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Scope/Purpose

This quick start guide is designed to help you get started with operating the kiosk. Specifically, this guide gives you an overview of different functions available for KEYper systems via the kiosk, including logging in, adding assets, checking in (returning) assets, and checking out (removing) assets.

Some features of the kiosk are available to administrators (admins) only. In the following sections, these features are notated with the  icon

This quick start guide is not meant to be exhaustive. For more information about any of the processes or features in this guide, see the [KEYper Electronic System Manual](#) that is included with your software or contact Support.

Note: *The layout of the screens in your kiosk application may differ from what is shown in this guide depending on the configuration of your system. If you have any questions about your setup, contact Support.*

Terms to know

KEYper uses a number of proprietary terms to refer to components of our hardware and software. Their meanings are as follows:

1. Fob

The fob is at the heart of any KEYper key management system. Depending on the type of panel in your system, it twists or locks into the socket on the panel. It contains a microchip with a unique identification number allowing the KEYper system to identify the key(s) attached. The types of fobs are as follows:

- 🔑 Sturdifob: The Sturdifob attaches to keys and twists into non-lock-in panels.
- 🔑 iFob: The iFob attaches to keys and locks into lock-in panels.
- 🔑 Dealer Plate iFob: The Dealer Plate iFob attaches to dealer plates and locks into lock-in dealer plate panels.

2. Smart Tag

The Smart Tag is a reusable label that correlates to the fob serial number once configured using fob labeling. KEYper electronic systems feature random return for added security, meaning any asset may be returned to any open socket position in the appropriate panel to avoid any user memorizing asset positions. The Smart Tag attaches to the fob with a split ring and is intended to remain with the fob once assigned to it.

3. Tamper seal

The tamper seal is used to attach the key to the Sturdifob. Once the seal is locked, the only way to detach the key from the fob is to cut the tamper seal using a cutter tool.

4. Cable seal

The cable seal is used to attach the key to the iFob. Once the seal is locked, the only way to detach the key from the fob is to cut the cable seal using a cutter tool.



Fig. 1 – Sturdifob and key bunch example



Fig. 2 – iFob and key bunch example



Fig. 3 – Dealer Plate iFob example

5. Asset

An asset is an item that you want to keep track of within the cabinet by attaching it to the fob that is tracked by our software. The term “asset” is frequently used interchangeably with “key,” but can also be used to refer to dealer plates.

6. Panel

Panels contain positions, also known as sockets, for fobs. There are different types of panels. Non-lock-in panels, as shown in Fig. 4, allow Sturdifobs to twist into the socket. Lock-in panels, as shown in Fig. 5, secure iFobs by allowing them to lock into the socket. Lock-in dealer plate panels, as shown in Fig. 6, secure Dealer Plate iFobs by allowing them to lock into the socket. All panel types feature LED lights that guide the user to the correct asset within the cabinet for seamless transactions. Some electronic system models offer a combination of panels.

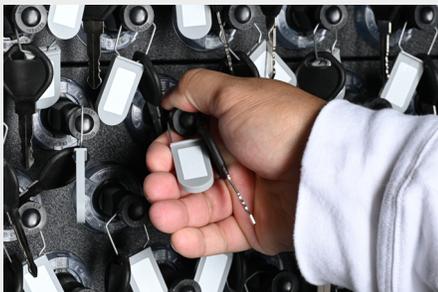


Fig. 4 – Non-lock-in panel



Fig. 5 – Lock-in panel



Fig. 6 – Lock-in dealer plate panel

7. **Kiosk cabinet**

The kiosk cabinet is the main cabinet within the system that has the touchscreen computer in it. It is the “brain” of the system. It is where all transactions at the cabinet take place for single cabinet systems and systems with add-on cabinets.

8. **Fob reader**

The fob reader is used to scan fobs and plays a role in the process of adding, identifying, and deleting assets in KEYper electronic systems. There are two types of fob readers for the different types of fobs: a Sturdifob reader and an iFob reader. A desktop version of the fob reader is included with your purchase of an electronic system.

Note: An additional fob reader can be purchased separately and installed on your kiosk cabinet.

9. **Biometric reader**

The biometric (finger) reader allows you to log in by scanning your fingerprint.

10. **Proximity (prox) card reader**

The proximity (prox) card reader allows you to log in by scanning your proximity (prox) card.

Note: A proximity card reader can be purchased separately and installed on your kiosk cabinet.

11. **Pod**

The pod is attached to the kiosk cabinet and houses the touchscreen computer, biometric and prox card readers, and the other electronics that drive the KEYper cabinet(s).

Note: The pod is available for HS systems only.

12. **Add-on cabinet**

An add-on cabinet is a cabinet within the system without a touchscreen computer. Its transactions are controlled by the system’s kiosk cabinet. You may have up to seven add-on cabinets networked with and run by a single kiosk cabinet.

13. **System**

A system consists of all cabinets networked together at an individual location, as well as the software that runs and allows the administration of the cabinets. A single system can consist of a single kiosk cabinet or up to eight cabinets total (one kiosk cabinet and up to seven add-on cabinets).

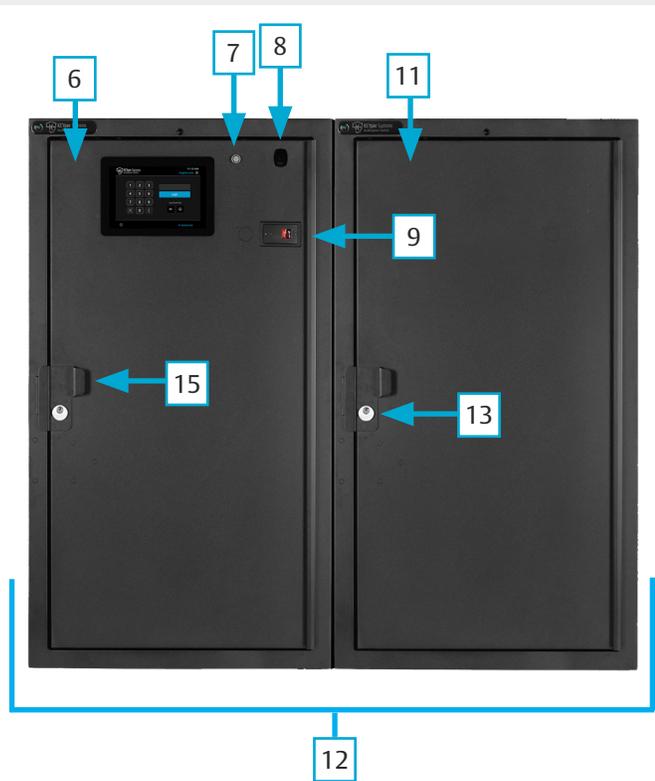


Fig. 7 – MX system with one kiosk cabinet and one add-on cabinet

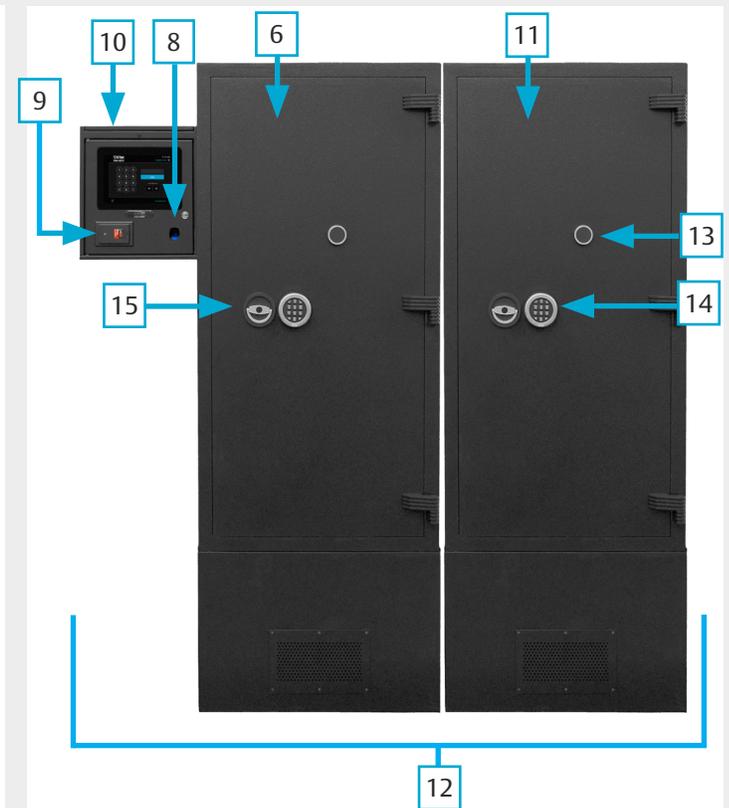


Fig. 8 – HS system with one kiosk cabinet and one add-on cabinet

14. Hard override cylinder/lock

The hard override cabinet keys you received with your electronic system may be used on the override cylinder (MX, MXi, MI, MD, and DP) or override lock (HS) to unlock your cabinet in the event of a power outage or if you wish to unlock the cabinet without logging in.

15. Night lock

The night lock is unlocked by an admin at the beginning of each business day. It remains unlocked for the duration of business and is locked at the end of the night when the business is closed. Depending on your region, your HS cabinet will come with a different type of night lock: a keypad night lock (EU/UK), also known as a keypad lock, or a keyed night lock (US). The keypad night lock is shown in [Fig. 9](#) and the keyed night lock is shown in [Fig. 10](#).

Note: The night lock is available on HS systems only.

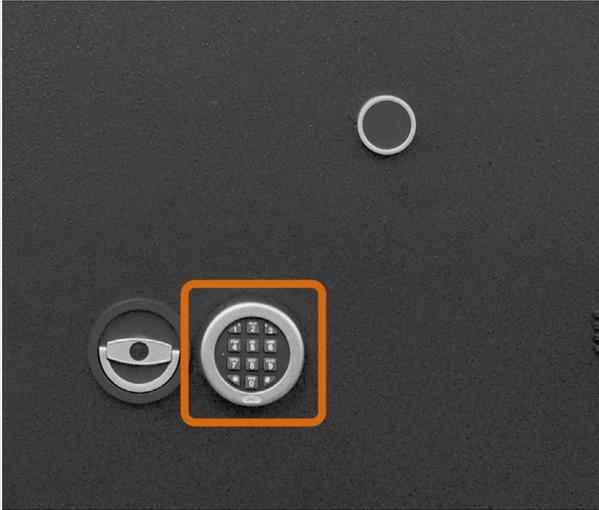


Fig. 9 – Keypad night lock (HS EU/UK)



Fig. 10 – Keyed night lock (HS US)

16. Handle/day lock

The system unlocks the handle when you log in at the kiosk and initiate a transaction. All of the electronic systems except the HS have the handle shown in [Fig. 11](#). The HS has a handle that is also known as a day lock. Depending on your region, your HS cabinet will come with a different type of day lock: a ring handle (EU/UK), as shown in [Fig. 12](#) or an L-shaped handle, as shown in [Fig. 13](#). Despite the difference in appearance, the day locks work similarly. Turn the day lock clockwise to open the cabinet once unlocked. Turn the day lock counter-clockwise to lock the cabinet when you are finished with your transaction.

