at the start or the end.



2. **Click a to-do to set a priority, a due date and time, a reminder, sub-tasks and a note.**

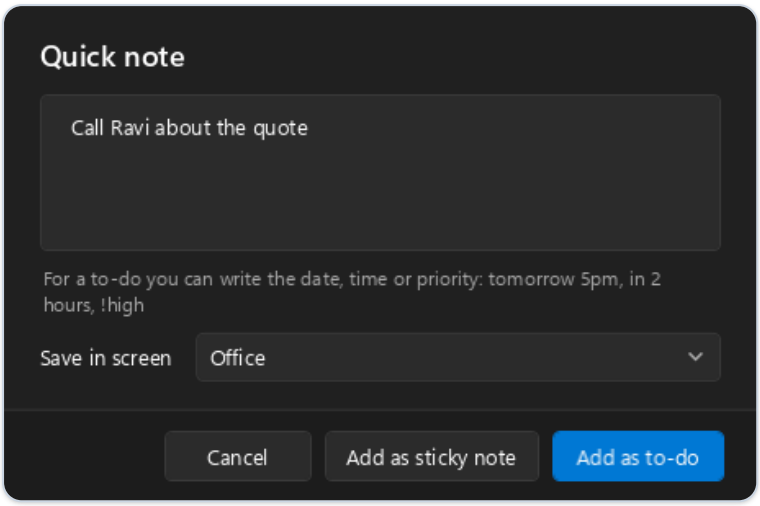
   At the due time a small reminder pops up. If you miss it, the to-do stays in the Overdue list, in red, until you finish it.

3. **Use the filters All, Today, Upcoming, Overdue and Done to see what you need.**

   Finished to-dos fold into Done. If you delete one by mistake, click Undo. Drag a to-do to change its order.

1. **Press Ctrl+Alt+N anywhere in Windows to add a note or to-do quickly.**

   Choose the screen it belongs to, and click Add as to-do or Add as sticky note.



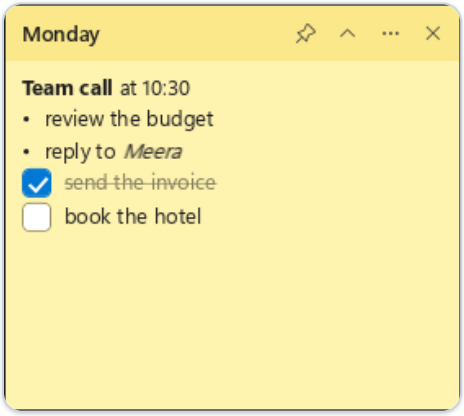
Sticky notes

All plans

1. **Open the Sticky notes tab and click New note.**

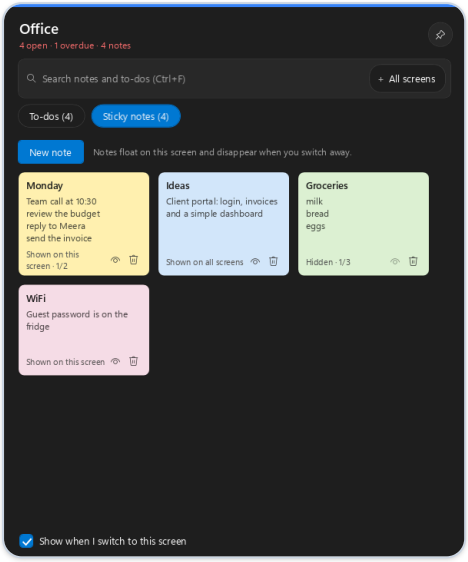
2. **Write your note. It floats on your desktop like a paper note.**

   Choose one of six colours. Use bold, italic and bullet lines. Type [ ] to add a tick-box and click it to tick it. Notes save while you type.



3. **Use the buttons at the top of the note to pin it on top of other windows, fold it down to its title, or close it.**

   A sticky note belongs to its screen. It shows when that screen is active and hides when you switch away. Tick Show on all screens for a note you always need.



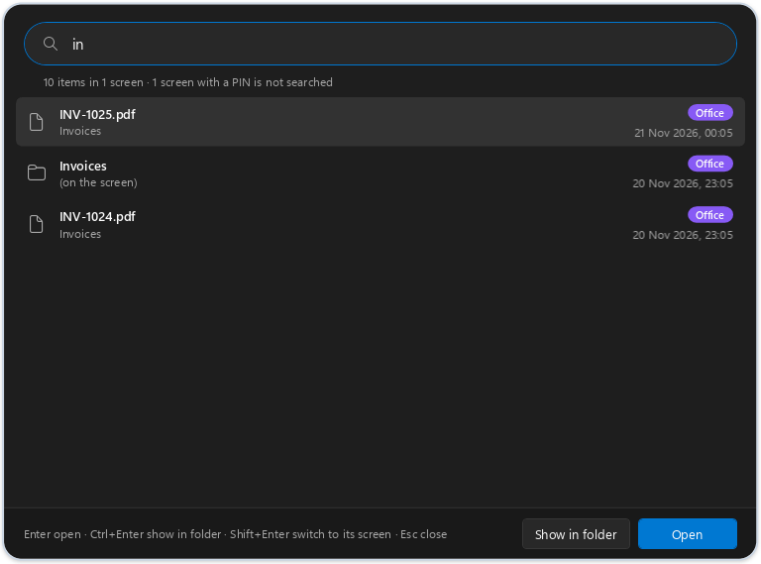
Search all screens

Standard and Pro plans

1. **Press Ctrl+Alt+F, or click Search in the quick panel.**

2. **Type part of a file or folder name. Every word you type must match.**

   Press Enter to open the file. Press Ctrl+Enter to show it in its folder. Press Shift+Enter to switch to the screen it is in. Press Esc to close.



NOTE Screens locked with a PIN are not searched. The window tells you how many were skipped.

