

KeyLink

by BuildingLink™

PRODUCT SPECIFICATIONS & SETUP GUIDE



Note: The PC image on this page is for illustration purposes and may not represent the available model. Specifications and designs are subject to change without notice. For detailed information on the current PC model and specs, please refer to page 3.

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DELL OPTIPLEX 7410 ALL-IN-ONE WITH TOUCH SCREEN

SPECIFICATIONS

- Intel Core i5-10500T
- 8GB 2666MHz DDR4 Memory
- M.2 128GB Solid State Drive
- 21.5" 1920x1080 Touch Screen
- Intel WiFi 6 AX200 2x2 (Gig+) + Bluetooth5
- Standard Keyboard/Mouse (Wired)

PORTS

- 6 External USB Ports (1 USB-C Port)
- 1 RJ-45 Port
- 1 DisplayPort 1.4 Output Port
- 1 Universal Audio Jack

DIMENSIONS

- Height w/o stand: 13.95" (35 cm)
- Height w/ fixed stand: 16.5" (41.9 cm)
- Width: 21.26" (54 cm)
- Weight w/ stand: 20.25 lbs. (9.19 kg)

POWER

- 130W Integrated Power Supply Unit with Type B Electrical Plug

Customers can choose to opt out on our included KeyLink PC and purchase their own PC. Please be sure that it meets the recommended system requirements (see right) to be compatible with the KeyLink software. A \$500 credit will reflect on the invoice after system delivery.

CUSTOMER-PROVIDED KEYLINK PC SYSTEM REQUIREMENTS

- Operating System: Windows 10 or newer (must be 64-bit version)
- CPU: Intel i5 or equivalent and higher
- Hard Drive: 120GB or more (SSD recommended)
- RAM: 8GB or more (16GB recommended)
- Screen Size: 17-inches (19" or larger recommended)
- Touchscreen: Touch interface is not required but can provide optimal user experience
- Optional: Drill a hole/grommet on the desk for cables to pass through.

KEYLINK DRAWER SPECIFICATIONS



140 - KEY DRAWER

DIMENSIONS

20.8"D X 21.4"W X 7.6"H

WEIGHT

45 LBS WITHOUT KEYS & TAGS

224 - KEY DRAWER

DIMENSIONS

30.3"D X 21.4"W X 7.6"H

WEIGHT

65 LBS WITHOUT KEYS & TAGS

Every KeyLink System includes:

- KeyLink Software
- BuildingLink Integration/Connector for BuildingLink
- All-In-One Touchscreen Computer
- Heavy Duty Fingerprint Scanner
- SmartTags, Rivets, Rivet Gun, Rivet Cutter
- KeyLink Transporter Key Rings
- Drawer Power Cord and USB Cable w/ Retention Screws
- USB Hub (multiple ports)
- USB Backup Drive
- L-Brackets and U-Brackets (to attach drawers together or secure to a surface if desired)
- Manual Override Key (to unlock from the rear in case of a power outage)
- Red Emergency Key Fob (to unlock from the front in case of a drawer disconnection or PC failure)
- Domestic Shipping & Handling (International Shipping and Customs Clearance at Additional Charge)
- Worldwide Remote Installation and Optional Virtual Training

KEYLINK INSTALLATION RECOMMENDATIONS

- Be sure to allow some wiggle room to get the system into the space and run the cabling from drawer(s) to PC.
- Power Requirement: The KeyLink system supports 110/220/240 volts following US standards. Please check your local power system compatibility and secure any required adapters or converters.
- Below are some useful links for your reference:
Website - www.keylinkusa.com
Customer Support – support@buildinglink.com / 877-501-7117 ext . 0
KeyLink Online Help Database - help.buildinglink.com/using-keylink

KEYLINK COMPONENTS

STANDARD KEYLINK COMPONENTS



KeyLink PC



KeyLink Drawer
(rear view)