Note: The day lock is available on HS systems only.



Fig. 11 – Handle



Fig. 12 – Ring handle day lock (HS EU/UK)



Fig. 13 – L-shaped handle day lock (HS US)

Start the kiosk application

If the screen on the kiosk cabinet displays the desktop, start the kiosk application by doing the following:

1. Double tap the **kiosk icon** shown in [Fig. 14](#).
 - 🔑 The kiosk application launches and displays the Login screen.

Note: If the Login screen is not visible, power cycle the PC and try again. If the problem persists, contact Support.

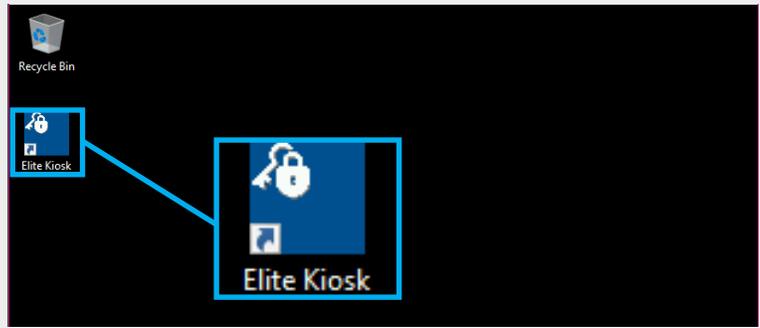


Fig. 14 – Kiosk application desktop icon

Log in

GDPR statement: This statement is for European audiences only. This cabinet is normally equipped with a camera. If the camera is fitted and in operation, you are being photographed when you access the cabinet, as a security measure. It is possible to deactivate the camera. Please contact Support if you would like this feature turned off.

The methods for logging in to the kiosk are PIN, fingerprint, and proximity (prox) card. The following sections will show you how to log in using these methods.

Note: Before you can remove any keys from the cabinet, your admin must ensure you are registered as a user and have means of logging in to the kiosk. For more information, see the KEYper Electronic System Manual.

1. Log in with PIN

To log in with your PIN, do the following:

1. Type your **PIN** on the touchscreen monitor of the kiosk cabinet.

Note: Before you are able to log in, your admin must register your PIN with the system using the Web Admin. See the KEYper Electronic System Manual for more information.

2. Press **Login**, as shown in [Fig. 15](#).

- 🔑 If you press a wrong number, use **backspace** (left arrow) to delete the number, or clear all your numbers by pressing **cancel** (X).
- 🔑 Once you are logged in, you are brought to the User Menu or Admin Menu depending on your assigned role. See [User and Admin menus](#).

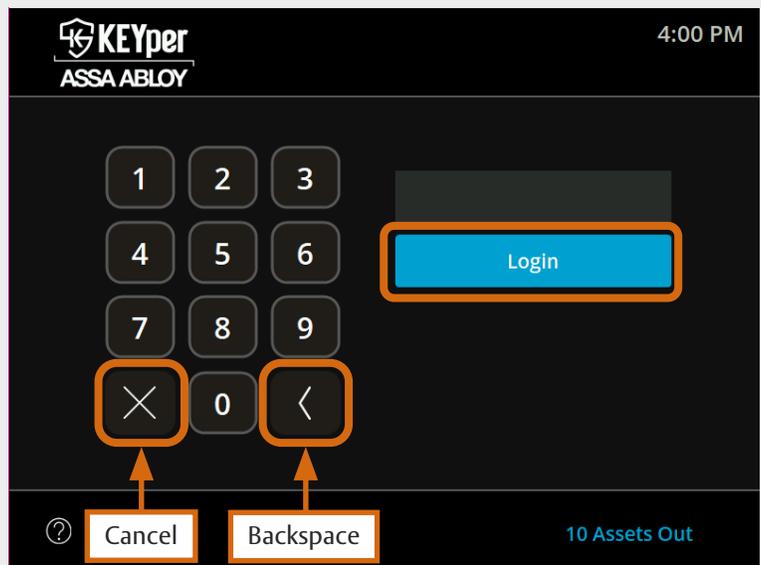


Fig. 15 – Login screen with PIN login buttons indicated

2. Log in with fingerprint

GDPR statement: This statement is for European audiences only. Any KEYper cabinet, including those equipped with a biometric (finger) reader, is capable of being fully operated by users without the use of biometric data. Users therefore have a genuine choice about giving consent for their biometric (finger) data to be held and used within the system for this purpose, or not. A user who chooses not to give consent for their biometric (finger) data to be used to identify themselves to the KEYper kiosk cabinet is able to use a PIN or proximity card.

To log in with your fingerprint, do the following:

1. Touch your finger to the **biometric (finger) reader**, as shown in [Fig. 16](#).

🔑 Always use the same finger with which you registered.

Note: You and your admin must register your fingerprint in the system before you will be able to log in. If your company has more than one kiosk cabinet, your admin will tell you if the kiosks are networked or not. If they are, you will need to register your fingerprint at only one kiosk. If each kiosk is a standalone product, you may have to register at each one. See the KEYper Electronic System Manual for more information.

🔑 Once you are logged in, you are brought to the User Menu or Admin menu depending on your assigned role. See [User and Admin menus](#).



Fig. 16 – Scan fingerprint to log in example

3. Log in with proximity (prox) card

To log in with your proximity (prox) card, do the following:

1. Hold your **prox card** over the card reader, as shown in [Fig. 17](#).

Note: You and your admin must register your prox card with the system before you log in. If your company has more than one kiosk cabinet, your admin will tell you if the kiosks are networked or not. If they are, you only need to register your prox card at one kiosk. If each kiosk is a standalone product, you may have to register at each one. See the KEYper Electronic System Manual for more information.

🔑 Once you are logged in, you are brought to the User Menu or Admin Menu depending on your assigned role. See [User and Admin menus](#).



Fig. 17 – Scan card to log in example

User and Admin menus

After you log in, you are brought to the User Menu or the Admin Menu (shown in [Fig. 18](#) and [Fig. 19](#)), depending on your assigned role. The User and Admin menus have similar layouts. The layouts are as follows:

- 1. Check In**
Check in (return) keys or dealer plates to the system by facilitating single or multi-cabinet check-ins. See [Check in \(return an asset to the cabinet\)](#).
- 2. Check Out**
Check out (remove) keys or dealer plates from the system. There are a variety of methods you can use during the check-out process. See [Check out \(remove an asset from the cabinet\)](#).
- 3. Identify Asset**
Use the Identify Asset feature to retrieve information about a fob in your possession.

Notes:

🔑 This feature can only be used if your system has an in-cabinet fob reader installed. If no fob reader is installed, the button is colorless and inaccessible.

🔑 For instructions on how to use the Identify Asset feature, see the KEYper Electronic System Manual.

- 4. Pickup Reservation**
With the KEYper Web Administration Application, also known as the Web Admin, and KEYper GO, you may reserve an asset so that it is available to check out at a scheduled date and time. The Pickup Reservation feature allows you to check out reserved assets.

Notes:

🔑 If you do not have any reserved assets available for pickup, the button is colorless and inaccessible.

🔑 For instructions on how to use the Pickup Reservation feature, see the KEYper Electronic System Manual.

- 5. Settings** 
Press **Admin**, indicated in [Fig. 19](#), to access the Settings screen and use features available to admins only, including the following:

🔑 **Unregistered Assets**

🔑 **Manage Assets**

🔑 **Manage Fobs**

Note: Other features are available on the Settings screen. See the KEYper Electronic System Manual for more information.

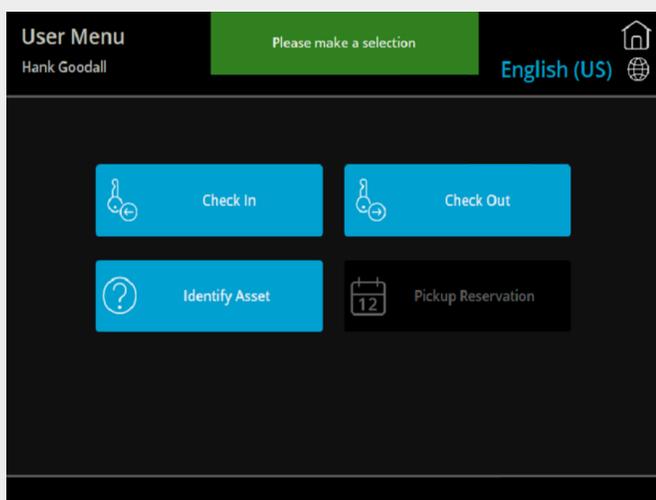


Fig. 18 – User Menu

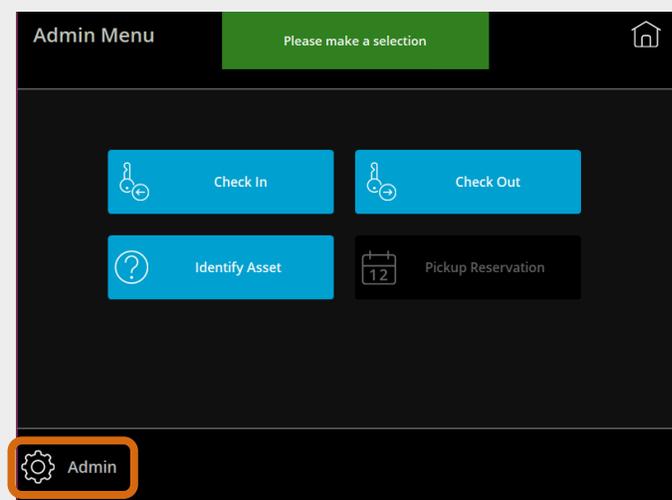


Fig. 19 – Admin Menu with the Admin button indicated

Settings screen

The following sections show you how to use some of the features available from the admin Settings screen. To learn about the other features available, see the KEYper Electronic System Manual.

1. Unregistered Assets

An unregistered asset is defined as a blank fob in a cabinet that does not have keys attached or data associated with it in the database, but has a Registered Type of Unregistered.

- Notes:**
-  In this case “assets” refer to fobs and not the keys.
 -  Once you have removed the unregistered asset from the kiosk, you can turn the unregistered asset into an empty fob by deleting its record from the fob and storing the empty fob in a separate location (see the KEYper Electronic System Manual) or you can follow the steps in [Add asset](#) () to add a new asset to the system.
 -  There are other methods of registering unregistered assets. Please see our comprehensive [Asset Registration and Fob Labeling Guide](#) or contact Support.

To access the unregistered assets in your system, do the following:

1. Log in to the **kiosk application** as an admin.
2. Press **Admin** at the bottom left of the screen, as shown in [Fig. 19](#).