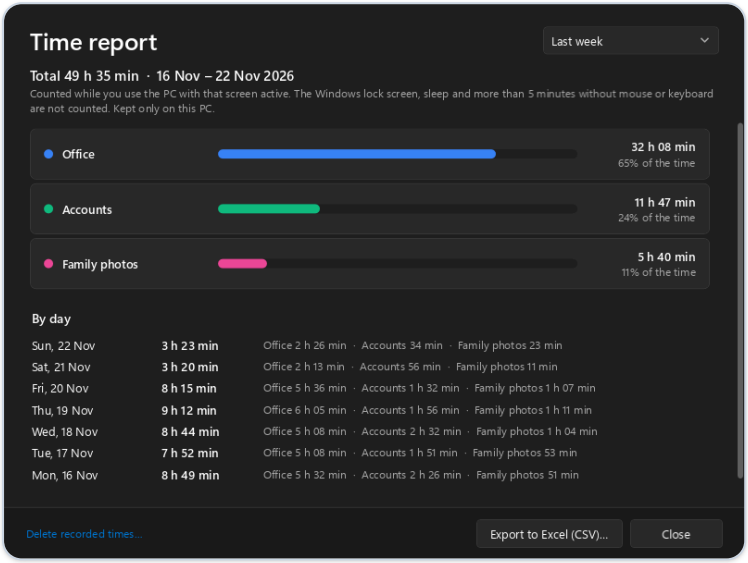
Time report

Standard and Pro plans

1. **Right-click the tray icon and choose Time Report.**

2. **Choose a period at the top right: today, yesterday, this week, last week, this month or last month.**

   The bars show how long you spent on each screen, and a list shows each day. Time counts only while you are active: not while the PC is locked, asleep or idle for more than 5 minutes. Click Export to Excel to save the report. The time is kept only on your PC.



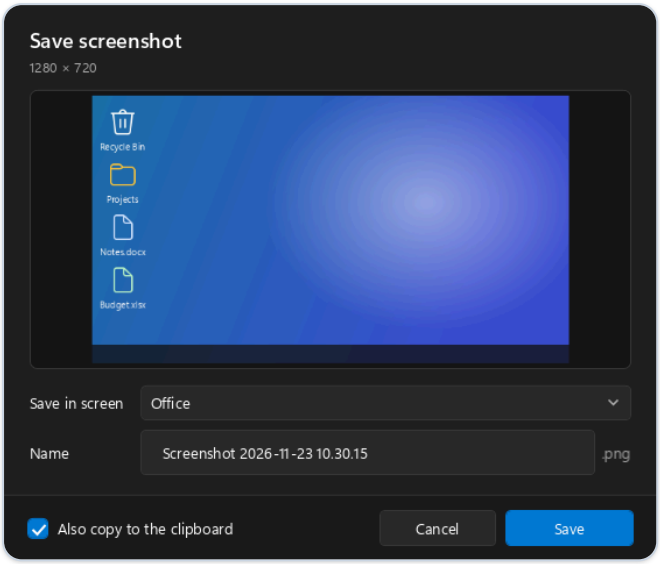
> **TIP** You can switch time counting off in Settings, General, Count time per screen.

Screenshots and clipboard

Standard and Pro plans

1. **Press Ctrl+Alt+S. Drag a rectangle over the part of the display you want. A single click takes the whole display.**

2. **In the Save screenshot window, choose the screen to save it in, check the file name, and click Save.**
   Leave Also copy to the clipboard ticked if you want to paste the picture somewhere. A file that already exists is never replaced. A number such as (2) is added to the name.



3. **To save something you copied, open the quick panel and click Clipboard.**
   A copied picture is saved as a PNG file, copied text as a TXT file, and copied files or folders are copied into the screen.

Screen recording Pro plan

1. **Press Ctrl+Alt+R, or click Record in the quick panel.**

2. **Wait for the 3, 2, 1 countdown. Recording starts.**
   The app records the display under the mouse into an MP4 video, with the mouse pointer. There is no sound in this version. A small bar shows the time and a Stop button. The bar is not in the video.

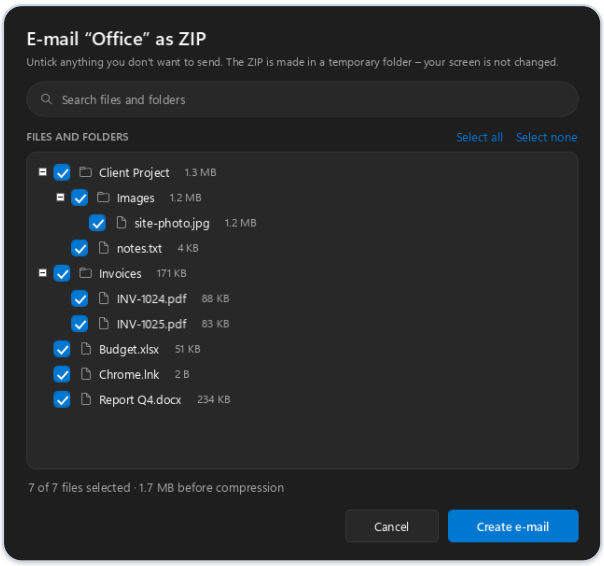
3. **Press Ctrl+Alt+R again, or click Stop. Then choose the screen and a name, or discard the video.**

E-mail a screen as a ZIP Pro plan

1. **Press Ctrl+Alt+M, or right-click a card and choose Email as ZIP.**

2 **Untick anything you do not want to send. Click Create e-mail.**

The app packs the ticked files into one ZIP and opens a new e-mail in your default mail program with the ZIP attached. The ZIP is made in a temporary folder, so your screen is not changed. The app warns you when the ZIP is larger than 20 MB.



CHAPTER 7

Share on your network

Send files to another PC and chat in your office. No internet needed.

Sending files and IP Chat are in the Pro plan. They work between PCs on the same Wi-Fi or office network.

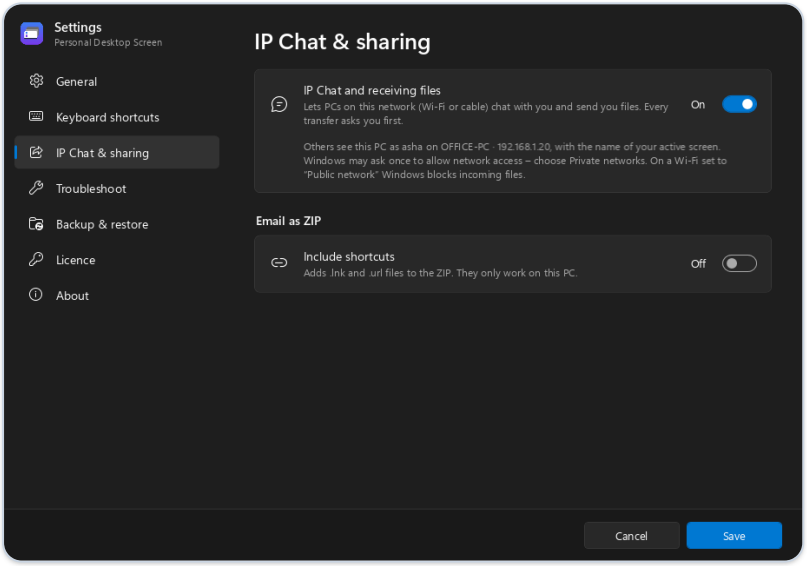
Messages and files go straight from PC to PC, protected with encryption. There is no account and no server.

