Q. My drawer is not opening and closing properly—what do I do?

A. Ninety-five percent of the time, this is a sign that the drawer has come slightly off the track. To correct the issue, the drawer must be removed from the track and placed back in. Open the drawer, and then lift the black release levers on both sides of it. This will allow the drawer to disengage from the track. (The drawer will still be attached via a cable; there's no need to disconnect this.) While the drawer is disengaged, fully extend both of the tracks, then place the drawer back onto the track. You will have to manually slide both sides of the track towards the front of the drawer to lock it back into place. Once both sides are locked in, try closing the drawer again. This usually fixes the issue.

Q. How do I register my fingerprint?

A. Click the My Account button, login with your BuildingLink username and password, select Fingerprint Management, and follow the instructions on the next screen called Fingerprint Enrollment. Choose the finger you wish to register and place that finger on the reader and scan it four times (each time you will see your fingerprint on the screen) then click Enroll. Then you'll be directed back to the previous page where you can register more fingers if you wish. Click Done when you're finished.

Q. KeyLink will not let me login to register my fingerprint.

A. Before a user can register their fingerprints and access the system, they must be granted permissions to do so on the main BuildingLink website by a security officer. To grant a user access to KeyLink, log into your BuildingLink web site, click the Other tab on the left side of the screen and select KeyLink. Choose the Permissions tab up top. You will see a list of all your employees; click the Edit Roles button on the far right side next to the employee you wish to grant access to. Check off the KeyLink Roles (Admin, Register/Unregister Keys, Remove/Return Keys and View Reports) you wish to grant and click the Update button to finish. Once the KeyLink system syncs (either once an hour, or on demand by clicking the sync button in KeyLink) the user will be able to use the KeyLink system.

Q. My fingerprint reader works for some people and not others.

A. This is due to dry skin, a small trick to make the reader work is to rub your finger down the side of your nose before using the reader, try it it works! A little grease goes a long way…

Q. How do I register a new key?

A. Touch the Key In button, authenticate either by logging in, or using your fingerprint. The drawer will unlock, open the drawer, and place the Keytag into an empty slot, DO NOT CLOSE THE DRAWER YET. Once a new keytag is placed into a slot, the Register key screen will open; here you can assign the Keytag to a Unit. You can also add a description of the keys on the tag as well. Both fields are searchable when looking for a key. Once done, close the drawer.(Note: you do not have to close the drawer after registering a key, if you want to register another key, simply place it into a slot and the Register Key screen will open)

Q. How do I Unregister a Key from the system.

A. To permanently remove a Key from the system, you must unregister the key.
If the key is still in the drawer, go through the key removal process, and choose UNREGISTER KEY as the reason you are pulling the key. Once the key is removed, a screen will open asking you if you are sure you want to Unregister the key. Say yes. If they key is not in the drawer, you can select the key under the Keys Out section of the main screen. Choose Unregister Key. Once you press Unregister key, you will have to authenticate, and then confirm you wish to unregister the key. If a key that has been Unregistered is returned to the system, the system treats it as a new key, and the Register Key screen will open.

Q. How do I remove a key?

A. To remove a key, click the Key Out button. On the next screen, type in the apartment number of the key you are looking for, click the Key you wish to remove in the search box (note: selecting a key moves it to the right

side of the screen) and click next. Click on the reason that you are removing the key and click Next. Type in the recipients name, have them sign on the signature pad, and take their picture with the webcam, then click the green GET KEY button. This will open the authentication page, login with your fingerprint or BuildingLink user/pass. Once successfully authenticated the drawer will unlock, open the drawer and the key will be lit, remove the key and close the drawer to complete the transaction.

Q. How do I return a key?
A. To return a key, click the KEY IN button. This will open the authentication page, login with your Fingerprint or BuildingLink username. Once authenticated, the drawer will unlock, place the key into any empty slot and listen for the beep, as well at ensure the screen says Key Returned. Close the drawer to complete the transaction.

Q. My fingerprint reader isn't working.
A. First, make sure the Fingerprint Reader is selected by clicking Administration, then Device Configuration and Diagnostics. You will see a dropdown menu for the fingerprint
reader, make sure it is selected. If it is, Unplug the fingerprint reader from the USB hub, plug it into a different port. Restart the KeyLink application and try again.