 The admin Settings screen appears.

3. Press **Unregistered Assets**, as shown in [Fig. 20](#), to display a list of all the unregistered assets currently in the cabinet.

4. Press the **record(s)/row(s)** of the unregistered asset(s) you wish to check out.

 When an unregistered asset is selected for check-out, it is highlighted in blue.

 To deselect an unregistered asset, press the **record (row)** again.

 If you receive more results than can be displayed on one page, use the buttons on the right side of the screen to navigate the list. **Top** and **Bottom** take you to the first and last pages, while **Up** and **Down** move one page at a time. All lists in the kiosk application function this way.

5. Press **Check Out**.

 The cabinet door unlocks.

6. Open the **cabinet**.

 For HS systems, open the door by turning the **day lock** clockwise and pulling the door open.

7. Remove the **fobs(s)** indicated by the ring(s) of light.

 The fobs light up sequentially after each fob is removed until all the fobs selected are retrieved.

8. Close the **cabinet**.

 For HS systems, close the door and turn the **day lock** counterclockwise to engage the electronic lock.

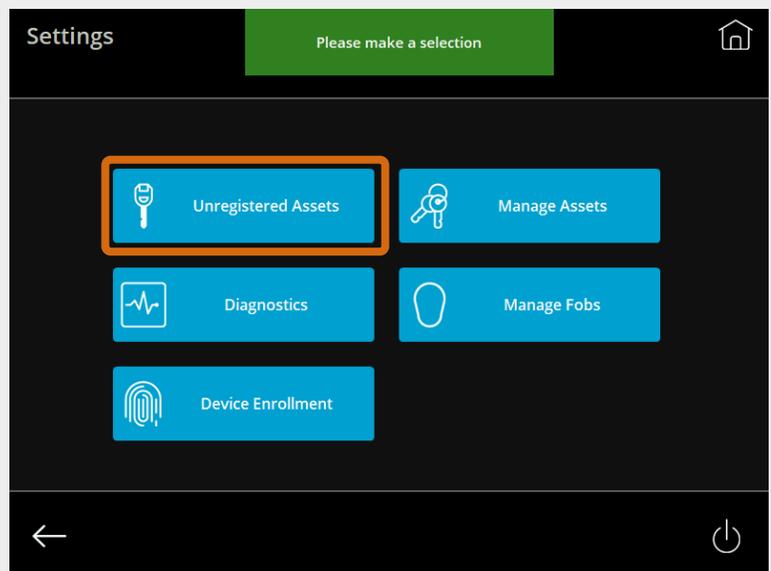


Fig. 20 – (Admin) Settings screen with Unregistered Assets indicated

2. Manage Assets

The Manage Assets screen gives the admin the option to add, edit, or delete assets.

2.1 Add asset

Admins may add (register) assets. To add an asset, do the following:

Notes:

- 🔑 To add an asset to the system, there must be an available job in your possession to assign the asset to. If your system is “full” and is storing blank fobs, follow the directions in [Unregistered Assets](#) (🔑) to remove a job before beginning the steps below.
- 🔑 For instructions on attaching keys and dealer plates to fobs, see the [Asset Registration and Fob Labeling Guide](#).

1. Log in to the **kiosk application** as an admin.
2. Press **Admin**, as shown in [Fig. 19](#).
 - 🔑 The admin Settings screen appears.
3. Press **Manage Assets**, as shown in [Fig. 21](#).
 - 🔑 The Manage Assets screen displays.
4. Press **Add New**.

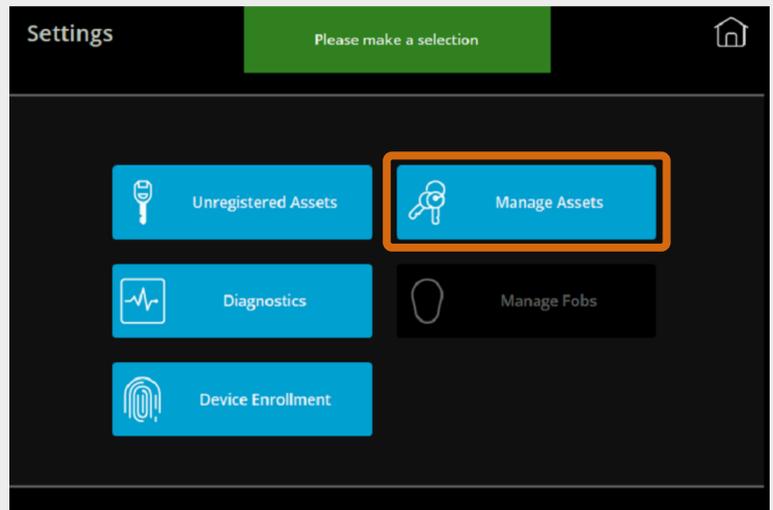


Fig. 21 – (Admin) Settings screen with Manage Assets button indicated

- 🔑 The New Asset screen, as shown in [Fig. 22](#), displays the following fields (* indicates a required field):
 - **Asset Name:*** Enter a name for the asset (e.g., stock number, vehicle registration plate number, etc.).
 - **Asset Type:*** This dropdown menu appears if you have a dealer plate solution. Select whether you are registering an asset (key) or a dealer plate.
 - **Description:** Enter a description for the asset.
 - **Year:** Enter the asset's model year.
 - **Make:** Enter the name of the asset's brand/manufacturer.
 - **Model:** Enter the asset's model.
 - **Ext. Color:** Enter color of the asset's exterior.
 - **Int. Color:** Enter the color of the asset's interior.
 - **VIN:** Enter the asset's vehicle identification number (VIN).

Fig. 22 – New Asset screen

Note: Other fields may be available on the New Asset screen depending on what optional features your system has enabled. Additionally, the asset attributes (Year, Make, etc.) are determined by your industry, with Automotive being the default. These can be changed as needed. Contact Support for more information.

5. Fill out the fields by navigating the kiosk application as described below:
 - 🔑 Press a **field** on the New Asset screen and enter the information for that field using the keyboard.
 - 🔑 If you wish to save your entry, press **Continue** on the keyboard screen after filling out a field, as shown in [Fig. 23](#). You will return to the New Asset screen with the information saved.
 - 🔑 If you wish to discard your entry, press **Cancel** on the keyboard screen to return to the New Asset screen without saving the information.
 - 🔑 If you wish to erase the information entered in all fields, press **Clear** on the New Asset screen.
 - 🔑 Be sure to fill out all required fields.

Fig. 23 – Keyboard with Continue button indicated

6. On the New Asset screen, press **Continue**, as shown in [Fig. 24](#).

🔑 The cabinet door unlocks.

7. Open the **cabinet**.

🔑 For HS systems only, open the door by turning the **day lock** clockwise and pulling the door open.

8. Place the **fob** in the socket indicated with the flashing light.

🔑 If inserting a Sturdifob, align the metal end of the Sturdifob with the socket, push it in firmly, and twist it 45 degrees clockwise until you hear a click.

🔑 If inserting an iFob or Dealer Plate iFob, push it into the socket until you hear a click.

9. Close the **cabinet**.

🔑 For HS systems, close the door and turn the **day lock** counterclockwise to engage the electronic lock.

🔑 A success message reading “Description(s) written successfully” displays. The asset is now added to the system.

The screenshot shows the 'New Asset' screen with a dark background. At the top, there is a green banner with the text 'Type in the information you want to add to the asset details'. Below this, there are several input fields arranged in two columns. The left column contains 'Asset Name: 246810', 'Description:', 'Year: 2008', and 'Make: HONDA'. The right column contains 'Model: CRV', 'Ext. Color: RED', 'Int. Color:', and 'VIN: 12345678912345678'. At the bottom of the form, there are two buttons: 'Load File' and 'Clear'. Below the form, there is a navigation bar with a back arrow on the left and a 'Continue' button on the right, which is highlighted with an orange border.

Fig. 24 – New Asset screen with Continue button indicated

2.2 Edit asset

To edit a registered asset, do the following:

1. Log in to the **kiosk application** as an admin.
2. Press **Admin**, as shown in [Fig. 19](#).
3. Press **Manage Assets**, as shown in [Fig. 21](#).
 - 🔑 The Manage Assets screen displays.
4. Press **Edit or Delete**.
 - 🔑 The Search Assets screen displays.
5. Navigate through the list or use the search bar to find an asset.
 - 🔑 If you receive more results than can be displayed on one page, use the buttons on the right side of the screen to navigate the list. **Top** and **Bottom** will take you to the first and last pages, while **Up** and **Down** will move one page at a time. All lists in the kiosk application function this way.
6. Press the **record (row)** for the asset you wish to edit.
 - 🔑 Once you select an asset, it is highlighted in blue.
 - 🔑 If you need to deselect an asset, press the record (row) again.
7. Press **Edit**, as shown in [Fig. 25](#).
 - 🔑 The Manage Asset screen displays.

Note: There are additional fields on this screen that can be added. Contact Support to enable these options.

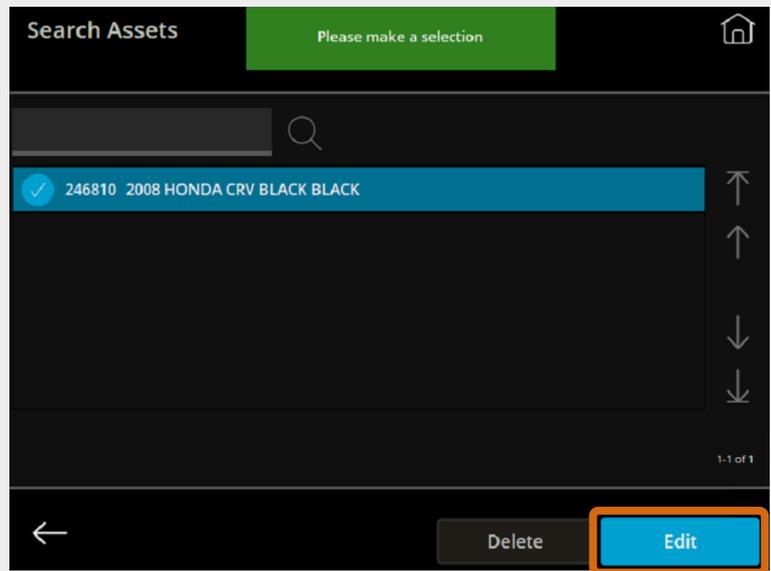


Fig. 25 – Search Assets screen with the Edit button indicated

8. Review the information and edit as necessary.
 - 🔑 If you wish to clear information from all fields, press **Clear** on the Manage Asset screen.
 - 🔑 To edit a single field, press the **field** and enter the information for that field using the keyboard that displays.

Note: If you are using a dealer plate solution, you will see the Asset Type field. You are not able to edit this field.