Before you start

1. **Make sure both PCs have Personal Desktop Screen and are on the same Wi-Fi or cable network.**

2. **On the PC that will receive, open Settings, IP Chat and sharing, and turn on Allow chat and receiving files from PCs on this network. Click Save.**

   It is off by default, because it opens a network port. Windows may ask if the app can use the network. Allow it on private networks.

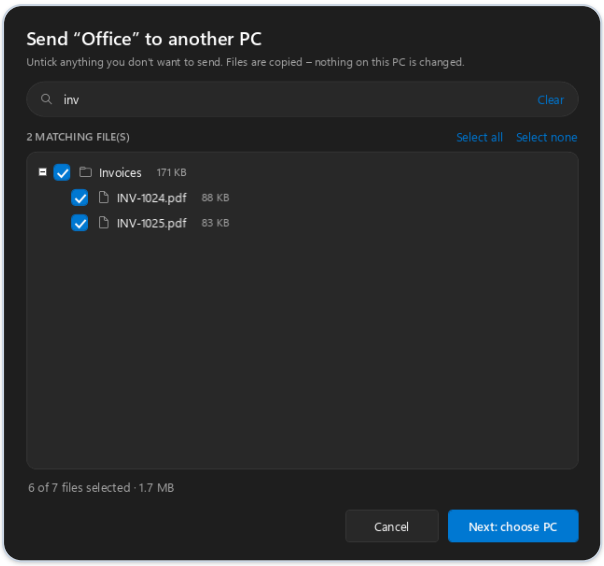


Send files to another PC Pro plan

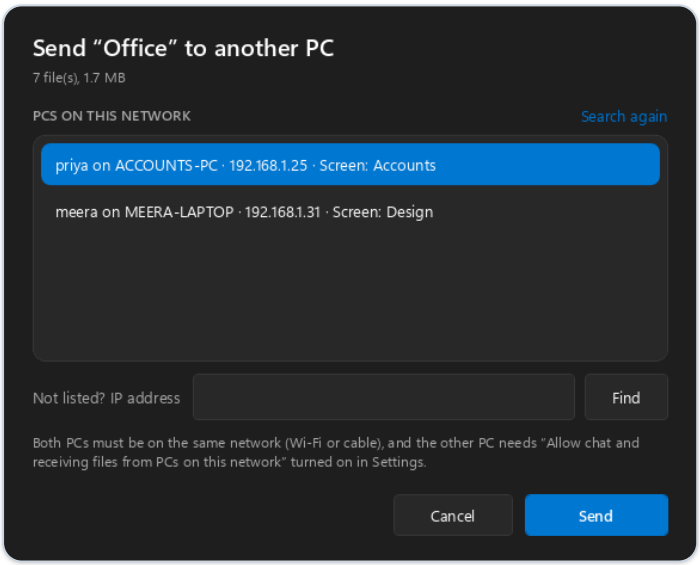
1. **Right-click the tray icon, choose Share, then Send to PC. You can also right-click a screen card.**

2 **Tick the files and folders to send, then click Next, choose PC.**

You can search by name. The files are copied. Nothing on your PC is changed.

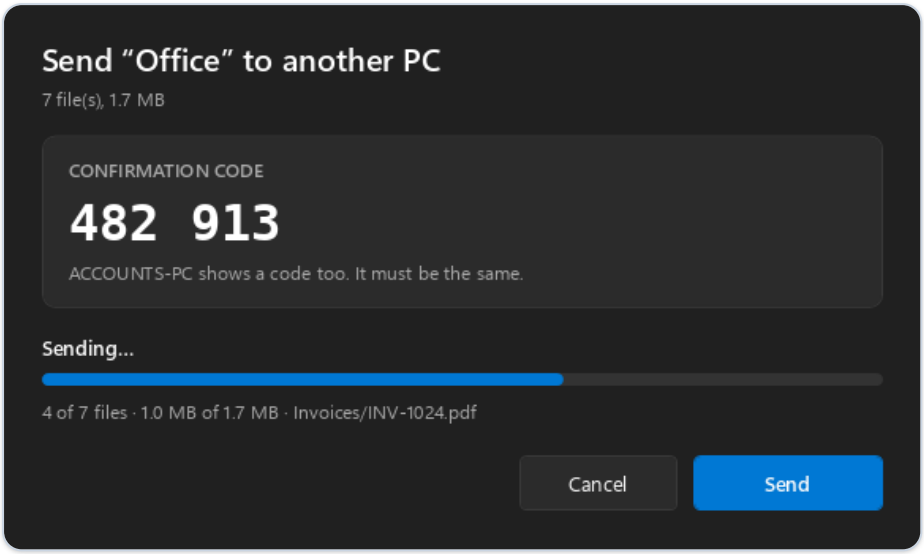


3 **Choose the PC from the list. If it is not listed, type its IP address and click Find.**



4 **Click Send. A 6-digit confirmation code appears.**

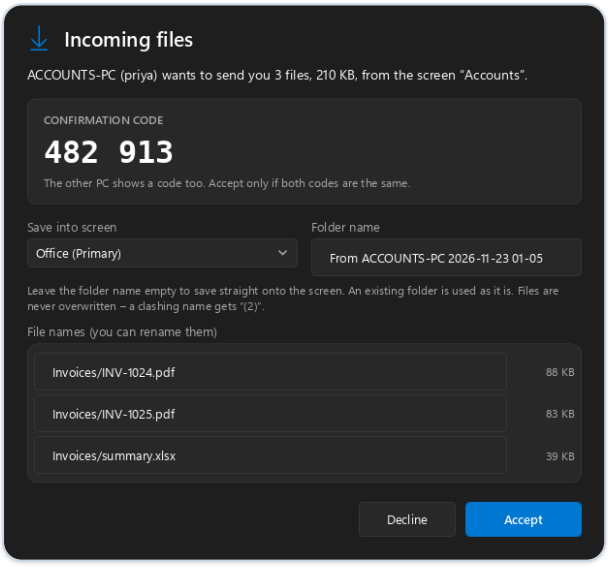
The other PC shows the same code. Check that both codes are the same. The files are sent once the other person accepts.



Receive files Pro plan

1 **A window Incoming files appears. It shows who is sending and how many files.**

Check that the confirmation code is the same as on the other PC. If it is not, click Decline.



