Key Wizard Questions & Answers

Question	Answer
Access Levels, Multiple (See: Password, Multiple Levels)	
Angle Tracking – Can the software track Medeco angles?	Yes, Key Wizard tracks both Original and Biaxial angles, including double cuts.
Attempts To Automatically Number This Record Have Failed. Error: Creates Duplicate Key {40}. Try Again?	This error message indicates there is a blank record on the Keys Screen. Go to the Key Screen and look for a blank line. Right click on the blank line and then click **Delete Selected Record**. When pop-up screen asks: "Are you sure you want to delete selected record?", click **Yes**.
Authorization Forms, Customizing – Can the Key Authorization Forms be customized by the user?	Yes, a limited amount of customizing can be done to the Key Authorization Forms by going to "Set-up/Maintenance", "Auth. Forms" and then clicking on "Add New" or "Change". A company or institution logo can also be imported. The installation set-up wizard prompts user for a logo when the software is installed for the first time.
Authorization Forms Won't Print – (See: Printer Won't Print	
Auto Increment Error – Attempts to automate # records have failed. Error creates duplicate key. Retry: Yes/No	1. Answer "**NO**" to Retry message. 2. Select "**Utilities**" from the Tool Bar located at the top of the screen 3. Select "**File Manager**" 4. Select "**Key Log**" 5. Select "**Build**" and a progress screen will pop-up momentarily 6. Select **"Done"** This should eliminate the error message and allow you to continue to add/issue keys.
Automatic Key Machine, Downloading Bittings (See: Downloading to Key Machine)	
Bit – How many bit system is Key Wizard?	Key Wizard is a 32 Bit system.
Bittings, Key, Turn Off - Can the requirement to input key bittings be turned off?	Yes, the requirement to include key bittings on the Keys screen can be turned off in version 3.0 or later. Earlier versions do not have the option of turning off key bittings.

Key Wizard Questions & Answers

Question	Answer
Bitting List Importing (see Importing Master Key Systems)	
Brochures (See Literature)	
Case Sensitive, Password/Login – Is the software password/login case sensitive?	The password & login for demo disks and the initial password & login for the full working version of the software is "**admin**". The password is not case sensitive.
Changing Field Name (See: Customizing Field Names)	
Code Machine, Download (See: Download to Key Machine)	
Compatible with Intranet - Will Key Wizard work on an Intranet?	Yes, an intranet and a network are basically the same. Use the Key Wizard network version for intranet applications
Compatible With Which Manufacturers (See: Manufacturers Supported)	
Computer System Requirements	*Minimum System Requirements:* 350 MHz Processor 60 MB Hard Disk Space (17 MB without help files) Windows XP, 7, 8 16 MB RAM CD Dive Mouse Pointing Device *Recommended for Better Performance:* 500 MHz Processor 70 MB Hard Disk Space (27 MB without help files) Windows XP, 7, 8 64 MB RAM CD Drive Mouse Pointing Device
Customized Key Authorization Forms (See: Authorization Forms, Customizing)	
Customized Reports – Can Key Wizard reports be	No, Key Wizard is a "ready made" key control software package that does not provide customization. However, specific requests

Key Wizard Questions & Answers

Question	Answer
customized for specific customer requirements?	should be forwarded to the Key Wizard Tech Support department. If enough customers request certain features or functionality the changes will be made to future versions of the software.
Customizing Field Names – Can field names be changed or customized?	No, field names cannot be changed or customized.
Cut Sheets (See: Literature)	
Cylinder Pinning (See: Pinning Calculator)	
Data Encryption (See: Encryption & Passwords)	
Demo Disk Expiration – Do the Demo disks expire?	The earlier versions of the Demo disk expired 45 days after they were installed and they could not be renewed. The current Demo disks do not expire. They contain a full working version of the software with complete functionality. The number of records are limited as follows: End Users – unlimited, MK Systems – unlimited, Keyholders – 20, Keys – 20, Locations – 20, Cylinders: 20.
Demo Disk Functionality – Does the demo disk contain all the working functions of the full version of the software?	The demo disk contains a full working version of the software with complete functionality. The number of records are limited as follows: End Users – unlimited, MK Systems – unlimited, Keyholders – 20, Keys – 20, Locations – 20, Cylinders - 20.
Demo Disk Network Version (See: Network Version of Demo Disk)	
Demo Downloading From Web (See: Downloading Software From Web Site)	
Directory Path Setting for Network (See: Network, Directory Path Setting)	
Downloading Software From Web Site – Can Key Wizard Software be downloaded from a web site?	A free demo version of the software can be downloaded by going to www.keywizard.net and clicking Download Free Demo. The file is 17.5 MB and takes approximately 40 minutes to download using a 56K modem or 3 minutes using DSL or cable.
Downloading Reports (See: Reports, Downloading)	