- 🔑 If you wish to save your entry, press **Continue** on the keyboard screen, as shown in [Fig. 26](#). You are returned to the Manage Asset screen with the new information saved.
 - 🔑 If you wish to discard your entry, press **Cancel** to return to the Manage Asset screen without saving the new information.
9. Once you are satisfied with the information on the Manage Asset screen, press **Continue** to update the asset with your changes.
 - 🔑 Alternatively, you can press the **back arrow** to return to the Admin Menu without saving any changes.

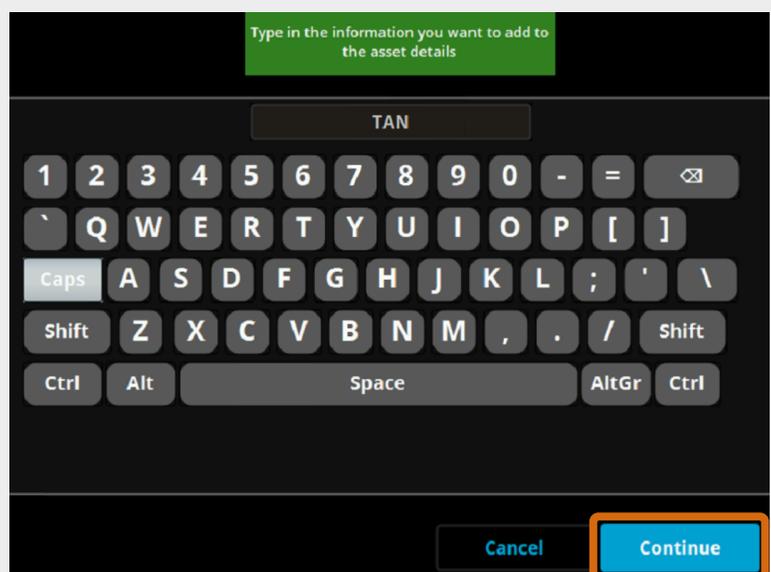


Fig. 26 – Keyboard with Continue button indicated

2.3 Delete asset

To delete a registered asset, do the following:

1. Log in to the **kiosk application** as an admin.
2. Press **Admin**, as shown in [Fig. 19](#).
3. Press **Manage Assets**, as shown in [Fig. 21](#).
 - 🔑 The Manage Assets screen displays.
4. Press **Edit or Delete**.
 - 🔑 The Search Assets screen displays.
5. Navigate through the list or use the search bar to find an asset.
 - 🔑 If you receive more results than can be displayed on one page, use the buttons on the right side of the screen to navigate the list. **Top** and **Bottom** will take you to the first and last pages, while **Up** and **Down** will move one page at a time. All lists in the kiosk application function this way.

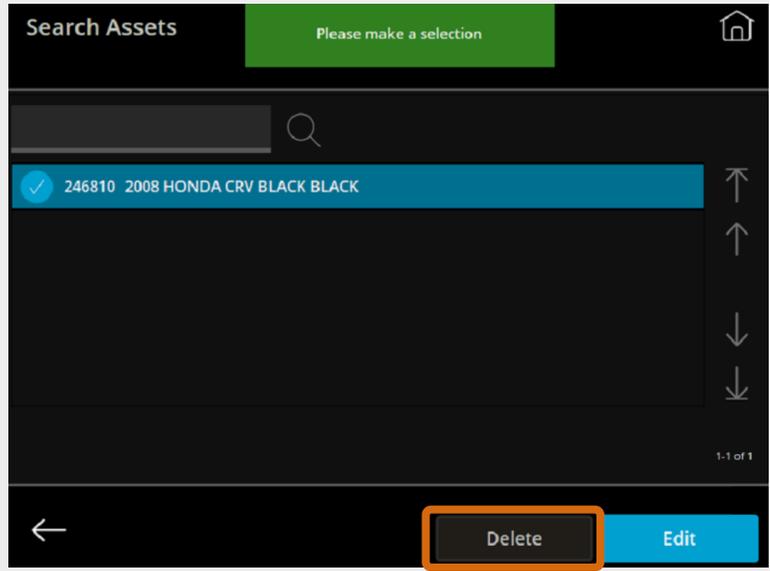


Fig. 27 – Search Assets screen with the Delete button indicated

6. Press a **record (row)** to select an asset from the list.
 - 🔑 When an asset is selected, it is highlighted in blue.
 - 🔑 If you need to deselect an asset, press the **record (row)** again.
7. Press **Delete**, as shown in [Fig. 27](#).
 - 🔑 A message displays saying “Press the delete button again to permanently remove the selected asset and any associated spare key.”

8. Press **Delete** again, as shown in [Fig. 28](#).
 - 🔑 The asset is deleted from the system.

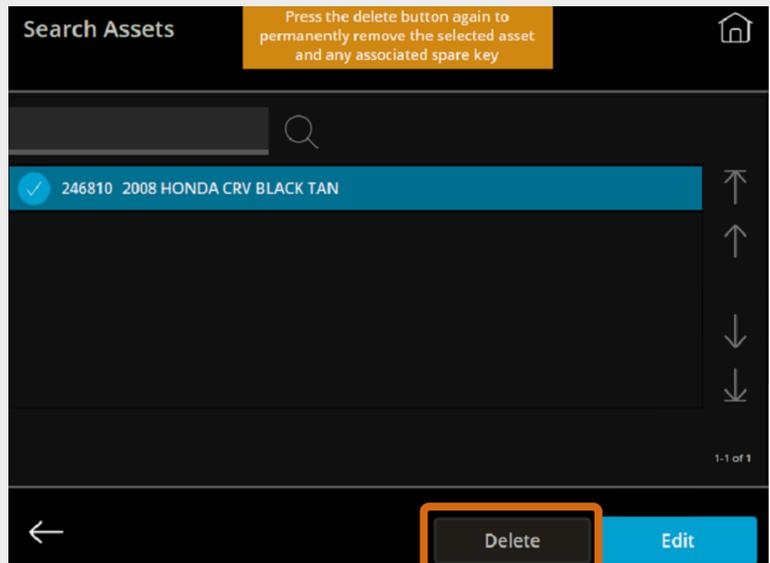


Fig. 28 – Search Assets screen with the Delete button indicated

3. Manage Fobs

You may use the Manage Fobs features to assign Smart Tags to fobs. KEYper Smart Tags replace disposable paper stock tags. They are equipped with a scannable QR code that pulls up the asset information without needing to replace the tag every time you move a vehicle out of your inventory.

Notes:

- 🔑 For instructions on attaching Smart Tags to fobs, see our comprehensive [Asset Registration and Fob Labeling Guide](#) or contact Support.
- 🔑 The following procedures require an in-cabinet fob reader. If you do not have an in-cabinet fob reader, you may contact Sales to purchase one.

3.1 Assign Smart Tags to fobs at the cabinet

3.1.1 Assign Smart Tags to fobs individually

To assign Smart Tags to fobs individually, do the following:

1. Log in to the **kiosk cabinet** as an admin.
2. Press **Admin** at the bottom left of the screen, as shown in [Fig. 19](#).
3. Press **Manage Fobs**.
4. To assign a single Smart Tag to a fob, press **Add New**, as shown in [Fig. 29](#).

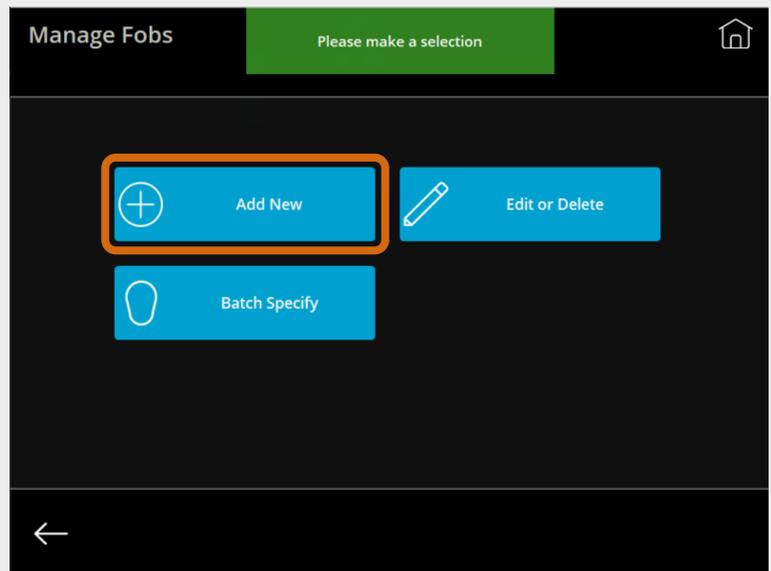


Fig. 29 – Manage Fobs screen with Add New button indicated

5. Do the following depending on the fob in your possession:
 - 🔑 If you have a Sturdifob, hold the **Sturdifob** against the in-cabinet fob reader.
 - 🔑 If you have an iFob, insert the **iFob** into the in-cabinet fob reader.
6. Press **Read** in the lower part of the screen, shown in [Fig. 30](#).
 - 🔑 “Serial” refers to the serial number of the fob. It auto-populates when you use the fob reader.
7. Enter the **tag number** in the Tag field.
8. Press **Continue**.

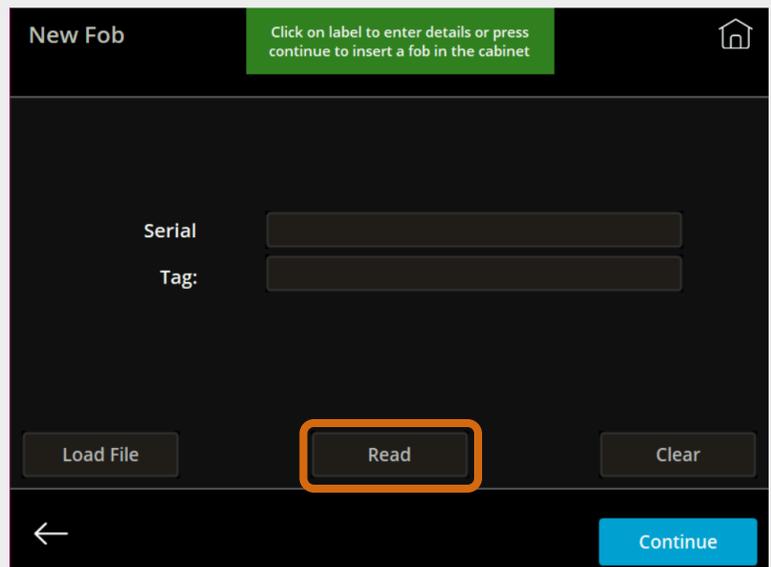


Fig. 30 – New Fob screen with Read button indicated

3.1.2 Batch assign Smart Tags to fobs

If you have a number of Smart Tags to assign to fobs, you can use the Batch Specify feature at the cabinet. This pre-populates your tag number after you have successfully assigned a Smart Tag to a fob. Do the following:

1. Start with a number of blank or unregistered fobs to hand. Going in sequential order, attach a **Smart Tag** to each fob, ensuring that you do not skip any numbers.
2. Log in to the **kiosk application** as an admin.
3. Press **Admin** at the bottom left of the screen, as shown in [Fig. 19](#).
 - 🔑 The Setting screen displays.
4. Press **Manage Fobs**.
5. Press **Batch Specify**.
6. Enter the lowest **tag number** of your sequence as a starting number.
7. Press **Continue**, as shown in [Fig. 31](#).

