REVIEWING USER KEY ISSUES

If you are confronted with a user that has a key they think is not working then there are a few quick steps you can take to overcome the problem

Check # 1A

Does the user key beep and flash lights when inserted into any LOKtouch electronic cylinder?

<u>NO</u>

- Check the tip of the key to ensure it is not damaged and that it is fully entering the door cylinder
- Check the contact points of the key tip to ensure no damage has occurred
- If the key appears to be in good condition then contact your locksmith

Note: if the key performs as above but does operate when placed on the USB encoder then the issue is with the key tip.

Check # 1B

Does the user key beep and flash lights when inserted into any LOKtouch electronic cylinder?

<u>YES</u>

- Open your LOKtouch Pro software
- Open the Tools tab
- Place the user key on the USB encoder
- In the "Read Key/Card" box click "Read"
- The keys data will now appear for review
    - Make sure the keys time is correct with your PC time
    - Make sure the expiry date is okay
    - Check in the settings page that the key is allowed to open the door
- Next while in the Tools tab you should click "reset" to clear the key
- Open the User page and highlight the required user
- In the lower right hand box click "Create User Key"
- Open the Settings tab
- Click "Update Key"

Note: If the above has been completed and your user key is still not operational then please refer to 'Issuing Replacement Keys' and then contact your locksmith for further support.

For more information

Please contact us at
sales@loktouch.com
or visit our website
www.loktouch.com