Key Wizard Questions & Answers

Question	Answer
Downloading to Key Machine - Will Key Wizard download key cuts (bittings) to a key machine?	Yes, key bittings and angles can be downloaded to an ITL 9700 code machine. This is currently the only code machine that can be used.
Encryption – Are Key Wizard files encrypted?	Yes, critical data files are encrypted. The encryption method is the one used by Clarion programming software.
End User, What is It – What is meant by an End User and what information do you put in that field?	An End User is the company, facility or institution that is the actually using the software. The locksmith dealer or distributor is typically **not** the end user. For example if St. Joseph's Hospital purchased the software from AAA Distributor, the name St. Joseph Hospital would be entered in the end user field.
Error Code 40 – See Attempts to Automatically Number…	
Expiration of Demo Disks - Do the Demo disks expire?	The earlier versions of the Demo disk expired 45 days after they were installed and they could not be renewed. The current Demo disks do not expire. They contain a full working version of the software with complete functionality. The number of records are limited as follows: End Users – unlimited, MK Systems – unlimited, Keyholders – 20, Keys – 20, Locations – 20, Cylinders - 20.
Exporting Key Systems – Can Key Wizard Export Key Systems enter into the Key Wizard database?	Yes. A locksmith dealer can enter an end user's key system information into Key Wizard and then export it to a disk. The end user can then import the information from the disk into their copy of Key Wizard. The entire key system would then be taken over by the end user. The software is designed for a one-time transfer only. Key Wizard does not have synchronization capabilities and is not designed to transfer/update information back and forth between the end user and locksmith dealer. Export is available in versions 3.0 or later by going to **Utilities**, **Import Export**, **Export** and then **Key Wizard Key Systems**.
Exporting to Key Machine (See: Downloading to Key Machine)	.
Exporting Locations – Can Key Wizard export locations that have been entered into the Key Wizard database?	Yes. A locksmith dealer can enter an end user's location information into Key Wizard and then export it to a disk. The end user can then import the information from the disk into their copy of Key Wizard. The entire system would then be taken over by the end user. The software is designed for a one-time transfer only.

Key Wizard Questions & Answers

Question	Answer
	Key Wizard does not have synchronization capabilities and is not designed to transfer/update information back and forth between the end user and locksmith dealer. Export is available in versions 3.0 or later by going to **Utilities**, **Import Export**, **Export** and then **Locations**.
Exporting Reports (See: Reports, Downloading)	
Field Names, Customizing (See: Customizing Field Names)	
File Based – Is the network version of Key Wizard file based or does it run processes on the server/network?	The network version of Key Wizard should be installed on each local PC for faster operation. Installing the software on the server/network is recommended but not mandatory. That decision should be left up to each end user's Network Administrator. If the software is **not** installed on the server/network, only the data files (keys, keyholders, locations, etc.) would be accessed from the server/network. Key Wizard is a file-based program. An example of a file-based program is Microsoft Access. Key Wizard software was written in Clarion, a 4th generation programming language which is similar to Visual Basic and runs at a speed comparable to C++.
File Directory Path for Network – (See: Network Directory Path Setting)	
Floor Plan, File Types	When the floor plan feature is available (the date has not been set yet), users will be able to import image files such as JPEG and Bitmap.
Floor Plan, Does it Work – Does the floor plan feature work?	No, currently the floor plan feature is not operational. Future versions of Key Wizard will incorporate this functionality but no date has been set yet.
French Version – Is Key Wizard currently available in a French version?	No, Key Wizard is currently not available in a French version and there are no immediate plans to produce one. Please notify the Key Wizard Tech Support Department whenever you receive a request for a French version. If there are enough requests, a French version will be considered.