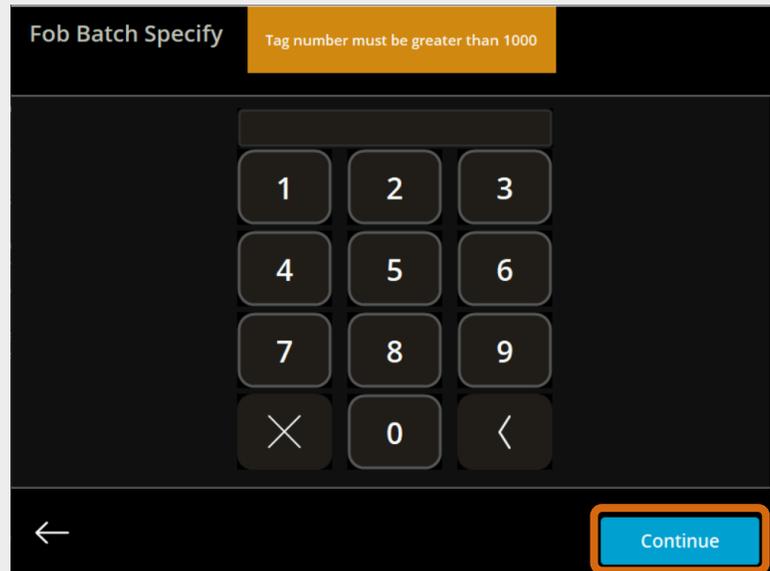


Fig. 31 – Enter tag number

8. Take the labeled **fob** whose tag number matches the number on the screen and do the following depending on what type of fob it is:
 - 🔑 If you have a Sturdifob, hold the **Sturdifob** against the fob reader.
 - 🔑 If you have an iFob, insert the **iFob** into the fob reader.
9. Press **Read** to assign the fob serial number to the tag number specified, as shown in [Fig. 32](#).
10. Press **Next** to read and assign the next labeled fob in the sequence, as shown in [Fig. 32](#).

Note: The tag number will automatically increase by one when you press Next. **Ensure that the tag number on the fob matches the number shown on the screen.**

11. Continue pressing **Next** to read the fobs and assign their tags until you reach the end of the batch you have labeled.
12. Press **Continue** to complete the tag assignment process.

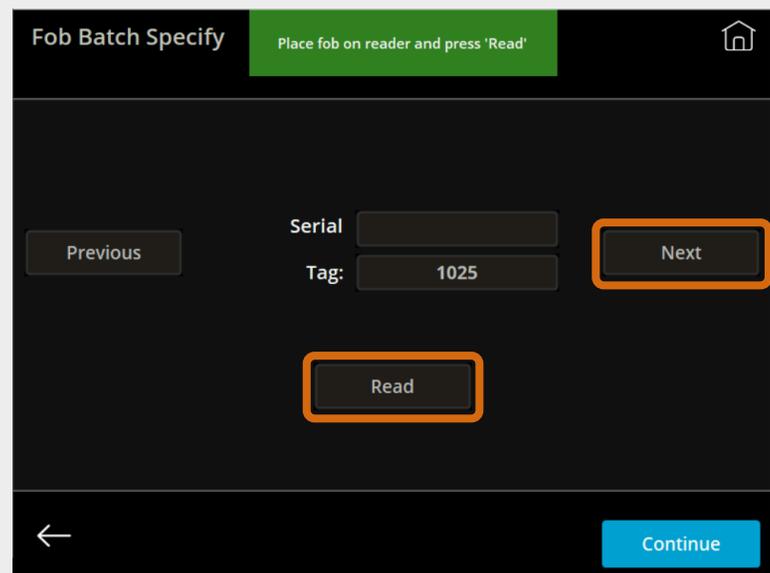


Fig. 32 – Use the fob reader to assign tags to fobs in sequence

Occasionally, you may see an error message when using the Batch Specify feature. The following describes how to handle any Batch Specify error messages:

Error message: “Fobs must be inserted sequentially in cabinet with no gaps”

Resolution: Check that you have not skipped any positions when inserting the fobs into the cabinet and that all tags are in sequential order. Run Batch Specify again. If the error message persists, contact Support.

Error message: “Number of fobs does not match serial numbers returned from panels”

Resolution: This error is most likely to occur when using the method found in [Batch assign Smart Tags to fobs](#) (🔗). Ensure that you enter the **exact number** of fobs to which you’re assigning tags. Run Batch Specify again. If the error message persists, contact Support.

Error Message: “Exception occurred, please check kiosk log” or “Unknown Error Occurred”

Resolution: Contact Support to resolve errors of this type.

Check in (return an asset to the cabinet)

1. Single cabinet check-in

To return an asset (key, dealer plate) to a cabinet, do the following:

1. Log in to the **kiosk application** as a user or an admin.
2. Press **Check In**, as shown in [Fig. 33](#).
🔑 The cabinet unlocks.

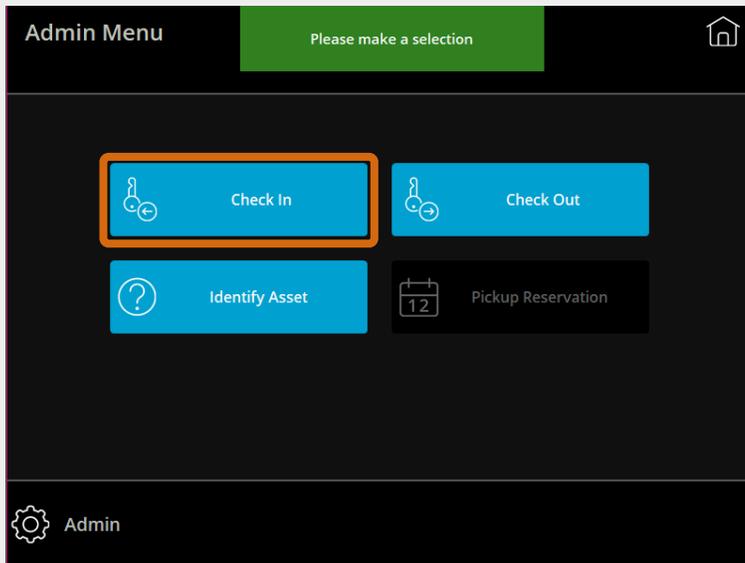


Fig. 33 – Admin Menu with Check In button indicated

3. Open the cabinet **door**, as shown in [Fig. 34](#).



Fig. 34 – Open the door

- ⚠ For HS systems only, you must turn the **day lock** clockwise, as shown in [Fig. 35](#).



Fig. 35 – Day lock operation for HS EU/UK (left) and HS US (right)

4. Insert the **fob** into any lighted empty socket, as shown in [Fig. 36](#) and [Fig. 37](#).

- ⚠ If inserting a Sturdifob, align the metal end of the Sturdifob with the socket, push it in firmly, and twist it 45 degrees clockwise until you hear a click.
- ⚠ If inserting an iFob or Dealer Plate iFob, push it into the socket until you hear a click.
- ⚠ The system automatically detects the asset and its new position within the system.

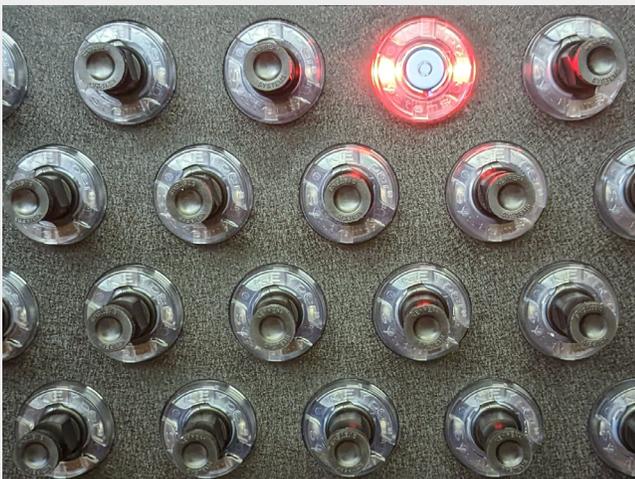


Fig. 36 – Return the Sturdifob

5. Close the **door** to engage the electronic lock.

- ⚠ For HS systems, you must turn the **day lock** counterclockwise when closing the door to engage the electronic lock.
- ⚠ You are logged out of the kiosk application when you close the door.



Fig. 37 – Return the iFob

2. Multi-cabinet check-in

Whenever the cabinet you are trying to return the assets to does not have as many available sockets as you need, you may need to return the assets you're holding to more than one cabinet. This is known as a multi-cabinet check-in.

To perform a multi-cabinet check-in, do the following:

1. Log in to the **kiosk application** as a user or an admin.
2. Press **Check In**.
 - 🔑 The Check In screen appears.
3. Choose multiple cabinets from the list to open by pressing the associated **record (row)**.
4. Press **Continue**, as shown in [Fig. 38](#).
 - 🔑 The Wait screen appears and the door on the first cabinet unlocks.

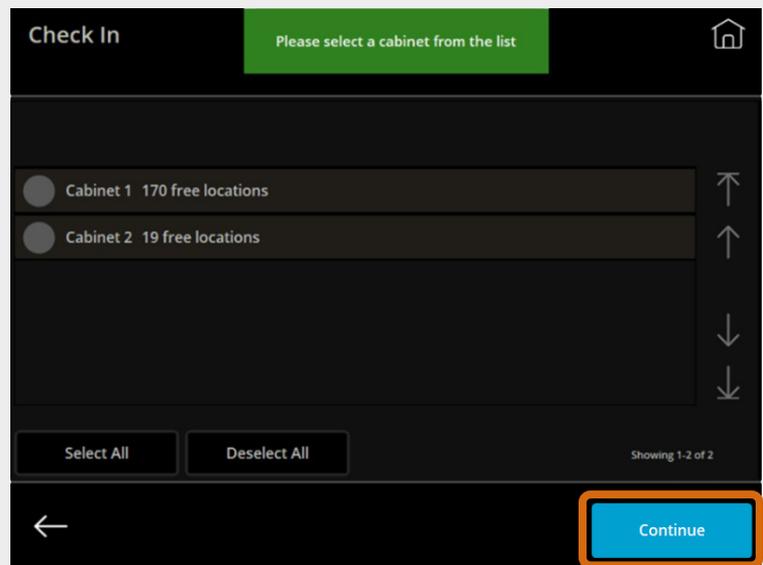


Fig. 38 – Multi-cabinet check-in screen with Continue button indicated

5. Open the **cabinets**, as shown in [Fig. 39](#).



Fig. 39 – Open the door

- 🔑 For HS systems only, open the door by turning the **day lock** clockwise and pulling the door open, as shown in [Fig. 40](#).



