

GENERAL FREQUENTLY ASKED QUESTIONS

Purchase Price and other Costs

What is the approximate cost of a KeyLink key security system?

Pricing starts at \$13,750 for a one-drawer KeyLink System with a 140-slot capacity, to \$21,250 for a 3-drawer 420-key system. This system price includes all necessary accessories, setup and training, as well as the first year maintenance fee. Discounts are available for existing BuildingLink Subscribers.

What is the approximate ongoing maintenance contract fee, and what does it include? Is it a mandatory fee?

The annual maintenance contract fee is 10% of the non-discounted system price, and includes qualified exchange for any hardware repairs, regular, automated software upgrades, unlimited ongoing remote training and telephone support, and a subscription to KeyLink WebAccess. The first year maintenance fee is included in your system purchase price. It is recommended that you have an annual maintenance contract in place to access KeyLink seamlessly.

How does KeyLink pricing compare to KeyTrak pricing?

Although we believe our system has many advantages over the KeyTrak system and consequently would justify charging a premium over KeyTrak, our efficient manufacturing design allows us to pass some savings on to our customers, and so typically, a KeyLink system would be a bit less expensive than a comparable KeyTrak system. There are also additional discounts available for existing BuildingLink customers. Our annual maintenance fees, set at 10% of the non-discounted system price, is usually less expensive than what Keytrak currently charges for a comparable system's maintenance, and also includes the very valuable KeyLink WebAccess subscription and the various extras described above.

Why are there special discounts for properties currently subscribing to BuildingLink?

Our special discounts are our way of saying "Thank You" to those BuildingLink customers who are extending their relationship with our company into a new area.

System Sizing and Hardware Selection

Which drawer sizes and capacities does BuildingLink offer?

KeyLink offers two drawer sizes, a small 140-slot drawer which has a depth of 21 inches, and a large 224-key drawer which has a depth of 30 inches. Multiple drawers of the same or different sizes can be ordered and combined to achieve the total key capacity you need. (For comparison purposes, KeyTrak also offers a small drawer, which is 17.5"- deep and accommodates 96 slots, and a large drawer which is 30" deep and accommodates 240 slots. When designing our KeyLink system, we concluded that a 21" deep drawer accommodating 140 slots would provide better value and more flexibility than a 17.5"-deep 96-slot drawer would, so we went a different route than they did.)

Which drawer sizes are best for my building, and how many drawers will we need?

While the larger 224-slot drawer takes up less space and is slightly more economical when viewed from a space/cost-per-keyslot basis than the smaller drawer (see the Pricing page), we anticipate that many buildings will want to order multiples of the smaller 140-slot drawer instead of the larger drawer, for the following reasons : (1) The 30" depth of the 224-slot drawer is often an issue for many buildings since the average front desk console typically does not have a countertop that is deep enough to accommodate it either sitting on top of or mounted underneath the countertop. (In buildings that are currently using the KeyTrak 30" drawer, you will often find them sitting noticeably atop additional desks or carts, or else mounted inside a custom-designed front desk specifically built to accommodate a deep drawer.) (2) When installing a 30" deep drawer you must also account for leaving extra clearance on user's side so as to leave room for the drawer to fully extend open (2) Fully opening a 30" drawer to return or remove a key in the rearmost row imposes an extra daily strain on the front desk staff. We therefore expect that many buildings will choose to build their system around 140-slot drawers. For example, if your building requires 400 key slots, you can choose to order three 140-slot drawers vs. two 224-slot drawers. The three 140-slot drawers will cost only \$1,000-\$2,000 more. (Here is where our decision to provide our small drawer with a 140-slot capacity makes a big difference. To build a 400-slot system using Keytrak's 96-key small drawer would require five drawers, as opposed to our three drawers.) When deciding on how many key slots you will require so as to calculate the number of drawers to order, you will typically want to allocate at least one key slot per apartment, a few extra slots for common-area or facility wide keys, and an additional 10-30 slots if you intend to make regular use of the SmartBox chambers for the storing of temporary keys or other objects you wish to secure.

Is it possible to mix and match KeyLink drawers of different capacities within one system?

Definitely. Just plug all the drawers you want to utilize them into a USB hub connected to the controlling PC and you're good to go.

How hard is it to add capacity later on if needed?

It's easy. Simply purchase the additional drawer(s) and SmartTags that you require, plug in the drawers to the USB hub connecting the PC and the other drawers, move some of the existing SmartTags into one or more of the new drawers if desired, and you are done! The first time you open and close any drawer the KeyLink system will re-inventory all drawers and SmartTags and immediately update its database of SmartTag locations.

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Are you contemplating producing KeyLink drawers in any other size(s) or configurations?

Probably. It depends on what we hear from our customers about what their needs are.

Additional Hardware

Must the KeyLink software be run on its own dedicated PC, or is it possible to run it on a PC also running other applications?