2 **Choose the screen to save into. You can change the folder name and rename any file.**

By default the files go into a new folder named From, the PC name and the date. Nothing is ever replaced. If a name already exists, a number such as (2) is added.

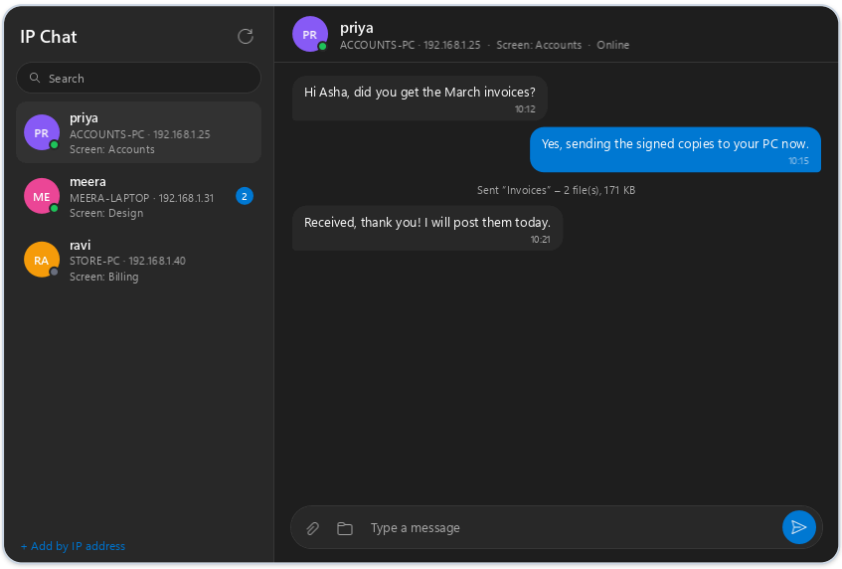
3 **Click Accept.**

IP Chat Pro plan

1. **Click IP Chat in the tray menu or the quick panel.**

2. **Pick a person from the list on the left and type your message at the bottom.**

   The list shows the person's name, computer name, IP address, the screen that is active there, who is online and unread messages. You can send files or whole folders from the chat. Click Add by IP address for a PC that is not listed. Messages are encrypted. The history is kept only on your PC.



CHAPTER 8

Settings

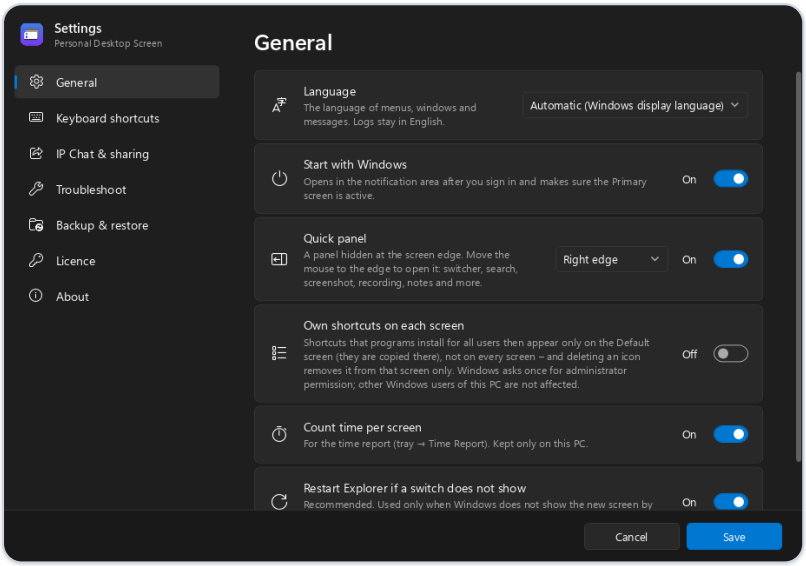
Language, shortcuts, troubleshooting, backup and more.

Open Settings from the tray menu, or from the quick panel. The pages are on the left. Click Save when you finish.

General

1. **Language. Choose Automatic, English or Hindi. The whole app, including menus and messages, is also available in Hindi.**

   Logs stay in English. The product name stays in English letters.



2. **Start with Windows. The app opens when you sign in and makes sure your Primary screen is active.**

3. **Quick panel. Switch it on or off and choose the left or right edge.**

4. **Own shortcuts on each screen (Standard plan). Shortcuts that programs install for all users then appear only on the Default screen.**

   > **WARNING** Windows asks once for administrator permission when you turn this on. It is the only place where the app asks for it. It is off by default.

5. **Count time per screen. Switch the time report on or off.**

6. **Restart Explorer if a switch does not show. Keep it on. It is used only when Windows does not show the new screen by itself.**

Keyboard shortcuts

To change a shortcut, click its box and press the new keys. A shortcut needs Ctrl, Alt, Shift or the Windows key. Click Reset to defaults to go back. These are the keys the app starts with:

What it does	Keys
Open the switcher	Ctrl+Alt+D
Next screen	Win+Alt+Right
Previous screen	Win+Alt+Left
Search all screens	Ctrl+Alt+F
Screenshot	Ctrl+Alt+S
Start or stop screen recording	Ctrl+Alt+R
Quick note or to-do	Ctrl+Alt+N
E-mail a screen as ZIP	Ctrl+Alt+M
In the switcher: choose a screen	Arrow keys and Enter, or 1 to 9

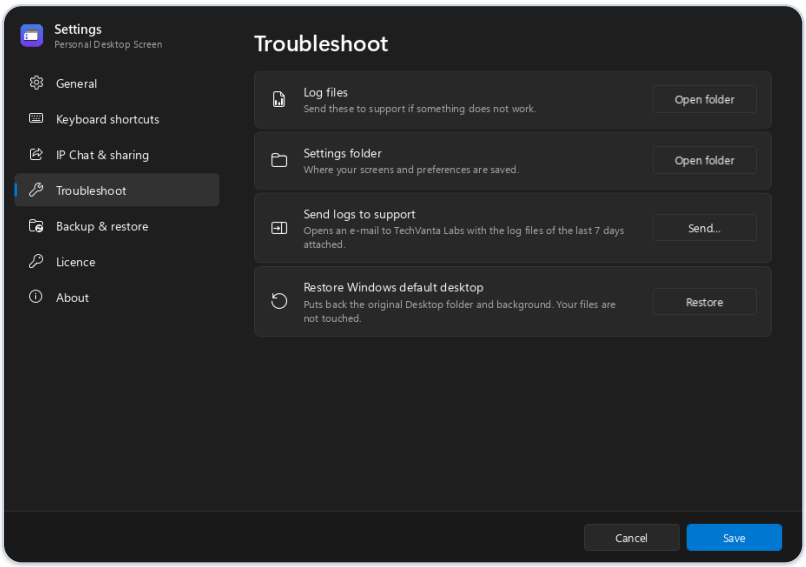
IP Chat and sharing

Turn IP Chat and receiving files on or off. Under Email as ZIP you can choose to include shortcuts in the ZIP. This is off by default. See chapter 7.