Fig. 40 – Day lock operation for HS EU/UK (left) and HS US (right)

6. Insert the **fobs** into any of the lighted empty sockets, as shown in [Fig. 41](#) and [Fig. 42](#).
 - 🔑 If inserting a Sturdifob, align the metal end of the Sturdifob with the socket, push it in firmly, and twist it 45 degrees clockwise until you hear a click.
 - 🔑 If inserting an iFob or Dealer Plate iFob, push it into the socket until you hear a click.
 - 🔑 The system automatically detects the asset and its new position within the system.



Fig. 41 – Return the Sturdifob

7. Close the **doors** to engage the electronic locks.
 - 🔑 For HS systems, you must turn the **day lock** counterclockwise when closing the door to engage the electronic lock.
 - 🔑 You are logged out of the kiosk application when you close the door.

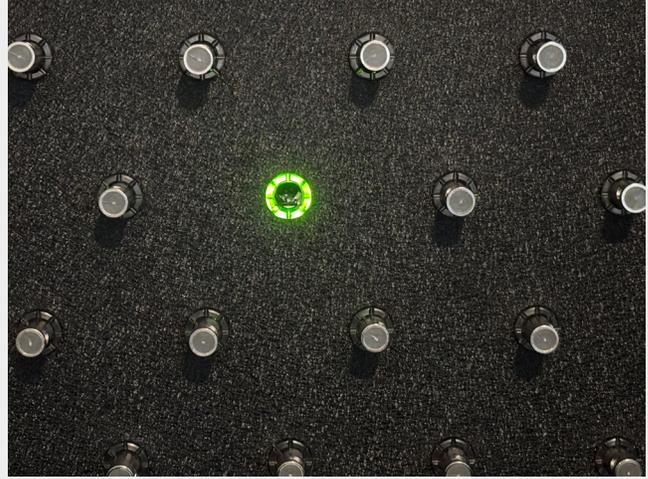


Fig. 42 – Return the iFob

Check out (remove an asset from the cabinet)

To begin removing an asset from a cabinet, do the following:

1. Log in to the **kiosk application** as a user or an admin.
2. Press **Check Out**, as shown in [Fig. 43](#).

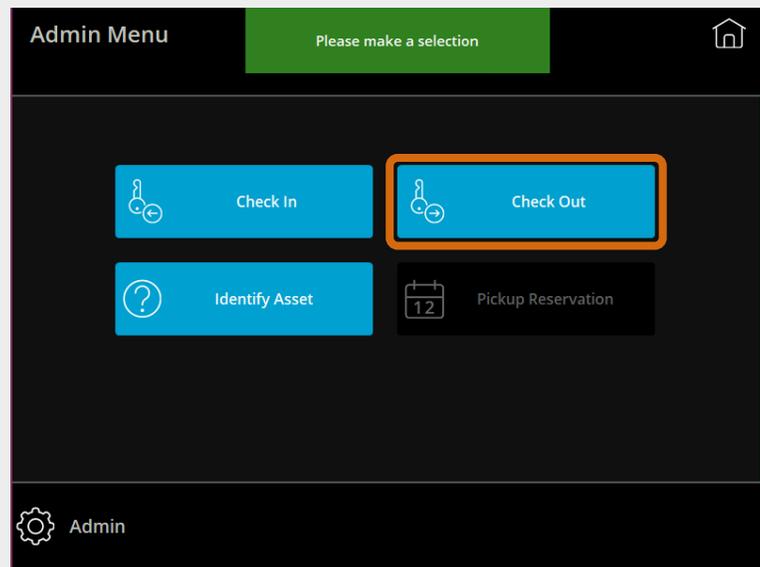


Fig. 43 – Admin Menu with Check Out button indicated

3. Select how you want to check out assets from the Check Out screen shown in [Fig. 44](#).

🔑 By default, four main options for checking out an asset are turned on: by **Name**, by **List**, by **Filter**, or by **VIN**.

Note: There are further check-out filters available to be switched on that are currently grayed out, as seen in [Fig. 44](#). Please contact Support to enable further options.

🔑 In automotive applications, the Name should stand for the main vehicle identifier which has been set for your solution (e.g., vehicle registration plate number). For the following example, the stock number has been used for the Name.

Note: Regardless of the check-out method used, if the Issue Reasons feature has been activated on the system, you will be required to choose a reason for checking out each key. The Issue Reason screen appears when a key is selected, then highlighted, for check out. For more information on Issue Reasons, see the *KEYper Electronic System Manual*.

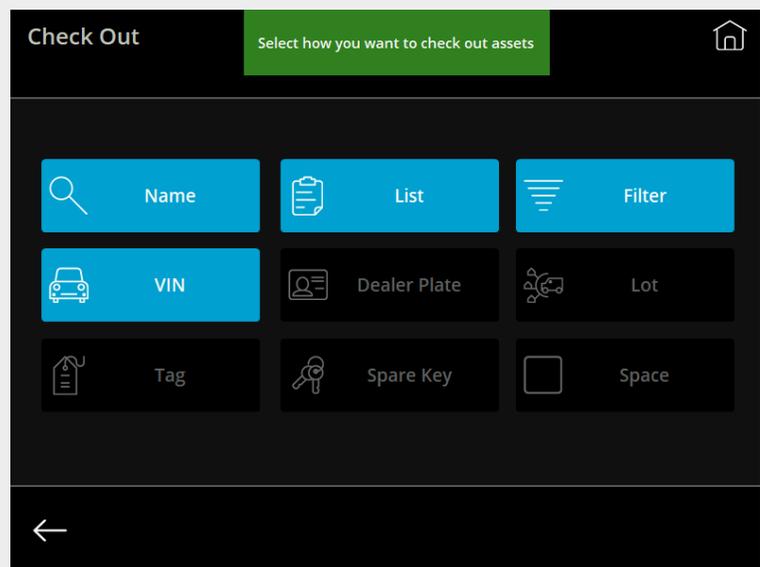


Fig. 44 – Options for check-out

1. Check out by name

Note: The number of keys you may have out at one time (*Issue Limit*), the systems and the cabinets you may access, and the days and times you may access the system(s), are determined by the restrictions of the Access Group of which you are a member. See the *KEYper GO Web & Web Admin Quick Start guide* or the *KEYper Electronic System Manual* for more information.

To check out an asset by name, do the following:

1. Press **Name** on the Check Out screen.

🔑 The keyboard screen displays, as shown in [Fig. 45](#).

2. Enter the **asset name** with the keyboard.

Note: This is a partial search screen. If you enter "1," it will return all assets with "1" in the Name. You may also enter an exact search term.

3. Press **Continue**.

🔑 If the name is found, it is shown in the list, as shown in [Fig. 46](#).

🔑 If the key has been checked out by another user, a message appears at the top of the screen.

🔑 If the key is not found, a message appears at the top of the screen.

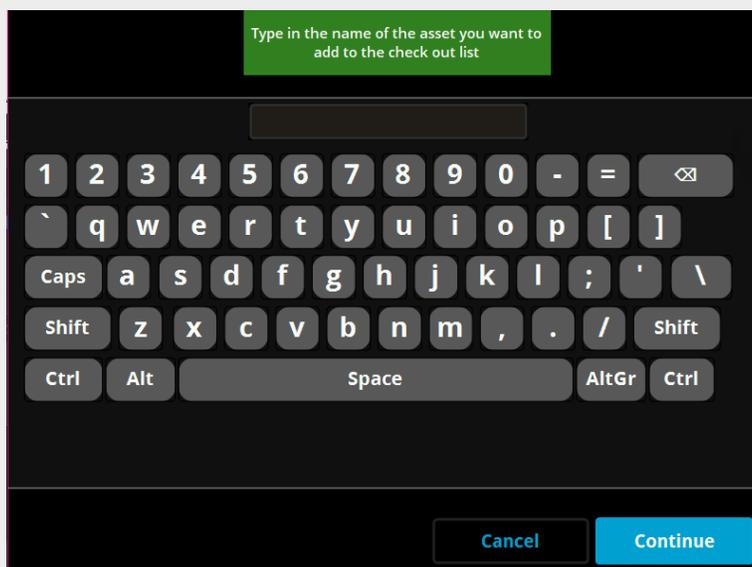


Fig. 45 – Check out by name keyboard screen

🔑 The asset name is always shown first, on the left side of the list, as shown in [Fig. 46](#). In this example, the asset name is 1007.

🔑 If the admin has added more information for a key, it is also displayed. Examples are year, make, model, exterior color, interior color, type, and VIN.

🔑 If you receive more results than can be displayed on one page, use the buttons on the right side of the screen to navigate the list. **Top** and **Bottom** will take you to the first and last pages, while **Up** and **Down** will move one page at a time. All lists in the kiosk application function this way.

4. Press the **record (row)** for the asset you wish to check out.

🔑 When selected, the record is highlighted in blue. If you need to deselect an asset, press the **record** again.

🔑 Press **Select All** and **Deselect All** to affect every key in the list.

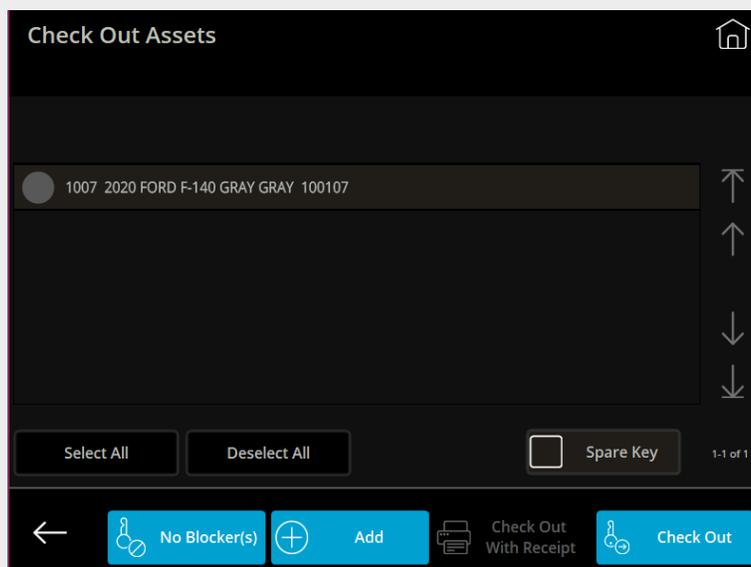


Fig. 46 – Select keys to check out on the Check Out Assets screen

- Press **Add**, as shown in [Fig. 47](#), to return to the keyboard screen and find additional keys to check out. If you do not wish to check out additional keys, skip this step.

Note: The number of keys you may have out at one time (Issue Limit), the systems and cabinets you may access, and the days and times you may access the system depend on the restrictions placed on your account by admin or the restrictions of the access group of which you are a member.