KeyLink does not require a dedicated PC, and can be run on the same PC that you use for applications such as elevator monitoring, access control, accounting software, or of course, our own BuildingLink system. However, not every version of Windows will be compatible, and PC's must run Windows 7, 8, or 10 64-bit edition with at least an Intel i5 or better CPU, and at least 4GB of RAM, to be compatible with the KeyLink software.

Do I need an Internet connection to operate a KeyLink system?

Yes, you'll need to have Internet to connect to the KeyLink PC as having an Internet connection allows you to make use of the KeyLink WebAccess solution that is provided as part of your purchase and maintenance contract, which lets you configure and back up remotely your list of apartments, residents and associated SmartTag numbers. Connecting your KeyLink system to the Internet will also allow you to automatically download and install all the latest software versions, tweaks and bug fixes and generate automatic email notifications to residents about their key removals and returns.

Does the KeyLink software require a Touchscreen monitor? What options are available to upgrade to a touchscreen monitor?

The KeyLink software does not require a touchscreen monitor, however the interface is designed to take advantage of touchscreen capabilities, with large buttons easy to press with the touch of a finger, allowing your building staff to quickly perform their key removal and return activities without positioning themselves in front of a keyboard and mouse. The included KeyLink PC has touchscreen capabilities. If you wish to implement a touchscreen interface on your own PC, then you can either purchase a PC that comes with a touchscreen, or on an existing PC you can replace your regular monitor with a touchscreen monitor, or if your current PC supports dual displays you can simply add an additional touchscreen monitor alongside your existing regular monitor.

What is the difference between a SmartTag and a SmartBox?

A SmartTag is a specially designed key tag with a unique iButton identifier that can hold up to four standard size metal keys, usually for a single apartment. The keys are attached relatively permanently via a non-removable rivet through the key hole. A SmartTag and its four keys typically occupy a single key slot in the drawer. A SmartBox is a chamber with one open side which is designed to hold one or more temporary keys or valuable objects that you wish to secure for a short period of time until they are given out, and which will not necessarily be returned. Keys or other objects are placed within the SmartBox chamber but are not secured or riveted to it. A SmartBox chamber can occupy between 3-5 key slots in the drawer, and the chamber is designed such that keys or other objects cannot be removed from the open side of the chamber without first removing the chamber from the

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drawer thereby logging the removal activity into the database.

What other peripherals do you provide or recommend for purchase, with the KeyLink system?

If you wish to record additional information, other than just the name of the person whom the removed key is ultimately being delivered, you may want to purchase and install a signature capture pad (can be purchased from us), and/or any standard PC web cam (can be purchased from us or anywhere), for photo-capture purposes.

Production info, Ordering and Delivery Dates

Where is the KeyLink system actually manufactured and assembled?

You can take satisfaction in knowing that the KeyLink system you purchase will have been built by our carefully-selected U.S.A.-based manufacturing partner, a top-notch ISO9001-certified company with a well-deserved reputation resulting from nearly 50 years of quality, precise manufacturing work, at their 180,000 sq. ft. domestic manufacturing facility. With the exception of aluminum extrusions and injection molding, they are responsible for all of the custom manufacturing, sheet metal fabrication, PCB-board assembly, electrical assembly, robotic welding and finish-painting, and all of the final assembly and testing of each KeyLink system. We are confident that you will be happy with the quality and durability of the system you receive, and in knowing that both we and our manufacturing partner stand behind every system and every component we ship.

If I place my order for a KeyLink system today, when can I expect delivery?

Current demand has exceeded our projections, so we currently have approximately a two-three week backlog. If however you have a very urgent need for a KeyLink system sooner, give us a call (1-877-501-7117) and we will attempt to fit you into the queue at the earliest possible point.

Hardware Repairs and Software Updates

How do I make sure my software is up to date, and how easy is it to install updates?

If the PC that you are running the BuildingLink software upon is connected to the Internet, the KeyLink system checks automatically with our servers for new versions, tweaks, and bug fixes every time you start the KeyLink program, and if updates are available you will be asked whether you wish to download and install the updates. Installing a software update should typically take less than one minute. Through this single-click update process, we intend to keep all KeyLink systems up to date with all the latest features.

Do you handle KeyLink maintenance and repairs yourself or will you be outsourcing it to another service company? If yourself, what level of service can we expect?

KeyLink is directly responsible for handling all remote maintenance and repair work, software upgrades, training and phone technical support as long as you have a paid up annual maintenance warranty plan. We are confident that we will deliver to our customers the highest level of service and responsiveness that our current BuildingLink Subscribers have come to expect of us. Note that we have custom-designed every circuit board, every slot, key

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tag, LED, etc. of the entire KeyLink system, around the concepts of simple reliability, modularity and easy serviceability. For example, in the event that a defective drawer needs replacing, one can simply replace it on the spot, transfer all the keytags; and the system will find all the keytags, and you'd be good to go.

Initial Setup Questions - Hardware, Data, Internet

How long does it take to set up a new KeyLink system, and are there any one time setup charges?