Q. My webcam isn't working.
A. First, make sure the correct Webcam is selected by clicking Administration, then Device Configuration and Diagnostics. You will see a dropdown menu for the webcam, make sure it is selected. If it is, unplug the webcam from the USB hub, plug it into a different USB port, restart the KeyLink application, and try again.

Q. My Signature pad isn't working.
A. First, make sure the signature pad is selected by clicking Administration, then Device Configuration and Diagnostics. You will see a dropdown menu for the signature pad, make sure it is selected. If it is, unplug the signature pad from the USB hub, plug it into a different USB port, restart the KeyLink application, and try again.

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Q. My drawer's red light is flashing, and the screen says Disconnected.
A. Unplug the drawer from the USB hub, plug it into a different USB port. You can also try powering the drawer off, then back on. Restarting the KeyLink application, or
restarting the PC to re-enable connectivity to the drawer.

Q. My software is Frozen and I can't click anything.
A. Because KeyLink runs in Fullscreen mode, it can sometimes be difficult to close the program if it happens to freeze. To close the program, press CTRL ALT DELETE at the same time on your keyboard. Choose Task Manager from the options listed. Once the task manager opens, click the Applications tab, select KeyLink, and choose End Task. Or Press the Windows key on your keyboard. This will open the start menu, from here you can restart the PC.

Q. How can I pull keys if the KeyLink system is down.
A. In the event of a system failure where the KeyLink application is unavailable, you can still pull keys for your

residents. To do this you will need either an Emergency Keyfob
or the Emergency Release key for the lock in the back of the drawer. Either of these will open the drawer as long as it has power, if the drawer has no power, the Keyfob will
not work. Logon to the Buildinglink website, click the OTHER tab on the left, click the KeyLink tab, then choose the MAP OF DRAWERS tab. This map will show you the locations of all the keys in the drawer. This map is updated once an hour as the KeyLink system syncs with Buildinglink.

Q. The system cannot find a key that we know is in there.
A. Unfortunately there are times where a key will not register when placed into a slot. This can be because the key wasn't fully inserted into the slot, the slot did not read the key correctly, or a few other reasons. To ensure a key is returned properly listen for the audible beep and also check the screen to ensure it reports that a key was returned. To find an orphaned key, open the drawer by clicking on the drawer's icon on the left side of the screen. Authenticate with your login or fingerprint. Open the drawer, on the screen you will see an option to light up all keys in the system, as well as an option to light up all empty slots. If you choose to light up all keys in the system, orphaned keys will not light up. If you choose to light up all empty slots, orphaned keys will light up.

Q. I use the same machine for Buildinglink and KeyLink, I keep having issues with the webcam and signature pad not working in one application.
A. Only one application can use the hardware connected to the system at any given time. If Buildinglink and KeyLink try to use the hardware at the same time, it can result in the camera or signature pad not working at times. We have found the best way to prevent this is to ensure that when you are not working in Buildinglink, the go back to the dashboard screen, leaving the event log open has been known to cause issues.

Q. One of the slots on the KeyLink drawer will not read any Keytags.
A. Call us for a rowboard replacement.

Q. How many keys can we fit on a Keytag?
A. 4 Normal sized keys will fit on a tag, larger keys such as car keys will limit the amount of keys per tag.

Q. We do not have room for the All-in-one PC to fit on our desk, can we install KeyLink onto our existing computer?
A. KeyLink can be installed on ANY PC running Windows 7 64Bit.

Q. What is the Emergency Keys button for?
A. When registering a key, you have the option to designate the key as an Emergency Key. When the Emergency Keys button is pressed, all Emergency Keys will light up to be removed. This can be especially helpful in an emergency where you need to pull out all of your management building keys at once (IE: Front Door Key, Side Door Key, Pool Key, Elevator Key, Lighting Key, Etc)

Q. What is the Temporary Keys button for?
A. Temporary keys are exactly that, keys that will be in the system temporarily. When registering a new key, you have the option to designate a key as an emergency key. The first time a temporary key is removed from the system, it is automatically unregistered from KeyLink. This can be useful if you need to hold a key for a resident for a short period of time then return it to them permanently.

Q. I've added new users to Buildinglink, and also gave them KeyLink permissions, but they cannot login to register their fingerprints.
A. The KeyLink system must be synced with Buildinglink. You can either wait for an automatic sync that happens every hour, or press the SYNC TO BUILDINGLINK button on the main KeyLink screen.