Key Wizard Questions & Answers

Question	Answer
How Many End Users Will Key Wizard Track?	Key Wizard can track an unlimited number of end users. The number is limited only by the file capacity of the computer the software is being used on.
How Many Users on Network Version - How many users are allowed with the network version?	The network software license agreement allows an unlimited number of users. The number of users that can simultaneously access the network version of Key Wizard is limited only by the bandwidth of the network that is being used.
Importing Bitting Lists (See: Importing Master Key Systems)	
Importing Employee Lists (See: Importing Keyholders)	
Importing Keyholders – Can a list of keyholders be imported into Key Wizard?	Yes, in version 3.0 or later, if they meet a very specific format. Lists of keyholders to be imported must be in an Excel format with comma separated values and they must have specific column headings. The headings must include: personal num, first name, last name, address, address 2, city, state, zip, home phone, office phone, fax num, pager num, mobile phone, email address, dept, salutation, title. A sample file format with column headings is available from Key Wizard Tech Support. Key Wizard does **not** provide a service to input customer's data or convert files to an Excel format.
Generating Master Key System (See: Master Key System Generation)	
Hard Disk Space (See: Computer System Requirements)	
Headings, Changing (See: customizing Field Names)	
Help Files, Printing (See: Printing Help Files)	
History of Keys – Does Key Wizard provide a running history record of everyone that was ever issued a particular key?	Yes, in version 4.0 or later. Clicking Utilities, Access Audit Trail and selecting the end user accesses this information.
Importing Names (See: Importing Keyholders)	

Key Wizard Questions & Answers

Question	Answer
Installing on More Than One Computer – Can Key Wizard be installed on more than one computer?	Yes, but only if the Network version is being used. The license agreement for the stand alone or single PC version only allows the software to be installed on one computer at a time. The network license allows the software to be installed on an unlimited number of computers as long as they're all used by the same end user.
Installing on Network – (See: Network, Directory Path Setting)	
Instruction Manual – Is there a printed user guide or an instruction manual available?	No, currently there is no printed instruction manual or user guide. There are extensive pop-up tool tips that will come up when the cursor pauses over critical fields on screen. A printed and on screen Quick Start Guide lists the steps required to enter data into the program. Extensive help files are also included with the software. Note that help files are available only if they were installed during the initial installation of the software. The installation CD contains printable Help files. To print the Help files, place the Key Wizard CD in your CD drive. Auto run will attempt to automatically install the software. You do not want to install the software at this time. Click **Cancel**. When pop-up screen asks: 'Are you sure you want to cancel?', click **Yes**. From the desktop, double click **My Computer**. Right click the **Drive Letter** that contains the Key Wizard CD and then click **Explore**. Double click **Printable Help File Folder**. Double click **Key Wizard.pdf file**. Click on **File** and then click **Print**. The Help File contains 120 pages.
Intranet, Will it Work On – Will Key Wizard work on an Intranet?	Yes, an intranet and a network are basically the same. Use the Key Wizard network version for intranet applications.
Key Bittings, Turn Off – Can the requirement to input key bittings be turned off?	Yes, the requirement to include key bittings on the Keys screen can be turned off in version 3.0 or later. Earlier versions do not have the option of turning off key bittings.
Key Cutting, Download to Key Machine (See: Downloading to Key Machine)	
Key History (see History of Keys)	
Keyholders, Importing (See: Importing Keyholders)	

