Q&A

SOFTWARE UPDATES



KEYLINE

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A BIANCHI 1770 GROUP COMPANY

SOFTWARE UPDATES - Q&A

FOR WHICH KEYLINE KEY MACHINES MODELS DO I NEED TO PURCHASE A SOFTWARE SUBSCRIPTION?

All electronic key machiness excluding the following models:

- 993 Power Lynx
- 994 Original Console (Blue screen LCD monitor)
- 996 Dezmo (versions prior to the introduction of the Liger operating system)
- Camillo Bianchi Reader and Camillo Bianchi Reader Advance
- 994 Gymkana (versions with KDT App using an Android tablet or phone)

WILL THERE BE A PAID SUBSCRIPTION FOR 884 DECRYPTOR ULTEGRA, 884 DECRYPTOR MINI OR CAMILLO BIANCHI READER?

No, the paid subscription is only required for electronic key machines.

WHEN WILL THE SWITCH FROM FREE TO THE PAID SOFTWARE SUBSCRIPTION OCCUR?

The last free update release for all key machines took place in July 2019, the next update, in October 2019, will follow this guideline; paid updates will be required for all key machines purchased by the client more than 24 months ago; free updates for all key machines purchased by the client less than 24 months ago.

IS THERE AN INITIAL PERIOD OF FREE UPDATES FOR NEW KEY MACHINES? WHAT HAPPENS NEXT?

Yes, in the initial period (24 months from the date of sale to the client), all new key machines have full access to the software update server.
At the end of this period, the customer will be invited to subscribe to a software subscription to enable future updates.

IS IT MANDATORY TO UPDATE THE KEY MACHINES TO THE LAST UPDATE?

No, the software update for Keyline electronic key machines is NOT mandatory and has always been created with the user in mind. The basic operation of the machines is guaranteed regardless of the software version installed. However, Keyline recommends keeping your key machines up-to-date to benefit from the constant improvement made on the Liger software including the latest codes and advancements made.

WHAT HAPPENS WHEN MY SUBSCRIPTION EXPIRES, DOES THE ELECTRONIC KEY MACHINE STOP WORKING?

No, the basic operation of the key machine remains unchanged even after the subscription expires. Failure to pay for the software subscription disables the key machine from receiving additional updates.

CAN YOU BUY ONLY A SOFTWARE SUBSCRIPTION FOR ONE KEY SYSTEM?

Keyline offers comprehensive subscription packages (single year or multi-year), which will include new features, database updates, error resolution, etc. The software subscription covers all these and must be purchased as a full package subscription.

HOW LONG IS THE ANNUAL SOFTWARE SUBSCRIPTION VALID FOR?

The purchase of an individual subscription, which is linked to a specific machine is valid for 365 days following the activation.

Ex: Subscription activated on December 5, 2019 allows the user to download all software releases that Keyline will release until December 5, 2020.

HOW WILL I KNOW WHEN MY SUBSCRIPTION IS ABOUT TO EXPIRE SO I CAN RENEW?

You can manage and check the status of a subscription in full autonomy through the Keyline app (in the section: MY PROFILE - MY PRODUCTS).

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SOFTWARE UPDATES - Q&A

If the key machine is connected to the Internet, software notification messages will appear on the console to notify you in advance about the upcoming expiration and how to renew a subscription.

HOW MANY SOFTWARE RELEASES WILL BE RELEASED DURING THE SUBSCRIPTION PERIOD? HOW WILL I KNOW WHAT UPDATES AND HOW MANY WILL BE DEVELOPED AND AVAILABLE BEFORE PURCHASING A SUBSCRIPTION?

Keyline does not have a determined amount of software updates that will be released in a given period of time due to the nature of acquiring information and R & D development time.
However, the historical average is approximately 7 releases on an annual basis including inserting new cut cards or new features, updating the key database and fixing firmware errors and malfunctions.

HOW CAN I BUY THE SOFTWARE SUBSCRIPTION?

1) Purchase a Keycoin card from your Keyline distributor
2) You will receive a scratch off card with a unique activation code to be inserted into the Keyline Market section of the Keyline Cloning Tool or Keyline Duplicating Tool App to purchase a KeyCoin amount
3) Use the KeyCoins to activate the preferred software subscription
4) Your software is now activated

HOW LONG AFTER I SUBSCRIBE CAN I DOWNLOAD NEW UPDATES?

After purchasing the software subscription and entering the unique code, processing time takes approximately 30 minutes and then software update downloads are available for 365 days after.

IS IT POSSIBLE TO AUTOMATICALLY RENEW MY SUBSCRIPTION?

No, there is no auto-renewal mechanism. However, by purchasing a multi-year subscription you can benefit from a cost savings as well as the ability to have the software updates for longer than 1 year.

DOES KEYLINE ACTIVATE THE SOFTWARE SUBSCRIPTION REMOTELY?

Keyline does not activate any type of software subscription on behalf of the customer. In the case of customers where the management of the key machine is entrusted to third parties (i.e. franchised accounts, etc) or at the specific request of an authorized distributor, the management can be centralized and, therefore, entrusted to a single user administrator in the described above.

HOW DO I PURCHASE A SOFTWARE SUBSCRIPTION IF I HAVE MULTIPLE ELECTRONIC MACHINES?

The system uniquely processes requests by linking the relevant annual subscription to each individual machines serial numbers (one-to-one management). However, the system is designed to automatically manage discounts for customers who subscribe to software subscriptions for multiple key machines.

ARE PRODUCT WARRANTY AND SOFTWARE SUBSCRIPTION TIED TOGETHER?

No, the two are unrelated to each other. The product warranty is valid 2 years from the date of sale. The Liger software updates are free for the first 24 months and then subsequently have a cost based on the subscription timeframe purchased by the customer.

ARE SOFTWARE UPDATES RETROACTIVE?

When you purchase a software subscription you will receive the latest version.

ARE THE SOFTWARE UPDATES LINKED TO THE INDIVIDUAL KEY MACHINE OR THE CUSTOMER WHO SUBSCRIBED?

The subscription is linked to the individual machine serial number and not the customer who subscribed.

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I SUBSCRIBED TO UPDATES AND THEN SOLD MY KEY MACHINE. CAN THE SUBSCRIPTION BE TRANSFERRED?
Since the subscription is linked to the indivdual machine serial numbers, software updates will still be valid if the unit is sold or replaced during the subsciption period. However, the new user should register their account and transfer the serial numbers for warranty and maintenance repair requests.

PRODUCT REGISTRATION (ELECTRONIC KEY MACHINES and DIAGNOSTIC DEVICES)

WHAT IS A KEY MACHINE REGISTRATION AND WHAT IS IT FOR?
Product registration occurs when the customer associates their Keyline account with the key machine serial numbers and therefore becomes the administrator user of the key machine.

HOW DO I REGISTER MY KEYLINE KEY MACHINE?
If you already have a Keyline account, you can register your product directly through the console of your machine. If you do not have a Keyline account, you can create one on our website *http://bit.ly/register_KL* or through the Keyline Cloning Tool App that you can download from this link *http://bit.ly/app_KCT*.

DO I HAVE TO REGISTER EVEN IF I DIDN'T PURCHASE A SOFTWARE SUBSCRIPTION?
Yes, all key machines should be registered starting with the October 2019 software release.

WHAT HAPPENS IF I DON'T REGISTER A NEW KEYLINE KEY MACHINE?
For the purpose of recognizing the product warranty period and total accessibility to software updates, registration is mandatory.

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