ISSUING REPLACEMENT KEYS

If you are confronted with a user that has a key they think is not working then the quick solution to getting the person operational is to issue a replacement key.

1.   Open your LOKtouch Pro software

2.   Open User tab

3.   Highlight your required user

4.   Click "Unbind" in the lower right hand box

5.   Place a new key on the USB encoder

6.   Highlight the same user and click "Create User Key"

7.   Open the Settings tab

8.   Click "Update Key"

9.   Your replacement key is now ready to use

After following the above steps it is recommended that you refer to 'Reviewing User Key Issues' to review the possible problem with the first key.

Please note if the replacement key is not urgent then you should first follow 'Reviewing User Key Issues' as this may fix the problem without requiring a new key.

LOKtouch™

For more information

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