Fingerprint
Reader



USB Hub



SmartTags



Rivets



Emergency FOB



Manual
Override Key



KeyLink
Transporter



USB Backup Drive



Power Cord



USB Cable



Rivet Gun



Rivet Cutter

OPTIONAL KEYLINK COMPONENTS



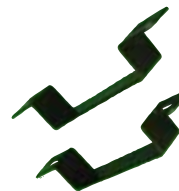
Signature Pad



Web Cam



SmartBoxes



U-Brackets

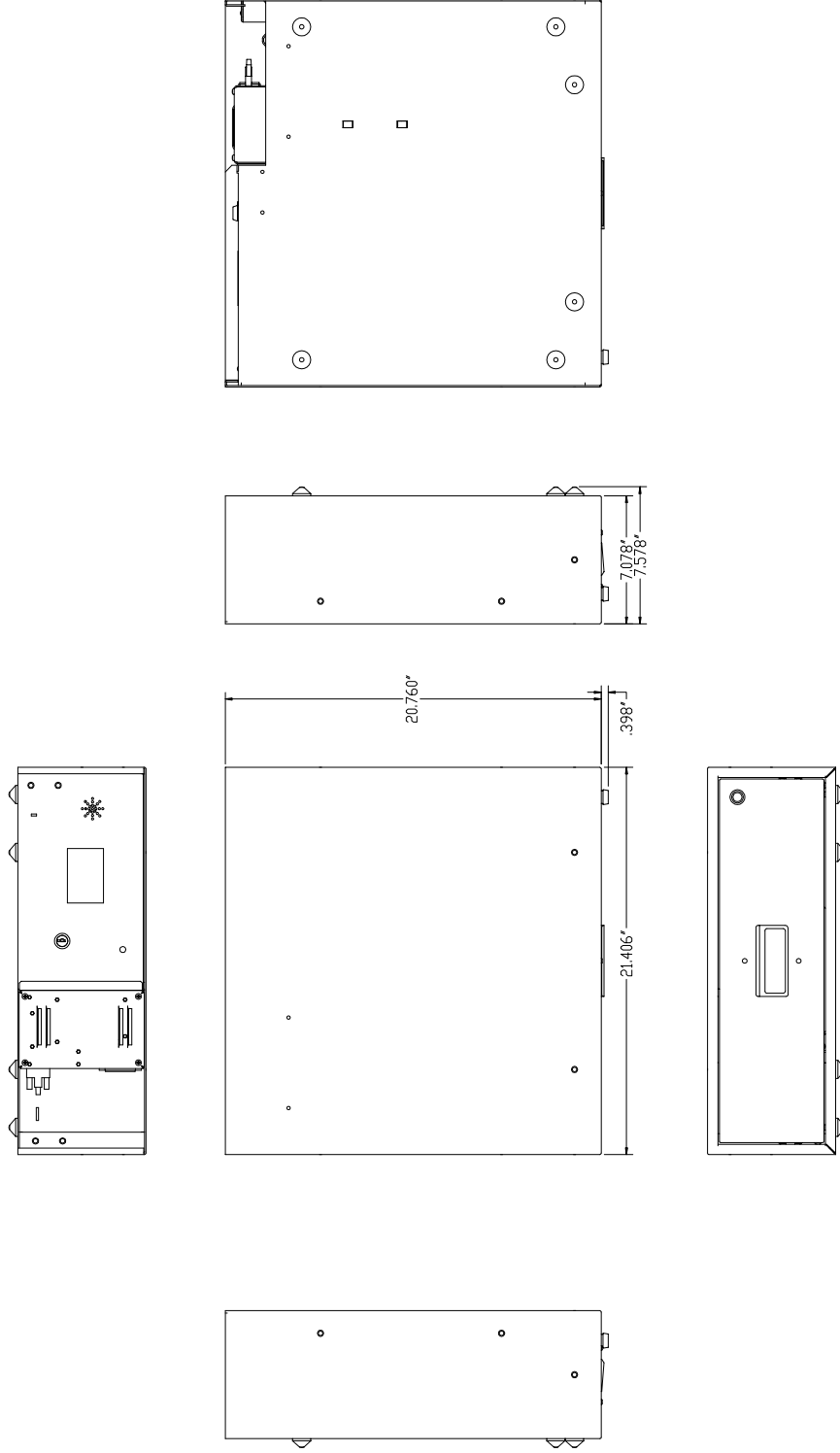


L-Brackets

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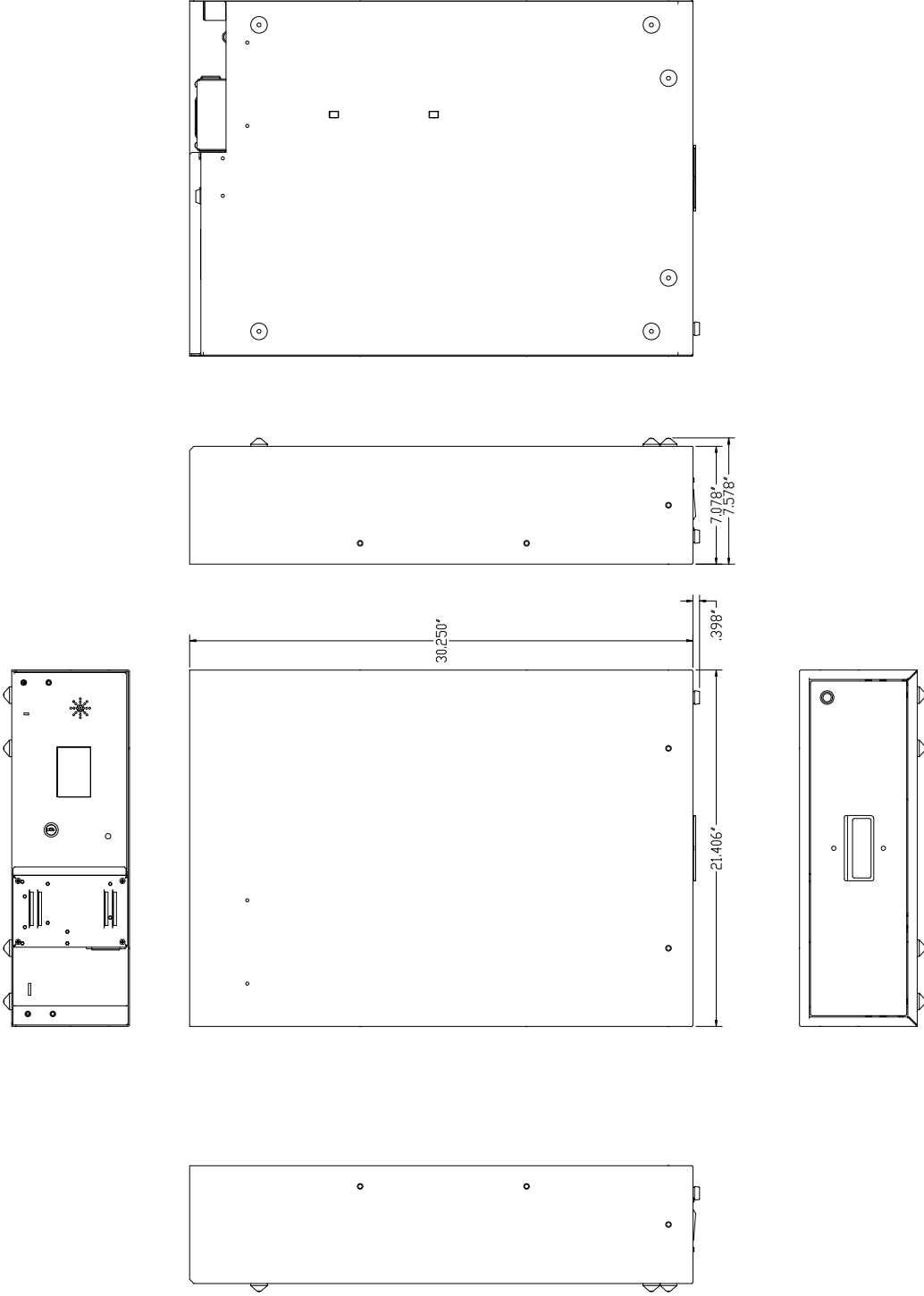
KEYLINK 140 - DRAWER CUTSHEET

