

Q & A ELECTRONIC KEY MACHINE SOFTWARE SUBSCRIPTION

For which Keyline key machines models do I need to purchase a software subscription?

All electronic key machines excluding the following models:

- 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

Will there be a paid subscription for 884 Ultegra, 884 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 distributor more than 30 months ago; free updates for all key machines purchased by the distributor less than 30 months ago.

Is there an initial period of free updates for new key machines? What happens next?

Yes, in the initial period (30 months from the date of sale to the distributor), 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 only disables the key machine from receiving additional updates and activating/unlocking any systems that are considered protected.

How will any firmware changes be handled in the future?

Each software release corrects any firmware malfunctions or errors of the previous version. Keyline recommends keeping your key machines up-to-date to minimize the risks of system bugs. These types of issues whether intercepted and/or reported by the customer, are resolved by Keyline with highest priority.

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). 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 software subscription package from your preferred Keyline distributor
- 2) Once Keyline receives the PO, you will receive a unique activation code via e-mail 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 do KeyCoins work?

KeyCoins are a virtual currency for enabling specific Keyline paid updates and features. The KeyCoin amount does not relate directly to a dollar amount but rather to a specific software subscription period. For example, 150 KeyCoins = 1 year software subscription.

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.

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 30 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.

I subscribed to updates and then sold my key machine. Can the subscription be transferred?

Since the subscription is linked to the individual machine serial numbers, software updates will still be valid if the unit is sold or replaced during the subscription period. However, the new user should register their account and transfer the serial numbers for warranty and maintenance repair requests.

PRODUCT REGISTRATION

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?

The registration of the product can be carried out two ways: On the machine screen if the key machine is connected to the internet or you can visit www.keyline-usa.com to register online.

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.