Troubleshoot

1. **Open the Troubleshoot page.**

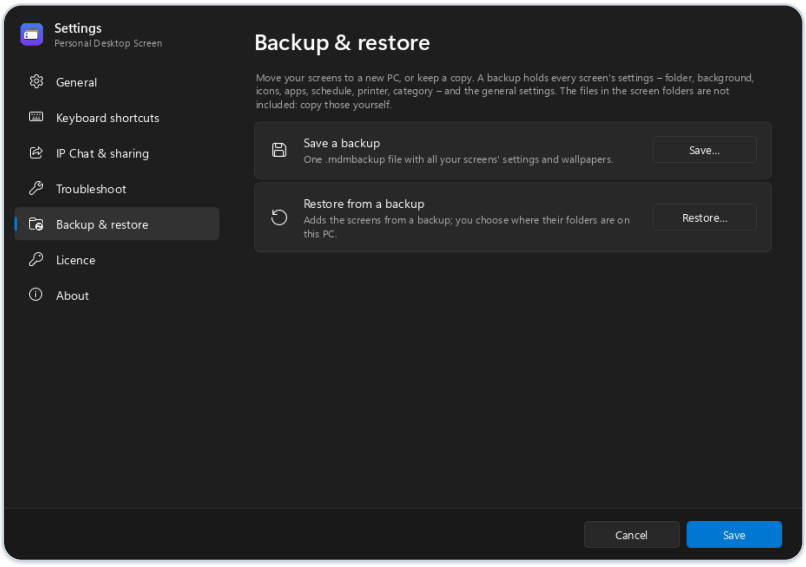
   Log files and Settings folder open the folders in Explorer. Send logs to support opens a new e-mail to TechVanta with a ZIP of the last 7 days of logs and a short summary of your PC. Restore puts back your Windows default desktop.



Backup and restore Standard and Pro plans

1. **To save a backup, open Settings, Backup and restore, and click Save under Save a backup. Choose a place for the file.**

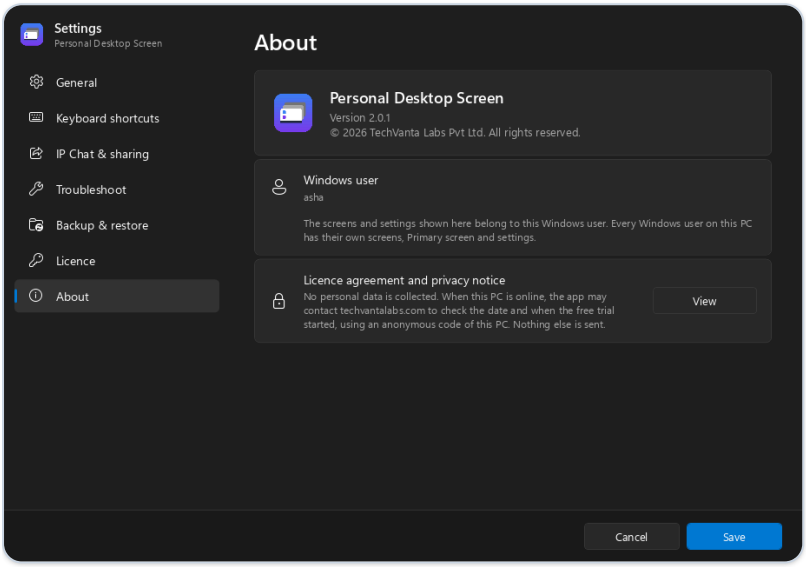
   The backup is one file with the ending .mdmbackup. It holds the settings of every screen, the wallpapers, notes and to-dos. Your files and folders are not inside it, so keep them safe in your normal way.



2. **To restore, for example on a new PC, click Restore under Restore from a backup.**
   Choose the backup file. For each screen, pick its folder on this PC. You can choose an existing folder, a new private folder or any other folder. You can also restore the general settings. PINs and encryption are not carried over.

Licence and About

The Licence page shows your trial or licence and your machine code (see chapter 9). The About page shows the version of the app and the licence agreement and privacy notice.



CHAPTER 9

Plans and licence

The free trial, the three plans, buying, and entering your key.

The 7-day free trial

When you start the app for the first time, you get a free trial of 7 days for that PC. During the trial every Pro feature is on and you can make as many screens as you like. The licence window shows how many days are left.

The three plans

A licence is bought for one PC. Every licence includes 1 screen, and you can add more screens at any time. The plan decides which features are on.

Feature	Basic	Standard	Pro
1 screen included, more screens can be added any time	Yes	Yes	Yes
Separate screens: own folder, icons, wallpaper and look	Yes	Yes	Yes
Screen switcher, quick panel and tray menu	Yes	Yes	Yes
Private folder and PIN lock	Yes	Yes	Yes
Notes, sticky notes and to-dos	Yes	Yes	Yes
Hindi and English	Yes	Yes	Yes
Apps and schedule per screen	–	Yes	Yes
Search in all screens	–	Yes	Yes
Screenshots	–	Yes	Yes
Time report	–	Yes	Yes
Backup and restore	–	Yes	Yes
Own shortcuts on each screen	–	Yes	Yes
Encryption (Windows EFS)	–	Yes	Yes
Send files on your network and IP Chat	–	–	Yes
Screen recording	–	–	Yes
E-mail a screen as ZIP	–	–	Yes
Organisation and bulk keys	–	–	Yes
Priority support	–	–	Yes

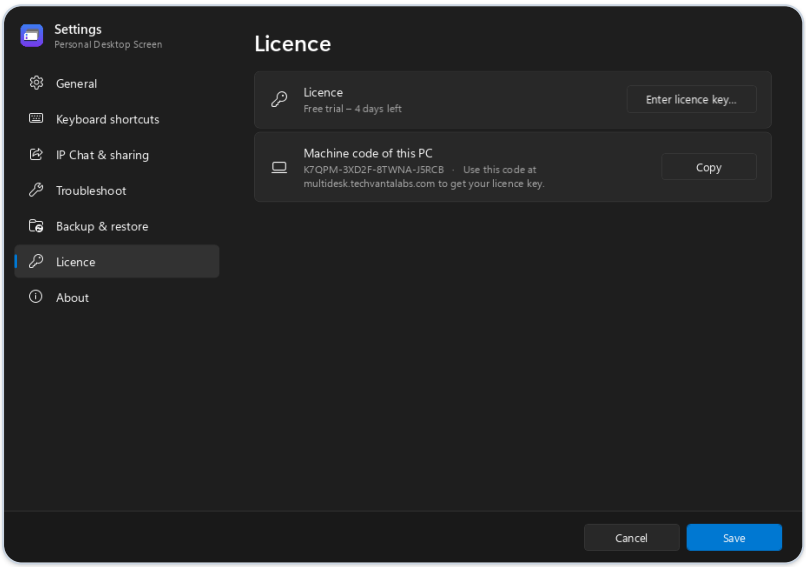
NOTE Prices are plus 18% GST. SAC 997331 for licences and screens. Current prices are shown on the licence store, which is where you buy.