5 ROW DRAWER DIMENSIONAL DRAWING MARCH 01, 2017



KEYLINK 224-DRAWER CUTSHEETKEYLINK 224-DRAWER CUTSHEET

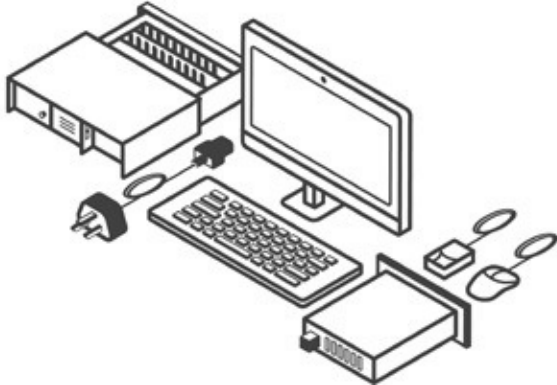
8 ROW DRAWER DIMENSIONAL DRAWING
MARCH 01, 2017



KEYLINK SETUP INSTRUCTIONS

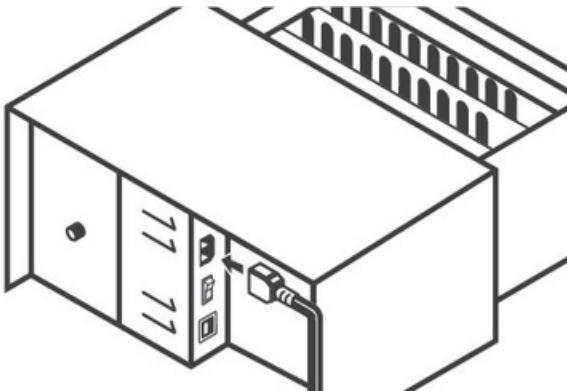
STEP 1

Unbox your KeyLink drawer(s) and PC packages.



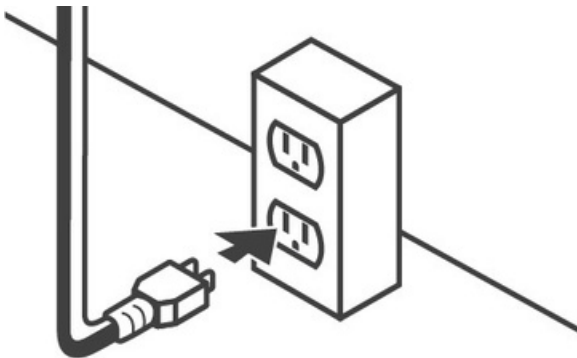
STEP 2

Plug one end of the included power cord to the back of each drawer.



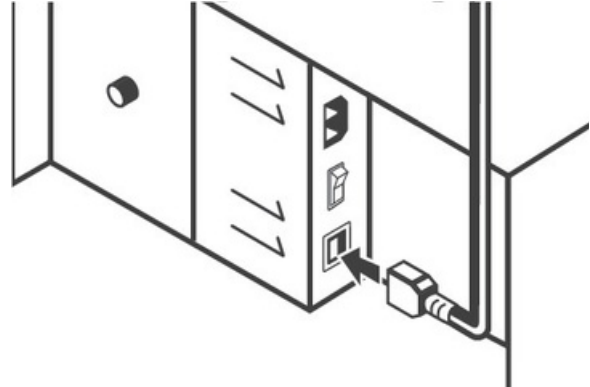
STEP 3

Plug the other end to a power outlet.



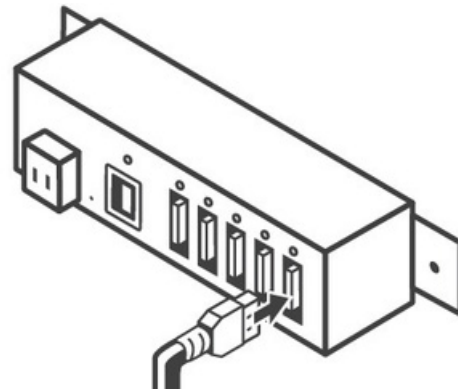
STEP 4

Plug one end of the included USB cable to the back of each drawer and secure the retention screws.



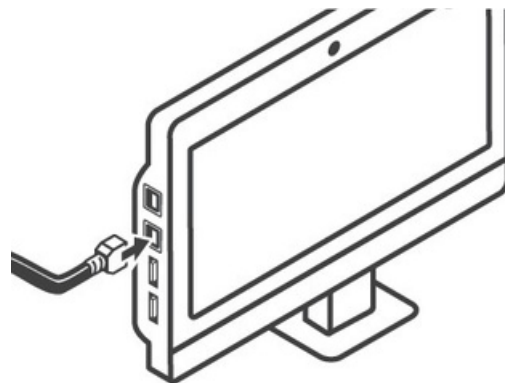
STEP 5

Plug the other end to the included USB Hub and secure the retention screws (recommended).