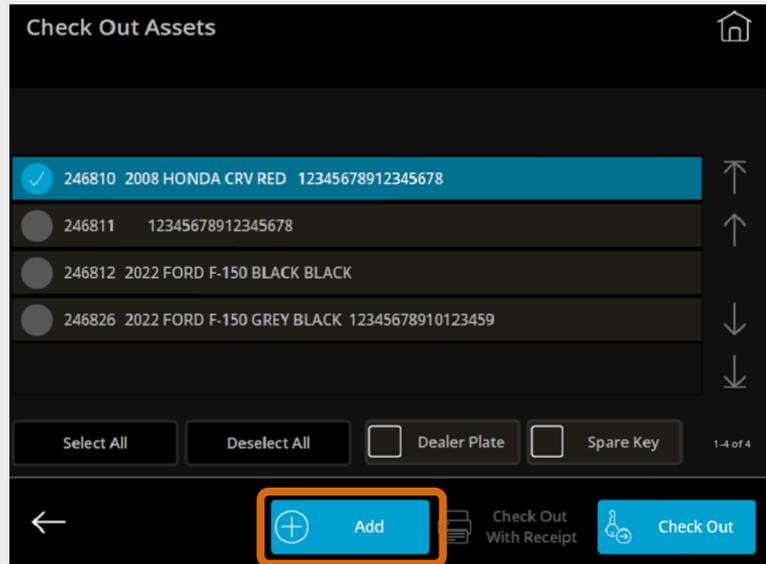


Fig. 47 – Check Out Assets screen with Add button indicated

- Press **Check Out**, as shown in [Fig. 48](#).
- Open the **cabinet**.
 - For HS systems only, you must open the door by turning the **day lock** clockwise and pulling the door open.
- Remove the **key(s)**.
 - To remove a Sturdifob, locate the Sturdifob indicated by the red light. Twist the Sturdifob 45 degrees counterclockwise and pull out.
 - To remove an iFob, locate the iFob indicated by the green light and pull the iFob out.
- Close the **cabinet**.
 - For HS systems only, you must close the **door** and turn the **day lock** counterclockwise to engage the electronic lock.
 - Once you close the door, you are automatically logged out of the kiosk application.

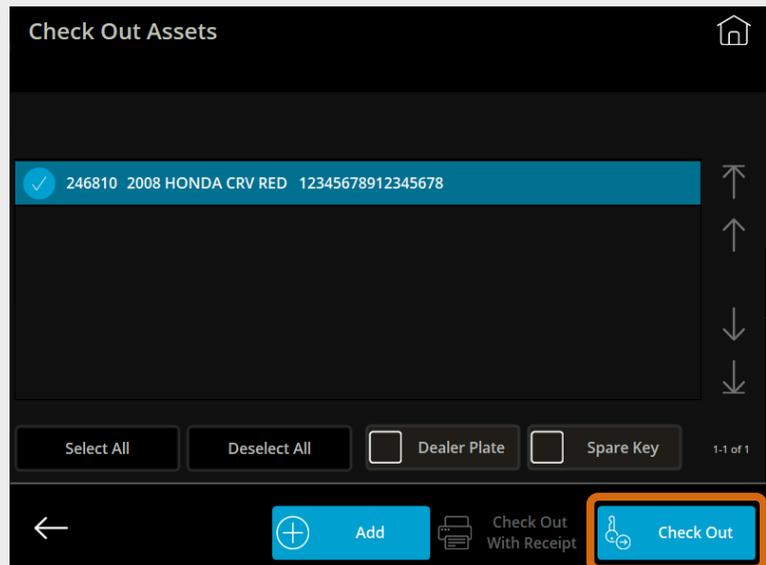


Fig. 48 – Check Out Assets screen with Check Out button indicated

2. Check out by list

To check out assets from a list of available assets, do the following:

1. Press **List** on the Check Out screen to display a list of all keys available for check-out, as shown in [Fig. 49](#).
 - 🔑 The asset name is always shown first, on the left side of the list.
 - 🔑 If the admin has added more information for a key, it is also displayed. Examples are year, make, model, exterior color, interior color, type, and VIN.

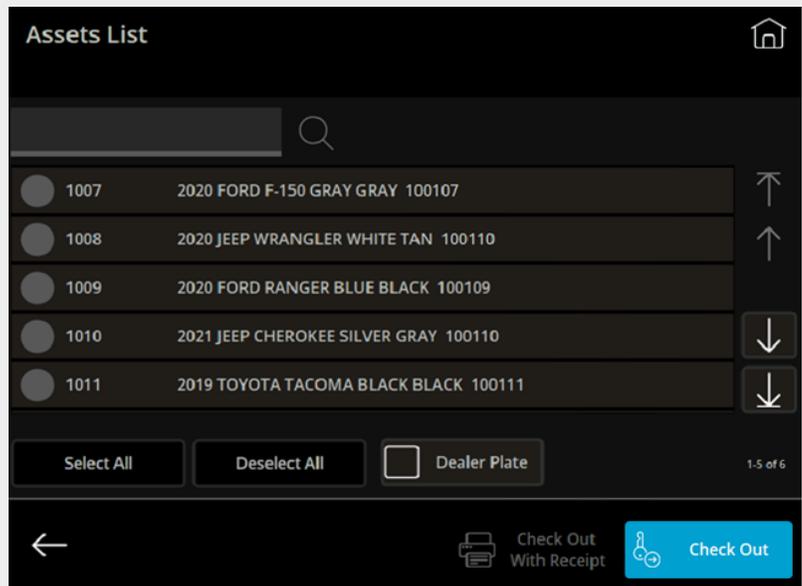


Fig. 49 – Assets List screen

2. Press the **record (row)** for the asset you wish to check out to select it, as shown in [Fig. 50](#).
 - 🔑 Selected assets are highlighted in blue. If you need to deselect an asset, press the **record (row)** again.
 - 🔑 Press **Select All** to select all records, even if there are many pages. Press **Deselect All** to clear the selection.
 - 🔑 If you have more keys than can be displayed on one page, the buttons on the right side of the screen allow you to navigate the list. **Top** and **Bottom** take you to the first and last pages, while **Up** and **Down** move one page at a time. All lists in the kiosk application function in the same manner.
 - 🔑 Repeat this step until all the assets you wish to check out are selected.

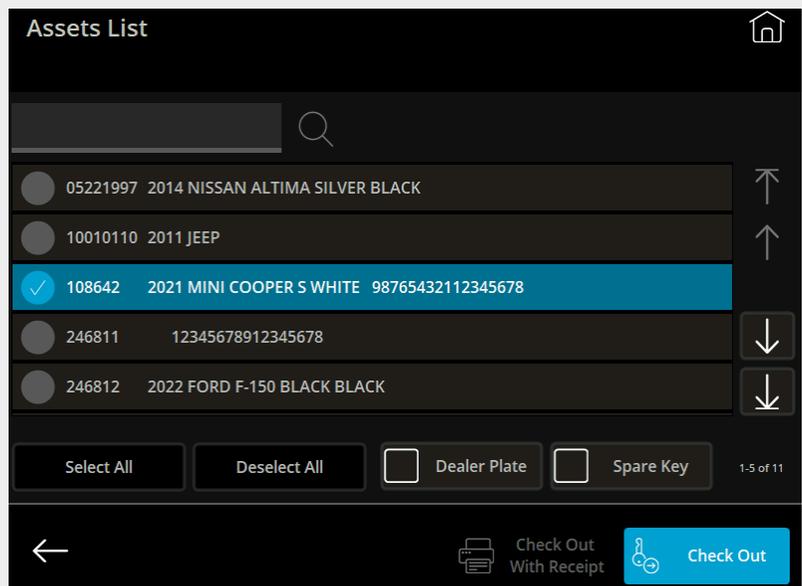


Fig. 50 – Assets List screen with asset selected

3. Press **Check Out**, as shown in [Fig. 51](#).

4. Open the **cabinet(s)**.

🔑 For HS systems only, you must open the door by turning the **day lock** clockwise and pulling the door open.

5. Remove the **key(s)**.

🔑 To remove a Sturdifob, locate the Sturdifob indicated by the red light. Twist the Sturdifob 45 degrees counterclockwise and pull out.

🔑 To remove an iFob, locate the iFob indicated by the green light and pull the iFob out.

6. Close the **cabinet(s)**.

🔑 For HS systems only, you must close the door and turn the **day lock** counterclockwise to engage the electronic lock.

🔑 Once you close the door(s), you are automatically logged out of the kiosk application.

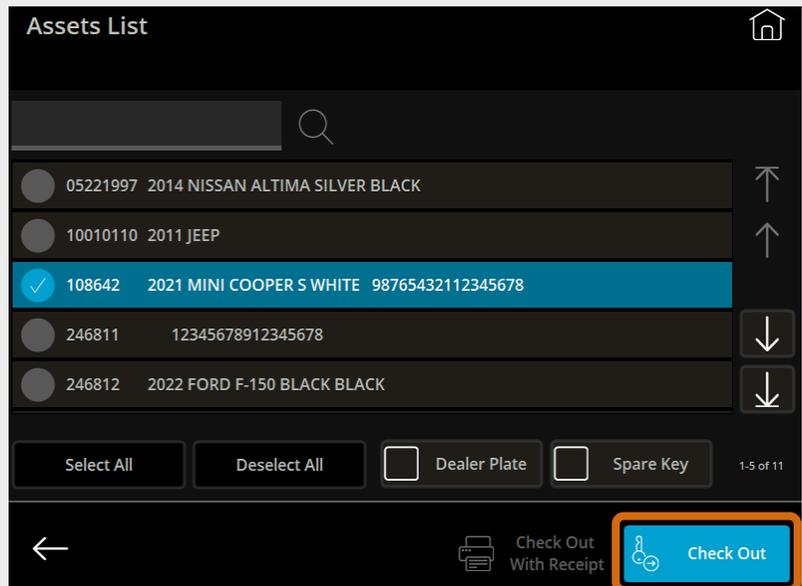


Fig. 51 – Assets List screen with Check Out button indicated

3. Check out by filter

The filter is used to search for keys by attributes such as make, model, year, color, etc.

To filter assets for check out, do the following:

1. Press **Filter** on the Check Out screen to search for keys by filtering attributes.
2. Enter an attribute value, then press the applicable **filter**.
 - 🔑 For example, enter a **year** (four digits), then press the **Year** filter.

Note: To add a key for check out by name on this screen, you must enter the full and exact name and press **Add**.

- 🔑 See the example in [Fig. 52](#). The Year filter says “2020” and the green message box indicates the filter narrowed the total to three assets.
- 🔑 To reset a filter, press the **filter** you want to clear. A pop-up appears showing that the filter has been cleared.



Fig. 52 – Asset Filter screen with one filter applied

3. Continue to add more filters as needed.
 - 🔑 The example continues in [Fig. 53](#). The Year is filtered on “2020” and the **Ext. Color** is filtered on “BLUE,” which narrows the results to one single asset.