Key Wizard Questions & Answers

Question	Answer
Key Rings – Can key rings be tracked with Key Wizard	Key Wizard does not directly support key rings. As a work around, the user can enter key rings as a type of keyholder and then assign keys to that keyholder/key ring. A key ring feature is being considered for a future version but no timetable has been set.
Key Symbol Importing (See: Importing Master Key Systems)	
Keys, Transferring from One Keyholder to Another – Can you transfer keys directly from one keyholder to another without having to return them to inventory?	No, due to the nature of the audit trail, keys must first be shown as being returned before they can be issued to another keyholder.
Labels, Changing (See: Customizing Field Names)	
Languages, Other Than English – Is Key Wizard available in languages other than English.	No. There are no plans to produce Key Wizard in any language other than English.
Language, Programming – What programming language was Key Wizard written in?	The Key Wizard software was written in Clarion, a 4th generation programming language which is similar to Visual Basic and runs at a speed comparable to C++.
Levels of Keying **(See: Master Key System Size)**	
Literature – What type of literature is available?	Contact your supplier for literature and additional product information.
Load Monarch Printer Error Message – (See: Printer Won't Print)	
Lockup, Importing Files – Can Lockup files be importing into Key Wizard?	No, not at the present time. This may be considered for a future version of Key Wizard but no timetable has been set.
Login - What is the password for starting the Key Wizard software?	The password & login for demo disks and the initial password & login for the full working version of the software is "**admin**". The password is **not** case sensitive.
Login, Multiple Login Passwords (See: Password, Multiple Levels)	
Macintosh Computers –	No, Key Wizard is designed to work on PC based computers only.

Key Wizard Questions & Answers

Question	Answer
Will Key Wizard work on Macintosh Computers?	There are no plans to design Key Wizard to work on Macintosh computers.
Maintenance Fee – How much is the yearly tech support fee?	Free tech support is provided for the first year. This includes unlimited phone support and free upgrades. After the first year, the tech support fee is $133.50 net. The user will receive an invoice directly from Key Wizard after they have had the software for approximately 11 months. The tech support fee includes 12 months of unlimited telephone support and free upgrades. If the user has not paid the tech support fee and phones for technical support, they will be charged a $35.00 per incident fee which they will need to pay for with a credit card.
Manual – (See: Instruction Manual)	
Manufacturers Supported – Which manufacturers key systems will work in Key Wizard.	Key Wizard will work with most major lock manufacturers that use up to seven pin positions for key bittings. Key Wizard also accepts Medeco Original and Biaxial angles including double cuts. Key systems produced by manufacturers that use more than 7 bitting position (or use additional letters) will work in Key Wizard version 3.0 or later, but only if key bittings are completely turned off. This requirement does not apply to Medeco key systems.
Master Key ID, What is It – What is the master key ID, what is it used for and where does the number come from?	The master key ID number identifies each individual master key system. In order for Key Wizard to track each master key system separately, each Master Key ID number must be unique and must be filled in. Users can come up with their own alphanumeric number or they can use the number supplied by the lock manufacturer who wrote the master key system. Manufacturers sometimes call this number a master key registration number or a registry number.
Master Key System Generation – Will Key Wizard generate a master key system?	No, Key Wizard will not generate a master key system. Key Wizard was designed as a key management software package that tracks keys, keyholders, location and hardware. Master key systems that are in a specific format can be imported into key wizard. See "Master Key Importing".
Master Key System Importing - Can master key systems generated by a lock manufacturer be imported into Key Wizard?	Yes, if they meet specific a very specific format. Master key systems to be imported must be in an Excel format with comma separated values and they must have specific column headings. The headings must include: MK system ID, sort order code, key symbol field one, key symbol field two, complete key symbol, blind code, key description, manufacturer, keyway, individual bitting positions, bitting search and number of pins. A sample file format with column headings is available from Key Wizard Tech Support. Key Wizard does **not** provide a service to input