Find your machine code

1. **Open Settings and click Licence.**

2. **Find Machine code of this PC and click Copy.**

   The licence key is made for this one PC. During the trial, the Activate window also shows the machine code, with a Copy button and an E-mail code button.



Buy a licence

1. **Open https://multidesk.techvantalabs.com/shop in your browser.**

2. **Choose the plan, the number of PCs and any extra screens. Tell the store if you buy as an individual or for an organisation.**

3. **Paste your machine code.**

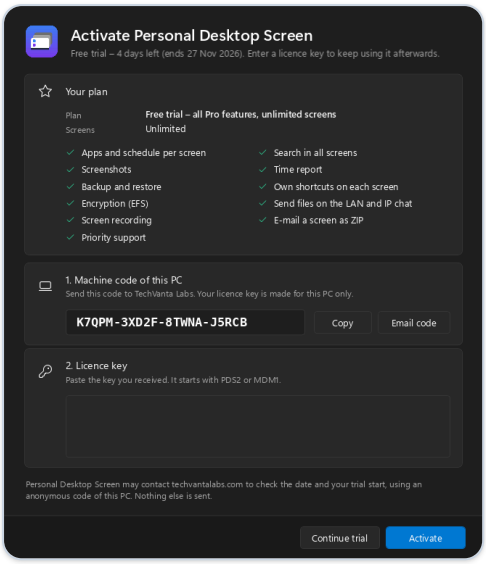
4. **Pay online with UPI, card or net banking.**

   After payment you get your licence key on the screen and by e-mail, and a GST invoice by e-mail.

Enter your licence key

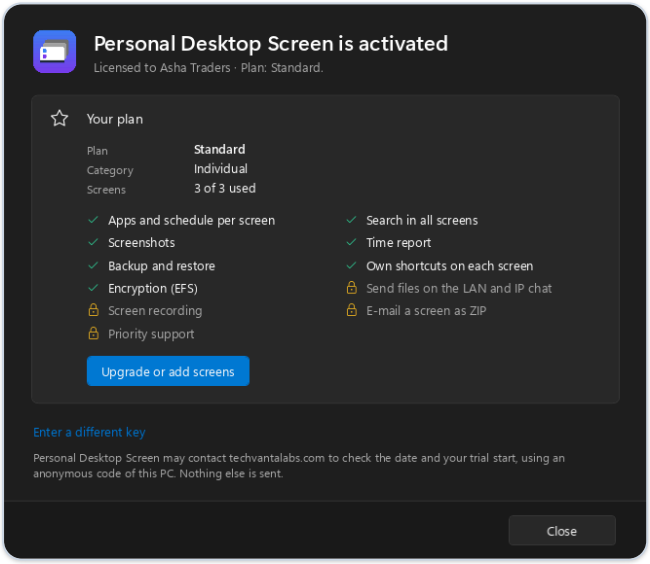
1. **Open the app. Click Settings, Licence, and then Enter licence key. During the trial you can also use the Activate window.**

2 **Paste the key in the box under Licence key. It starts with PDS2 or MDM1. Click Activate.**



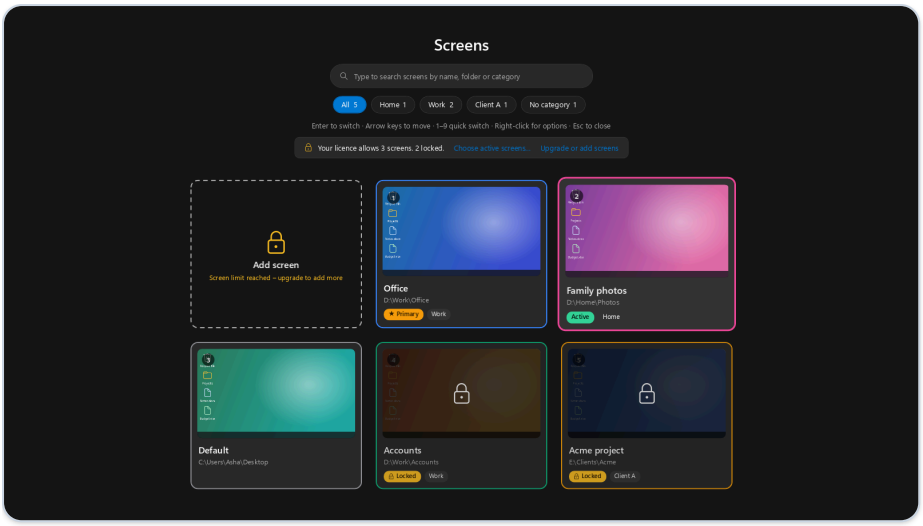
3 **The window now says Personal Desktop Screen is activated. It shows your plan, your category, how many screens you have used, and which features are on.**

A lock marks a feature of a higher plan. A button, Upgrade or add screens, appears only when there is something more to buy. Use Enter a different key if you receive a new key.

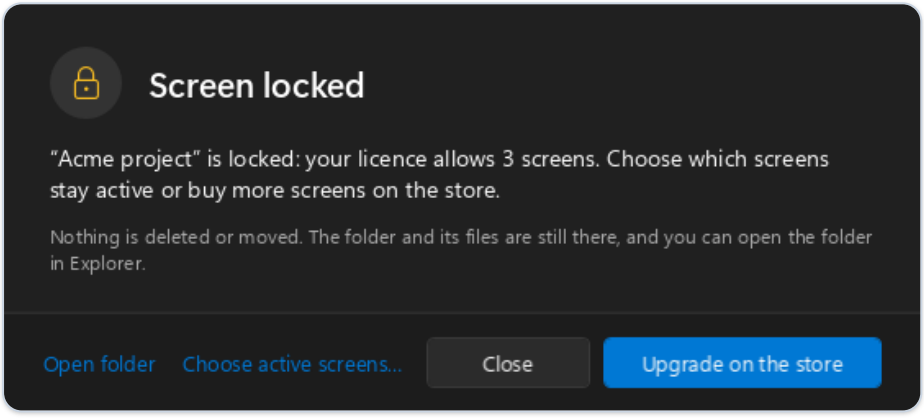


If a licence allows fewer screens than you have

Your licence includes a number of screens. If you have made more than that, the extra screens are locked. Nothing is deleted or moved. A locked screen shows a lock in the switcher, and you can still open its folder in Explorer.