Whether we set up the KeyLink system for you if you're located in Manhattan, NY or you set it up yourself for all other locations, it should typically take no more than 30 minutes, not counting the amount of time it could take you to organize and attach all of your keys to SmartTags using the rivet tool and rivets provided.

Do you provide any hardware for anchoring one or more drawers on top of a desktop console, or for mounting them onto the desktop?

Yes we do. Each KeyLink cabinet comes with pre-drilled holes for attaching various L-brackets that come with your system and that can be used either for securing your drawers to a countertop or to each other, or for under-mounting your drawers underneath the front desk counter.

How far away can the KeyLink drawer(s) be positioned from the PC or the fingerprint scanner?

Since these connections are all USB, there is a generally accepted distance limit for USB cables of 6-8 feet, however the market has also introduced active USB extender cables which can be used should there be a need to situate the KeyLink system components further than 10 feet apart if needed. But, keep in mind that the long distance might interfere with the full KeyLink functionality.

Integrations & Web Access

What is required of me to be able to utilize the KeyLink WebAccess service, or the KeyLink-BuildingLink Integration solution?

The KeyLink WebAccess service and the KeyLink-BuildingLink Integration solution require the "KeyLink Network" software, and require that the PC running your KeyLink software be connected to the Internet.

How does the KeyLink WebAccess Service work, and who is it available to?

The KeyLink WebAccess service is available to all customers at no extra charge, as part of their annual maintenance warranty. KeyLink WebAccess is a web database and portal that syncs at specific intervals with the KeyLink system's local database. The KeyLink Web Access service allows authorized users to remotely update their resident and apt. info without needing to physically be present at the site of their KeyLink system and computer (for easy, handling move-ins and move-outs), and to set Employee access permissions for the KeyLink system. It also automatically maintains an online (offsite) back-up of their current SmartTag Registrations file (containing all current SmartTags and their associated apt. #s), for quick lookup of where to find any key in the event there is a PC malfunction, or to speed system recovery in the event of a PC crash. KeyLink WebAccess can

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also be configured to email management automatically when any alert conditions occur, or to email nightly or weekly activity reports to management.

My building is a current subscriber to BuildingLink. What is the relationship between the KeyLink System and BuildingLink systems, and do they integrate with each other?

Although, the KeyLink system and the BuildingLink system are separate systems, we have designed them to integrate seamlessly, such that any BuildingLink changes to apartments, residents, employee permissions are automatically downloaded to and updated on your KeyLink system. And all activity at the KeyLink system (key withdrawals, employee enrollments, webcam photos of the persons receiving the keys) are automatically uploaded to BuildingLink, where it can be searched or viewed. And all desired notifications (i.e. sending a text message to a resident when their keys are removed or returned) are passed from KeyLink to BuildingLink for execution. When paired together, KeyLink and BuildingLink's level of integration makes them truly feel like a single system.

Emergencies / System Recovery

How can I retrieve my administrator password if it is lost?

You can contact our Main Support Team for assistance on this at support@buildinglink.com or call 877-501-7117.

How can I get my residents' keys out of a locked drawer in the event of a power loss or system malfunction?

The back of each KeyLink drawer provides access to the drawer lock which can be opened by the manual override key you are given. The manual override key can typically be kept secure in the resident manager's or superintendent's possession.

After I open a drawer with the manual override key, how can I identify which apartment keys are in which slot, in the event of a power loss or system malfunction?

If your PC is not working, you can view a KeyLink Map by plugging in the backup USB key into a different computer and opening up the Backup file which will identify for you which apartment is associated with each key in each slot/row/drawer. If you are using the KeyLink-Network software version that includes WebAccess, you can also lookup this information on any computer by logging in to your online WebAccess database and displaying or searching the KeyLink Map of Drawer(s), or call us for support (1-877-501-7117).

In the event of a system failure, what is involved in replacing the equipment and reloading the setup data?

If your PC and KeyLink software are still working but a KeyLink drawer is malfunctioning, you simply need to replace either a row board or the KeyLink drawer and transfer the SmartTags to the new board or drawer. Their registration identities are preserved, and the KeyLink software will automatically discover and map the new locations of all SmartTags. In the event your PC fails irreparably (and consequently all of your local KeyLink data is lost), you will first need to set up a new PC, download the KeyLink software from our Internet server, and plug in the KeyLink drawer(s) and peripherals. If you have been utilizing the KeyLink WebAccess service, you can then

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download to the new PC all of your SmartTag registrations, apartments and resident names, and continue to use the system as before. While irreparable PC crashes are rare, they do happen, and this highlights the value of utilizing the WebAccess service for those occasions.

What happens if I lose my Internet connection temporarily?

The WebAccess service and the KeyLink-BuildingLink Integration solution are designed so that they will not "break" if Internet connectivity is temporarily lost. All activity and data continues to be cached locally and is uploaded or synched when the Internet connection is restored.