OR...

You can plug the other end directly to the PC (remove the retention screws if plugging into the PC directly).



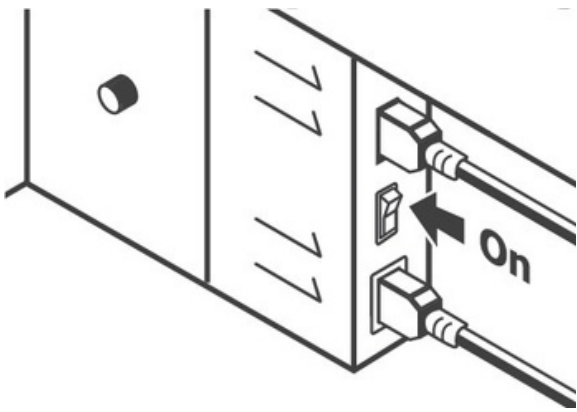
KEYLINK SETUP GUIDE

STEP 6

If you're using the USB Hub as an intermediary between the drawer(s) and PC; then plug the provided Hub's USB cable between the Hub and the PC (this cable only has retention screws on 1 end to secure to the Hub).

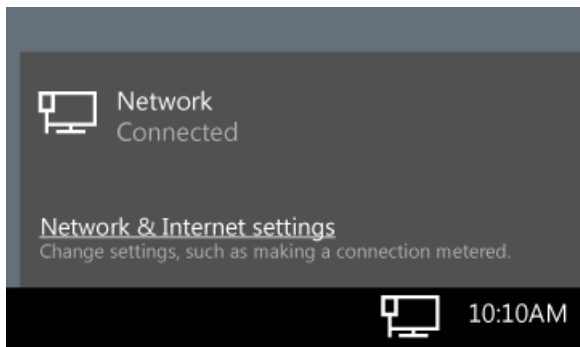
STEP 7

Flip the powerswitch on the back of the drawer to the 'ON' position.



STEP 8

Power on the PC and connect it to your Internet via WiFi or your own Ethernet cable.



STEP 9

If needed, please watch our online installation video for a demonstration of the previous setup steps.



STEP 10

Once the drawer(s) and PC are connected, schedule your Initial KeyLink Setup Call using the link provided in your email or contact BuildingLinkSupport for the scheduling link.

For support, email support@buildinglink.com or call 877-501-7117, ext. 0.

KEYLINK RIVETING INSTRUCTIONS

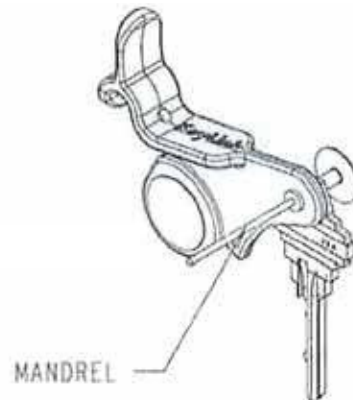
STEP 1

Place provided tag, rivets, and key(s) together tightly as shown on the right. Keys should be on the right side of the tag where it indicates “Keys on this side.”



STEP 2

Using the provided rivet gun, grip the mandrel and fasten both rivets together as shown on the right.



STEP 3

Installed tags should look like the images shown here, with keys on the right side of the tag, where it indicates “Keys on this side.”