Key Wizard Questions & Answers

Question	Answer
	customer's data or convert files to an Excel format.
Master Key System Size – How large of a master key system can Key Wizard handle?	Key Wizard will support up to 8 levels of keying with an unlimited number of keys under each level.
Multiple Access/Security Levels (See: Access Levels)	
Network Directory Path Setting - How do you set the directory path for saving data files on a network drive?	Install the software on each local computer and the network server. Installing the software on each local computer will provide the best performance. The installation will create a Key Wizard icon on the desktop. From each of the local computers, right click on the Key Wizard icon. From the list, select "Properties" and then change the "Start in" path to point to the network server directory where the data files for Key Wizard will be stored. For example, the "Start in" command may read something similar to this: \\Server\C\ProgramFiles\KeywizN\Data.
Network Installation – (See: Network, Directory Path Setting)	
Network, Processes Run On (See: Processes Run on Server/Network)	
Network Registry, Write To (See: Registry, Write To, On Server/Network)	
Network Version of Demo Disk - Is there a network version Demo disk available?	No, the Demo disk is only available in a single user "stand alone" version. There are no plans to produce a network version of the Demo disk.
Network Version, Number of Users – How many users are allowed with the network version?	The software license agreement allows an unlimited number of users.
Number of End Users – How many End Users can be tracked with Key Wizard?	Key Wizard can track an unlimited number of end users. The number is limited only by the file capacity of the computer the software is being used on.
Number of Master Key Systems – How many	Key Wizard can track an unlimited number of master key systems. The number is limited only by the file capacity of the computer the

Key Wizard Questions & Answers

Question	Answer
master key systems can Key Wizard keep track of?	software is being used on.
Number of Users, Network Version – How many users are allowed with the network version?	The network software license agreement allows an unlimited number of users. The number of users that can simultaneously access the network version of Key Wizard is limited only by the bandwidth of the network that is being used.
Part Numbers – (See: Versions)	
Password – What is the password for starting Key Wizard software?	The password & login for demo disks and the initial password & login for the full working version of the software is "**admin**". The password is **not** case sensitive.
Password, Multiple Levels – Does Key Wizard provide multiple levels of password protection?	Yes, users can be given different levels of access or password protection to view all records, edit records or assigned no view. This access criterion can be assigned to information or tasks such as: view key bittings, generate keys, issuing keys, keyholder access and viewing or editing keyholders. Access levels or password protection is a global feature that applies to all master key systems for a specific end user. That means if a user is given the privilege to view keyholder access, they will be able to view keyholders for all departments in every master key system for that particular end user. Key Wizard is not able to restrict access by individual master key systems or departments.
Path, Directory Network Setting – (See: Network Directory Path Setting)	
Phone Number (See: Technical Support)	
Pinning Calculator – Is there a pinning calculator?	A pinning calculator is available in versions 4.0 or later. The pinning calculator will provides pinning for the following: Universal 5 and 6 pin, Medeco 5 and 6 pin, KeyMark conventional 5, 6 and 7 pin and KeyMark IC 5, 6 and 7 pin cylinders.
Printer Won't Print – Printer won't print receipts or authorization forms	For Authorization Forms, go to **Utilities, Preferences, Large Form Printer Set-up, Form Printer,** click **Printer Icon** and **Select Printer** you want to print the Authorization Form. Select **Number of Copies**. Note: if default is left at 0, no receipts will be printed. For Small Key Issue/Return Receipts, go to **Utilities**, **Preferences**, **Small Receipt Printer Set-up**, **Receipt Printer**, click **Printer Icon** and **Select Printer** you want to print the Key Issue/Return Receipt. Select **Number of Copies**. Note: if the default is left at 0, no receipts will be printed. Printing of the Small Key Issue/Return Receipts generally requires a special "point of purchase" credit card type of receipt printer. The Epson model