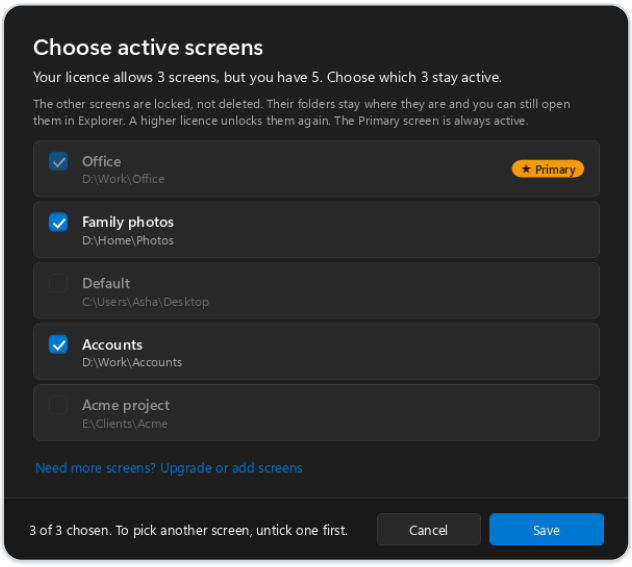


1 **Click Choose active screens (in the licence window, the tray menu or a locked screen's message).**

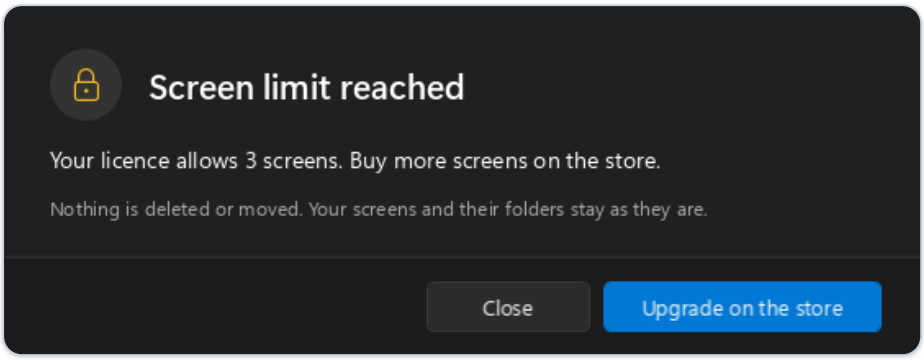


2 **Tick the screens that should stay active, up to the number your licence allows. Click Save.**

The Primary screen is always active. A higher licence unlocks the rest.

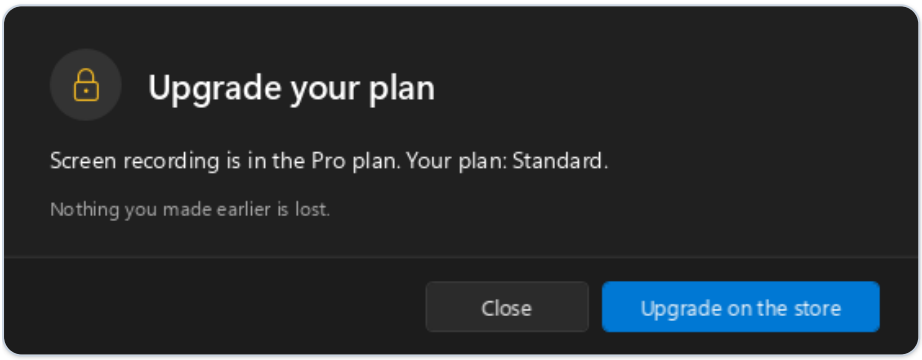


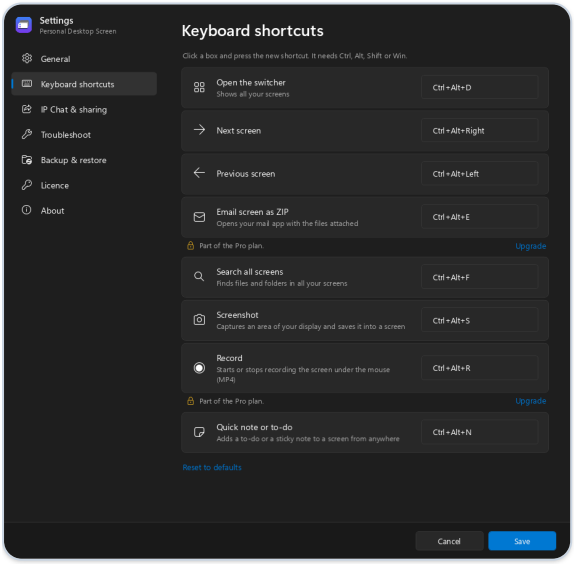
3 **To make more screens, click Upgrade on the store to buy more screens.**



Locked features and Upgrade

A feature that is not in your plan stays visible with a lock. When you open it, the app tells you which plan has it. Anything you made earlier is kept. The Keyboard shortcuts page also shows a lock and an Upgrade link next to such features.





The keys in this picture are examples. Your keys may differ. See chapter 8 for the defaults.