KEYLINK* IMPLEMENTATION: A STAGE-BY-STAGE GUIDE

STAGE	YOU WILL...	KEYLINK WILL THEN...
Customer Order	<ul style="list-style-type: none">• Confirm that the drawer quantity and sizes on the Customer Order meet your needs and your space constraints.• Sign the customer order and email or fax it back to us.	<ul style="list-style-type: none">• Contact you to answer any questions you may have, and to learn what your install timetable needs are. (Typical deliveries are done 2-3 weeks from order date.)• Set aside from our inventory and allocate to your job the drawer(s) you have ordered.• Send you an invoice, to be paid before your order ships.
Pre-Installation	<ul style="list-style-type: none">• Prepare your front desk, cabinet, or closet space where the drawer(s) will be placed. Make sure you have adequate depth to accommodate the drawer sizes you have ordered (** 21" or 31"), and a working internet connection and power outlet.	<ul style="list-style-type: none">• Schedule with you an approximate delivery date.• We'll provide logistics info once tracking is available and next steps for when you receive your order.
Installation	<ul style="list-style-type: none">• Once received & unboxed, plug your drawer(s) into a power outlet and the PC, and connect the PC to your Internet.• Schedule your Initial KeyLink Setup Call using the link provided in your email.• If converting from another key system, determine the best way to transfer your keys to their new SmartTags.	<ul style="list-style-type: none">• At the date/time of your KeyLink Initial Setup Call, we'll connect to your PC remotely to install and configure KeyLink software, and test functionality of the drawer(s) and peripheral items.• After initial setup is completed, we'll follow up separately with training resources.
Training	<ul style="list-style-type: none">• Use our training resources (Help Site Articles, Video Tutorials) to familiarize yourself with the system at your own pace. Learn how to manage employee access to keys, how to remove and return keys, view access logs, email notifications, etc.• If necessary, we can also offer a virtual KeyLink Training session [Limited Scheduling Availability]	<ul style="list-style-type: none">• Address any other questions you may have.• If providing a KeyLink Virtual Training, guide staff through the training resources and answer any questions they may have.
Manager/Staff Utilization	<ul style="list-style-type: none">• Continue to use KeyLink for all key removals and returns, and utilize the Activity Log for a fully-documented audit trail of all key activity.	<ul style="list-style-type: none">• We facilitate your BuildingLink-KeyLink data synchronization, provide application updates, and back up data on our BuildingLink platform.• For support, email support@buildinglink.com or call 877-501-7117, ext. 0.

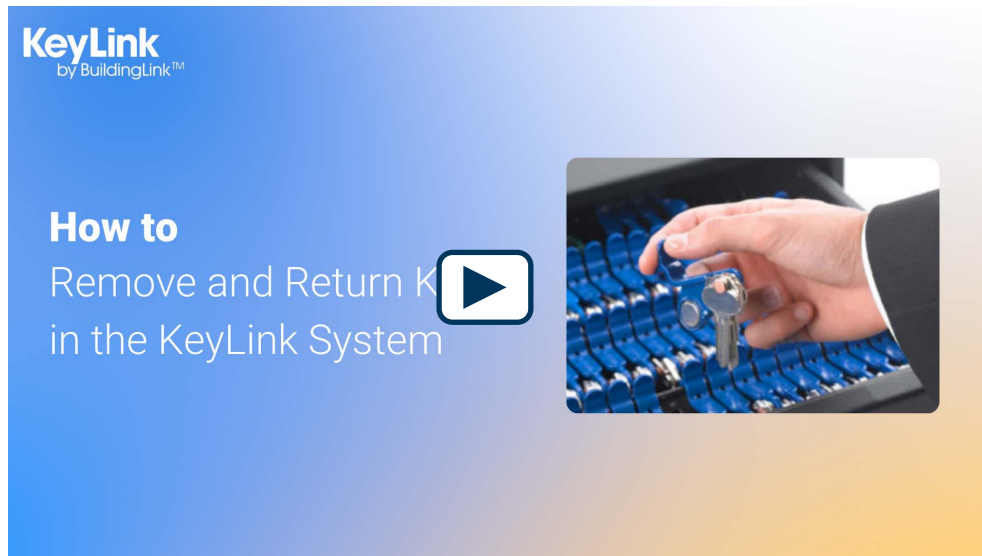
* Includes: KeyLink Software License, KeyLink Connector for BuildingLink, Touch Screen Computer, Heavy Duty Fingerprint Scanner, SmartTags, Rivets & Rivet Gun, Domestic Shipping & Handling and Remote Installation.

** 140-Key Drawer Dimensions: 20.8"D x 21.4"W x 7.6"H / 224-Key Drawer Dimensions: 30.3"D x 21.4"W x 7.6"H

We have a collection of informative videos to help you get up and running with your KeyLink system.

To view these videos on your smartphone or tablet: Use your smartphone/tablet camera or QR Code Reader app and scan the QR Code below to launch the video on your device.

To view these videos on your computer or laptop: Click on the “Play” icon at the center of each image. This will launch your browser with the video you’ve selected.