Key Wizard Questions & Answers

Question	Answer
	TM-8811 is recommended. It can be purchased from R-Cubes Service and Sales Inc. Dallas, TX, phone: 972-243-3830, web site: www.rcubed.com. If a full size printer is used to print the Small Key Issue/Return Receipts, a printer error message: "Load Monarc" will be given. The reset or continue button on the printer should be pressed and the Small Key Issue/Return Receipts will then print on part of an 8-1/2" x 11" piece of paper.
Printing Help Files	1. Place software CD into CD-ROM drive. 2. If software tries to install automatically, click **Cancel**. When it asks: Are you sure you want to cancel? click **Yes**. 3. From the desktop, double click **My Computer**. 4. Right click on the drive letter of your CD-ROM drive. Be careful not to double click as this will start the software, which you do not want to do at this time. 5. Click **Explore**. 6. Click **Printable Help** file folder. 7. Double click **Key Wizard.pdf** file. 8. Click on **Printer** icon. 9. Select **Print Range**. Printing **All** will produce 120 pages. Keep in mind that these are the help files and are not an instruction manual.
Process Based (See Processes Run on Server/Network)	
Processes Run on Server/Network – Does the network version run processes on the server/network or is the software file based?	The network version of Key Wizard should be installed on each local PC for faster operation. Installing the software on the server/network is recommended but not mandatory. That decision should be left up to each end user's Network Administrator. If the software is **not** installed on the server/network, only the data files (keys, keyholders, locations, etc.) would be accessed from the server/network. Key Wizard is a file-based program. An example of a file-based program is Microsoft Access. Key Wizard software was written in Clarion, a 4th generation programming language which is similar to Visual Basic and runs at a speed comparable to C++.
Programming Language – What programming language was Key Wizard written in?	The Key Wizard software was written in Clarion, a 4th generation programming language which is similar to Visual Basic and runs at a speed comparable to C++.
Protection of Files (See: Encryption and Password)	

Key Wizard Questions & Answers

Question	Answer
Receipts Won't Print (See: Printer Won't Print)	
Registry, Write To, On Server/Network – Does the Network version of Key Wizard write to the registry on the server/network?	The software is installed on and runs from each local PC. The software writes the install path, HKEY_LOCAL_MACHINE>>SOFTWARE>>DiamondSoftware, to the registry of the local PC. The software is typically not installed on the network and as a result only the data files (keys, keyholders, locations, etc.) are written to the network drive.
Reports, Customizing - Can Key Wizard reports be customized for specific customer requirements?	No, Key Wizard is a "ready made" key control software package that does not provide customization. However, specific requests should be forwarded to the Key Wizard Tech Support department. If enough customers request certain features or functionality the changes will be made to future versions of the software.
Reports, Downloading - Can reports be downloaded or exported?	No, not at the present time. This feature will be considered for future versions but no timetable has been set.
Requirements for Running Software (See: Computer System Requirements)	
Run Processes on Server/Network (See: Processes Run on Server/Network)	
Security Levels (See: Access Levels)	
Sequentially Numbering Keys – Can sequentially numbering of keys be assigned by user?	Serial numbers (also called sequential numbering of keys) is done automatically by Key Wizard. If a user wants to assign a specific sequential number/serial number to a keyholder, they would have to wait until that particular sequential number/serial number is next in line in the software. They can then enter the keyholders's name to assign it to that particular sequential number/serial number. There is also an optional ID Field and a Blind Code # Field that could be used to input a sequential number/serial number of the user's own choosing.
Serial Numbers, Manual Assignment – Can key serial numbers be assigned by user?	Serial numbers (also called sequential numbering of keys) is done automatically by Key Wizard. If a user wants to assign a specific sequential number/serial number to a keyholder, they would have to wait until that particular sequential number/serial number is next in line in the software. They can then enter the keyholders's name to assign it to that particular sequential number/serial number. There is also an optional ID Field and a Blind Code # Field that