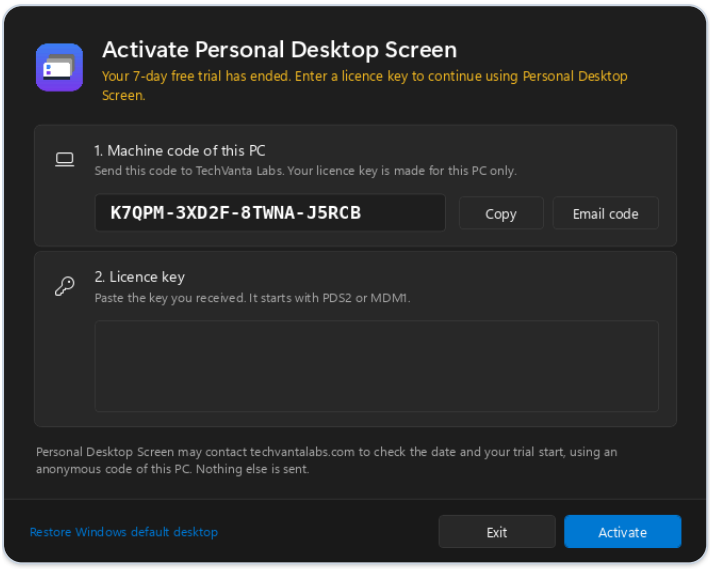
Upgrade or add screens later

You can move to a higher plan, or add screens, at any time. Click Upgrade or add screens in the licence window, or sign in to your account on the licence store. You pay the difference at current prices and get a new key for the

same PC. A plan cannot be lowered later and there is no refund.

When the trial ends

After 7 days, the app asks for a licence key. Your screens and files stay safe. Until you activate, only these remain: the licence window, Restore Windows default desktop, and Exit. Enter your key and everything works again.



Good to know

- All updates and upgrades of the software are free for as long as your licence is valid, that is, until the licence's expiry date. A lifetime licence keeps getting free updates.
- A licence belongs to the PC's hardware. A Windows reinstall on the same PC keeps the same key. A new PC or a replaced motherboard needs a new licence.
- Licences are non-refundable and non-transferable. The 7-day trial lets you test before you buy.
- Keys bought before the plans (they start with MDM1) keep working as full licences with every feature and unlimited screens.
- New keys, which start with PDS2, need version 2.0.0 or later.

CHAPTER 10

Troubleshooting and FAQ

Answers to the questions we hear most often.

Windows says Windows protected your PC.

The installer is not digitally signed yet, so SmartScreen warns. If you downloaded it from techvantalabs.com, click More info and then Run anyway. See chapter 2.

My licence key does not work.

Check these things one by one. 1) The key was made for the machine code of this PC. A key made for another PC does not work here. 2) Copy the whole key, with no spaces before or after. 3) A new key (it starts with PDS2) needs version 2.0.0 or later. Update the app first. 4) The date and time of Windows must be right. Set Time automatically in Windows Settings. If it still fails, write to us with your machine code and the key.

I bought a new PC, or the motherboard was replaced. Can I use my old key?

No. A licence belongs to the hardware of one PC. A new PC or a replaced motherboard needs a new licence.

I reinstalled Windows on the same PC. Do I need a new key?

No. The machine code comes from the PC's hardware, so a Windows reinstall on the same PC keeps the same key. Install the app again and enter your key. Keys bought before version 1.14 can be exchanged once, free of charge. Write to us for this.

My trial has ended. Are my files gone?

No. Your screens and files are safe. Enter a licence key to continue. Until then you can still use Restore Windows default desktop.

A screen has a lock and I cannot switch to it.

Your licence allows fewer screens than you have. Click Choose active screens to pick which ones stay active, or add more screens on the licence store. Nothing is deleted.

The screen did not change after I switched.

Open Settings, General, and make sure Restart Explorer if a switch does not show is on. If the desktop still looks wrong, choose Restore Windows default desktop from the tray menu and then switch again.

My icons move around after a switch.

Right-click the Windows desktop, choose View, and turn off Auto arrange icons.

Ctrl+Alt+D does not open the switcher.

Another program may be using that key. The app then tries Win+Shift+D. You can set your own key in Settings, Keyboard shortcuts.

Sending files or IP Chat does not find the other PC.

Check these things. 1) Both PCs run Personal Desktop Screen with the Pro plan or the trial. 2) Both are on the same network. A guest Wi-Fi, a VPN or a different Wi-Fi often keeps PCs apart. 3) On the receiving PC, Allow chat and receiving files from PCs on this network is on. 4) Windows Firewall may block the app. When Windows asks, allow it on private networks. 5) If the PC is still not listed, type its IP address and click Find.

The confirmation codes are different.

Do not send or accept. Click Cancel or Decline and start again. Different codes mean the connection did not go straight to the PC you chose.

Encrypt the files (EFS) does not work.

EFS needs Windows Pro, Enterprise or Education and an NTFS drive. It is not in Windows Home.

Where are my files after I uninstall?

In the same folders as before. The uninstaller restores your original Windows Desktop folder and wallpaper and never deletes your screen folders.

Can I use it in Hindi?

Yes. Open Settings, General, Language, and choose Hindi.

Is there a version for Mac?

Not yet. We are thinking about one. You can leave your e-mail on the product page and we will write to you when it is ready.

How do I send my logs to support?

Open Settings, Troubleshoot, and click Send logs to support. A new e-mail opens with a ZIP of the last 7 days of logs and a short summary of your PC. Check it, and send it.

CHAPTER 11

Support and contact

How to reach us, how fast we reply, and who to write to if you are not happy.

Contact	Details
E-mail	info@techvantalabs.com
Phone	+91-8109697020
Address	TechVanta Labs Pvt Ltd, 118, Sunder Nagar, Ashoka Garden, Bhopal – 462023, Madhya Pradesh, India.
Support hours	Monday to Saturday, 10:00–18:00 IST, except public holidays

How fast we reply

- Priority support (Pro plan): a first response within 30 minutes during support hours (Monday to Saturday, 10:00–18:00 IST, except public holidays). Other plans: response within 1 working day.

Before you write

- Tell us your version (Settings, About) and your machine code (Settings, Licence).
- Say what you did, what you expected and what happened instead.
- If you can, use Settings, Troubleshoot, Send logs to support, and send the e-mail it opens.

Free updates

All updates and upgrades of the software are free for as long as your licence is valid, that is, until the licence's expiry date. A lifetime licence keeps getting free updates.

Prices and tax

Prices are plus 18% GST. SAC 997331 for licences and screens.

Grievance Officer

If you have a complaint about the Services, write to our Grievance Officer:

Manish Vishwakarma, Grievance Officer

TechVanta Labs Pvt Ltd

118, Sunder Nagar, Ashoka Garden, Bhopal – 462023, Madhya Pradesh, India.

E-mail: info@techvantalabs.com · Phone: +91-8109697020

We acknowledge a complaint within 48 hours and resolve it within one month of receiving it.

More information

- Terms and Conditions: https://techvantalabs.com/terms-and-conditions
- Privacy Policy: https://techvantalabs.com/privacy-policy
- Cancellation and Refund Policy: https://techvantalabs.com/cancellation-refund-policy
- Licence store: https://multidesk.techvantalabs.com/shop