KeyLink Setup and Basic Operations Tutorial Videos
<https://vimeo.com/showcase/11155103?share=copy>

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This page will guide you through how to use the KeyLink system. If you have any issues while using the system, please refer to our Technical FAQ and Troubleshooting page or contact BuildingLink at support@buildinglink.com or call 877-501-7117 x0.

QUESTION

How do I register my fingerprint?

ANSWER

Click the My Account button, log in with your BuildingLink username and password, select Fingerprint Management, and follow the instructions on the “Fingerprint Enrollment” screen. Choose the finger you wish to register, place that finger on the reader, and scan it four times. After each scan, you should see your fingerprint on the screen. Next, click Enroll. You’ll then be directed back to the previous page where you can register more fingers if you wish. Click Done when you’re finished.

QUESTION

How do I register a new key?

ANSWER

Touch the Key In button, and 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. 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.) See our video on how to use KeyLink for more information.

QUESTION

How do I unregister a key from the system?

ANSWER

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. Choose Yes. If the 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 choose 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.

QUESTION

How do I remove a key?

ANSWER

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 and click on the key you wish to remove in the search box (note: selecting a key moves it to the right side of the screen). If you wish to remove another key for the same reason, then repeat the previous step and enter the next apartment number of the key you want. Click Next. Click on the reason that you are removing the key(s) and click Next. Type in the recipient's name, have the recipient sign on the signature pad (optional), and take the recipient's picture with the webcam (optional). Next, click the green Get Key button. This will open the authentication page. Log in with either your registered fingerprint or BuildingLink username and password. Once successfully authenticated, the drawer will unlock. Open the drawer and the requested key(s) will be lit; remove the key(s) and close the drawer to complete the transaction.

QUESTION

How do I return a key?

ANSWER

To return a key, click the Key In button. This will open the authentication page. Log in with your fingerprint or BuildingLink username and password. Once authenticated, the drawer will unlock. Place the key into any empty slot and listen for the beep; also make sure that the screen says "Key Returned." Close the drawer to complete the transaction.

QUESTION

Can you check the identity of a tag after it is removed from the KeyLink system?

ANSWER

To check what Unit a key belongs to after it has been removed properly from the drawer, tap the round metal chip of the tag on the button reader on the front-right side of the drawer. You should be prompted to authenticate with your fingerprint or BuildingLink username and password. The next screen will show that key's identity similar to what is shown for keys in the Keys Out section.

QUESTION

How do I register the red emergency fob?

ANSWER

Every KeyLink system comes with a red fob, which is your system's emergency key fob to unlock your KeyLink drawer(s) in case of a drawer disconnect event or a system error where you'll need to access the drawer(s) manually, but power is still on.

Simply tap the red fob to the round button reader in front of the drawer to unlock and open it to remove/return keys as needed until your system is running normally again.

To activate the red emergency key fob, simply click on the My Account button on the KeyLink dashboard/home screen, log in with your fingerprint or your BuildingLink username and password, and select Register Key Fob. Tap the key fob to the round button reader in front of the drawer, so that it can register the serial number of the fob and enter a four digit PIN code to complete the activation process. Click Save and Done to exit, then click the Sync to BuildingLink button. Next, go to your BuildingLink site, click on Other, KeyLink, select Permissions, choose Edit Roles, and tap Yes in the Emergency Key Fob column to enable the red fob as an Emergency fob, click Update and then you're done.

Please note the red fob should only be registered to a single user of Management Level or higher and stored in a secured location along with the manual override key(s) for manual access when needed. In case of a power outage, please use the provided manual override key (small regular silver key) for each drawer to access your key system manually. Please refer to our KeyLink FAQ section for more information.

QUESTION

What happens in case of a power outage?

ANSWER

In the event of a power outage, where the KeyLink application is unavailable, you can still pull keys for your residents.

To do this, you will need to unlock the drawer from the back with the manual override key that comes with each drawer. Please check with the manager/staff at the building to see where the emergency manual override key is currently stored at for your drawer(s).

Use the back-up flash drive device (plugged into the KeyLink PC or your USB Hub) with a working laptop to pull a list of your Map of Drawers to access keys manually. Or, log in to the BuildingLink website via your smartphone or other device, 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(s). Alternatively, you can contact someone on your team that's offsite and has power and Internet that could pull the Map of Drawers for you, or give our office a call at 877-501-7117 ext. 0, or email us at support@buildinglink.com and someone on call will assist as soon as possible.

