HOW TO REISSUE AND RESET KEYS

1. Login to Software (Refer to Software Login Troubleshooting).

2. Connect the USB Encoder via a USB port and place the key that requires attention on the encoder.

3. Select the "Setting" tab. On the right hand side of the software there will be a few options listed being Reset Key, Read Key, Update Key and Create User Key.

4. Select the "Read Key" option, this will sync audit information between the key and the software.

5. Please always "Read Key" before performing any other tasks such as resetting or reissuing.

6. Now select the "Reset Key" option to reset the key back to its blank state without any user assigned.

7. Navigate to the "User" tab and select the corresponding user that is having their key reissued to another user and select "Unbind".

8. Now select the new user that is that having a key issued to them and select "Create User Key".

9. If reissuing a key to the same user, follow the same steps or use the "Update Key" option in the "Setting" tab to update the key with the latest privileges.

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