Key Wizard Questions & Answers

Question	Answer
	could be used to input a sequential number/serial number of the user's own choosing.
Server, Processes Run On (See: Processes Run on Server/Network)	
Server Registry, Write To (See: Registry, Write To, On Server/Network)	
Seven Pin Systems (Will Key Wizard handle 7 pin systems?	Yes, Key Wizard will accommodate 7 pin keys.
Size of MK System (See: Master Key System Size)	
Small Receipts Won't Print (See: Printer Won't Print)	
Software, Downloading Demo Version (See: Downloading Software From Web Site)	
Software Language - What programming language was Key Wizard written in?	The Key Wizard software was written in Clarion, a 4th generation programming language which is similar to Visual Basic and runs at a speed comparable to C++.
Sold By – Who sells Key Wizard	Key Wizard is sold by: Medeco, Assa, Corbin Russwin, Yale and Sargent. Other sister companies may offer it in the future. With the exception of the CD case cover, the software is exactly the same for all companies.
Support (See Technical Support)	
Support Fee (See: Technical Support Fee)	
System Requirements (See: Computer System Requirements)	
Technical Manual (See: Instruction Manual)	
Technical Support	The toll free number for Key Wizard technical support is 1.800.610.1700. Support hours are 8 a.m.–5 p.m. EST, Monday-Friday. A direct Assa Abloy group company handles support in house.
Technical Support Fee -	Free tech support is provided for the first year. This includes

Key Wizard Questions & Answers

Question	Answer
How much is the yearly tech support fee?	unlimited phone support and free upgrades. After the first year, the tech support fee is $133.50 net. The user will receive an invoice directly from Key Wizard after they have had the software for approximately 11 months. The tech support fee includes 12 months of unlimited telephone support and free upgrades. If the user has not paid the tech support fee and phones for technical support, they will be charged a $35.00 per incident fee which they will need to pay for with a credit card.
Thirty-two Bit – Is Key Wizard a 32 bit system?	Yes Key Wizard is a 32 bit system.
Tracking Angles – Can the software track Medeco angles?	Yes, Key Wizard tracks both Original and Biaxial angles, including double cuts.
Transferring Keys from One Keyholder to Another – Can keys be transferred directly from one keyholder to another without having to return them to inventory?	No, due to the nature of the audit trail, keys must first be shown as being returned before they can be issued to another keyholder.
Turn Off Key Bittings – (See: Key Bittings, Turn Off)	
Types of Software (See: Versions)	
Upgrades, How Often – How often will upgrades be released?	There are plans to release upgrades 1-2 times per year. Free upgrades are automatically sent for the first 12 months after the software is purchased. After that it will automatically be sent to each customer that has paid the yearly maintenance fee of $133.50.
User Guide (See: Instruction Manual)	
Users, Number on Network – How many users can use the network version of the software at the same time?	The network software license agreement allows an unlimited number of users. The number of users that can simultaneously access the network version of Key Wizard is limited only by the bandwidth of the network being used.
Versions – What versions of Key Wizard are available?	Key Wizard is available in a Single PC version and a Network version. The Single PC version allows user to install the software on one computer only. The Network version can be installed in a network environment or on multiple individual PCs as long as they are all for the same user. A Demo CD is also available.

Key Wizard Questions & Answers

Question	Answer
Warranty – What is the warranty on Key Wizard?	The software license agreement states that the software has a 90-day limited warranty against defects in material and workmanship under normal use. If a customer wishes to view the license agreement the can go to Key Wizard **Help**, **About Key Wizard**, and **View License Agreement.**
32 Bit – Is Key Wizard a 32 bit system	Yes, Key Wizard is a 32-bit system.
Windows XP – Will Key Wizard work with Windows XP?	Yes, Key Wizard will work with Windows XP.
Windows 7 – Will Key Wizard work with Windows 7?	Yes, Key Wizard will work with Windows 7.
Windows 8– Will Key Wizard work with Windows 8?	Yes, Key Wizard will work with Windows 8.
Works With Which Manufacturers (See: Manufacturers Supported)	
Write To Registry On Server/Network **(See: Registry, Write To, On Server/Network)**	
Yearly Maintenance Fee - How much is the yearly tech support fee?	Free tech support is provided for the first year. This includes unlimited phone support and free upgrades. After the first year, the tech support fee is $133.50 net. The user will receive an invoice directly from Key Wizard after they have had the software for approximately 11 months. The tech support fee includes 12 months of unlimited telephone support and free upgrades. If the user has not paid the tech support fee and phones for technical support, they will be charged a $35.00 per incident fee which they will need to pay for with a credit card.