KEYLINK TECHNICAL FAQ AND TROUBLESHOOTING

QUESTION

I've registered my fingerprint but I'm being told I don't have permission to take out a key.

ANSWER

Before a user can access the system, they must be granted permissions to do so on the main BuildingLink website by a Security Officer or KeyLink Admin. 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, or Register/Unregister Keys, Remove/Return Keys and/or View Reports) you wish to grant and click the Update button to finish. Then, on the KeyLink app dashboard, click the Sync to BuildingLink button and the user will be able to use the KeyLink system.

QUESTION

My fingerprint reader works for some people and not others.

ANSWER

This is commonly 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. Another hint is to register a middle or ring finger, as these tend to be less dry.

QUESTION

My fingerprint reader isn't working.

ANSWER

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 and plug it into a different port. Restart the KeyLink application and try again.

QUESTION

The glass on my fingerprint reader is cloudy or foggy.

ANSWER

Chemicals such as Windex, alcohol and Hand Sanitizer can destroy the thin-film on the fingerprint reader's glass. This physical damage interferes with the ability to read prints properly and is not covered under the fingerprint reader's warranty. Only use a dry cloth to wipe the glass when necessary.

QUESTION

My webcam isn't working.

ANSWER

Make sure the Connector service is running. Look for a white C in a red hexagon by your system time. Double click this and make sure there are no red exclamation points in it. If there aren't, make sure the correct Webcam is selected in KeyLink 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.

QUESTION

My signature pad isn't working.

ANSWER

Make sure the Connector service is running. Look for a white C in a red hexagon by your system time. Double click this and make sure there are no red exclamation points in it. If there aren't, make sure the signature pad is selected in KeyLink 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.

QUESTION

My drawer's red light is flashing, and the screen says Disconnected.

ANSWER

Unplug the drawer from the USB hub and plug it into a different USB port. You can also try powering the drawer Off and back On, restarting the KeyLink application, or restarting the PC to reenable connectivity to the drawer.

QUESTION

My software is frozen and I can't click anything.

ANSWER

Because KeyLink often 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.

QUESTION

How can I pull keys if the KeyLink system is down?

ANSWER

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(s). The map is updated whenever you remove, register, or add a key as long as the system is online. Only during such emergencies is it also important to return keys back to their previous slots as shown on your Map of Drawers, until the problem has been resolved.

QUESTION

The system shows a key is out that we know is in the drawer.

ANSWER

Unfortunately there are times where a key will not be recognized 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 a missing 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, any keys with no light during that test are not being detected and may be the missing keys you are searching for. If you choose to light up all empty slots, undetected keys will light up as the slots they're in are considered empty.

QUESTION

I use the same PC for BuildingLink and KeyLink and I keep having issues with the webcam and signature pad not working in one application.

ANSWER

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, you go back to the dashboard screen. Leaving the event log open has been known to cause issues.

QUESTION

One of the slots on the KeyLink drawer will not read any Keytags.

ANSWER

Power that drawer Off, then On again. If the issue persists, call us for testing as a rowboard replacement may be needed pending the results from troubleshooting.

QUESTION

How many keys can we fit on a Keytag?

ANSWER

4 normal sized keys will fit on a tag. Larger keys such as car keys will limit the amount of keys per tag.

QUESTION

We do not have room for the All-in-One PC to fit on our desk. Can we install KeyLink onto our existing computer?

ANSWER

KeyLink can be installed on ANY 64-bit PC running Windows 10 or 11.

QUESTION

What is the Emergency Keys button for?

ANSWER

When registering a key, you have the option to designate the key as an Emergency Key. When the Emergency Keys button is pressed, a window will be presented showing all Emergency Keys for you to select and remove as needed. This can be especially helpful in an emergency where you need to locate all of those keys quickly and you can remove them all at once (IE: Front Door Key, Side Door Key, Pool Key, Elevator Key, Lighting Key, etc.)

QUESTION

What is the Temporary Keys button for?

ANSWER

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 a One Time/Temporary 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. This works especially well in conjunction with our smart boxes.