4. Press **Review** to show the filtered key.

Note: Once the Assets List screen appears, you can go back to the User/Admin Menu, check out, or log out. You cannot go directly back to the filtering screen.

5. Press the **record (row)** for the asset you wish to check out.
 - 🔑 Selected assets are highlighted in blue.
 - 🔑 If you need to deselect an asset, press the **record (row)** again.

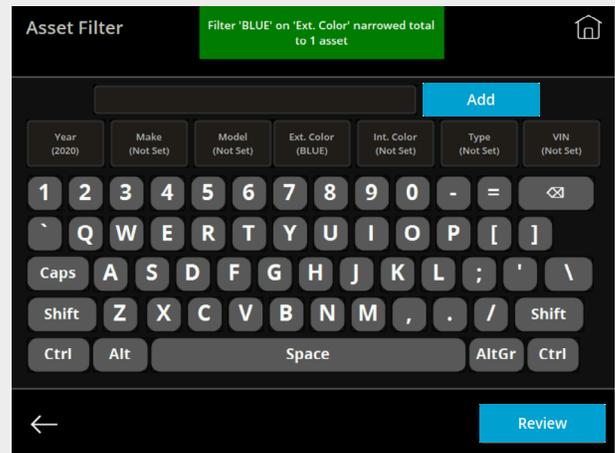


Fig. 53 – Asset Filter screen with two filters applied

6. Press **Check Out**, as shown in [Fig. 54](#).
7. Open the **cabinet**.
 - 🔑 For HS systems only, you must open the door by turning the **day lock** clockwise and pulling the door open.
8. Remove the **key**.
 - 🔑 To remove a Sturdifob, locate the Sturdifob indicated by the red light. Twist the Sturdifob 45 degrees counterclockwise and pull out.
 - 🔑 To remove an iFob, locate the iFob indicated by the green light and pull the iFob out.
9. Close the **cabinet**.
 - 🔑 For HS systems only, you must close the door and turn the **day lock** counterclockwise to engage the electronic lock
 - 🔑 Once you close the door, you are automatically logged out of the kiosk application.

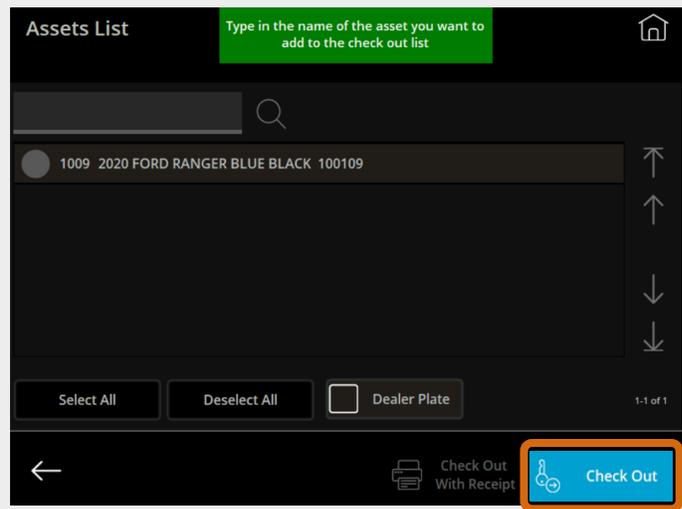


Fig. 54 – Review the filtered asset(s) on the Assets List screen

4. Check out by VIN

You can also search for keys belonging to a vehicle using the vehicle’s VIN. To check out an asset based on the vehicle’s VIN, do the following:

1. Press **VIN** on the Check Out screen.
 - 🔑 You are taken to a keyboard screen, shown in [Fig. 55](#).
2. Type in the **last eight characters of a vehicle’s VIN** to find that vehicle.
3. Press **Continue**.
 - 🔑 The Assets by VIN screen appears.
4. Press the **record (row)** for the asset you wish to check out.
 - 🔑 Selected assets are highlighted in blue. To deselect an asset, press the **record (row)** again.
5. If you would like to add more assets to check out, press **Add** and repeat [Step 2](#) to [Step 4](#). Otherwise, proceed to the next step.

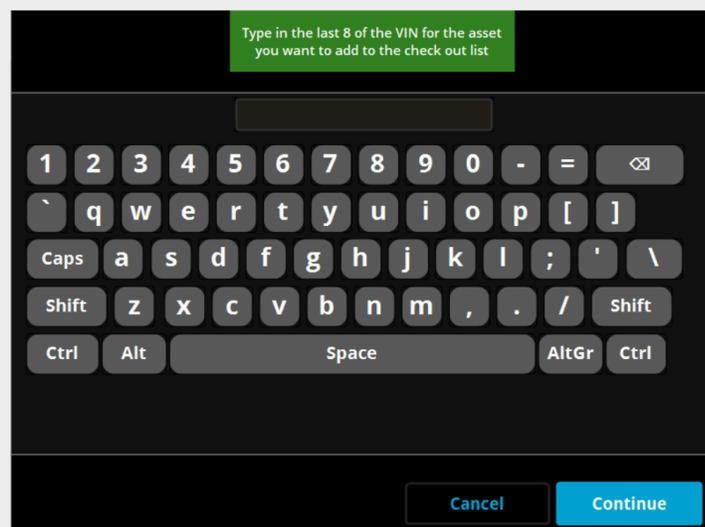


Fig. 55 – Check out by VIN keyboard screen

6. Press **Check Out**, as shown in [Fig. 56](#).

7. Open the **cabinet**.

🔑 For HS systems only, you must open the door by turning the **day lock** clockwise and pulling the door open.

8. Remove the **key(s)**.

🔑 To remove a Sturdifob, locate the Sturdifob indicated by the red light. Twist the Sturdifob 45 degrees counterclockwise and pull out.

🔑 To remove an iFob, locate the iFob indicated by the green light and pull the iFob out.

9. Close the **cabinet**.

🔑 For HS systems only, you must close the **door** and turn the **day lock** counterclockwise to engage the electronic lock.

🔑 Once you close the door, you are automatically logged out of the kiosk application.

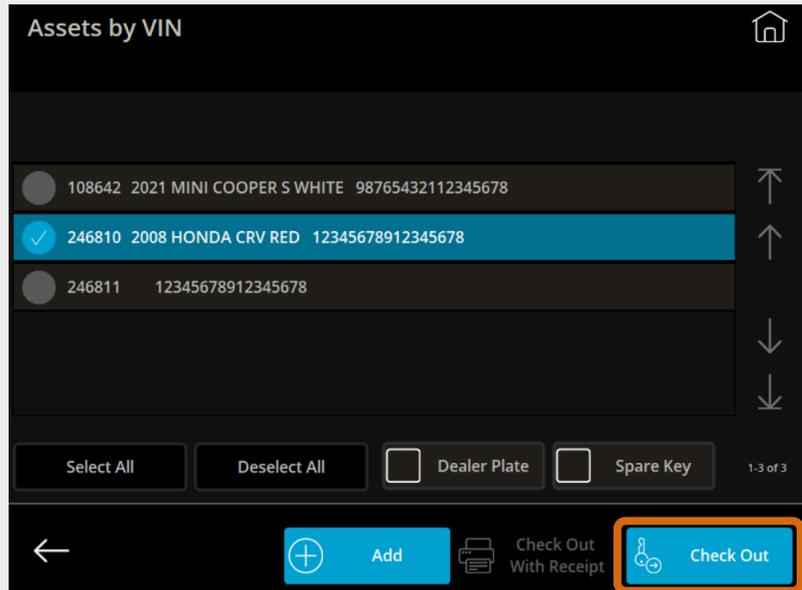


Fig. 56 – Assets by VIN screen with Check Out button indicated

5. Check out a dealer plate

If you are using a dealer plate solution, do the following to check out dealer plates:

1. Press **Dealer Plate** on the Check Out screen.

🔑 The Assets List screen appears, as shown in [Fig. 57](#), with a list of all the dealer plates in the system that are available for check-out.

2. Navigate through the list or use the search bar to find a dealer plate.

🔑 If you receive more results than can be displayed on one page, use the buttons on the right side of the screen to navigate the list. **Top** and **Bottom** take you to the first and last pages, while **Up** and **Down** move one page at a time. All lists in the kiosk application function this way.

3. Press the **record (row)** for the dealer plate you wish to check out to select it.

🔑 Selected dealer plates are highlighted in blue.

🔑 To deselect a dealer plate, press the **record (row)** again.

🔑 Press **Select All** to select all dealer plates, even if there are many pages. Likewise, press **Deselect All** to clear the selection.

🔑 Repeat this step until all the dealer plates you wish to check out are selected.

4. Press **Check Out**.

🔑 The cabinet unlocks.

5. Open the **cabinet**.

6. Remove the **dealer plate(s)**.

🔑 To remove a Dealer Plate iFob, locate the iFob indicated by the green light and pull the iFob out.

7. Close the **cabinet**.

🔑 Once you close the door, you are automatically logged out of the kiosk application.

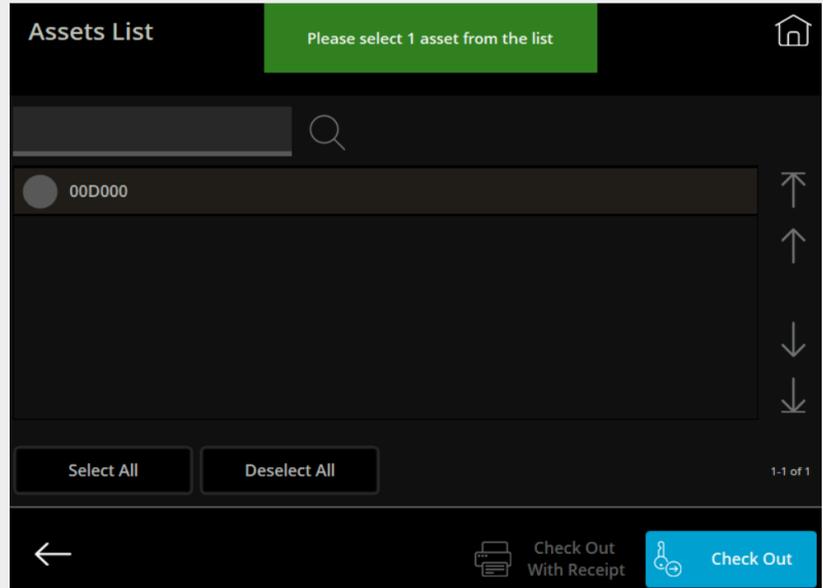


Fig. 57 – Dealer plate result on Assets List screen

6. Check out by tag

You can also search for keys belonging to a vehicle by searching for the number of the associated Smart Tag. To search for assets by tag number, do the following:

1. Press **Tag** on the Check Out screen.
 - 🔑 The screen changes to allow numeric entry, as shown in [Fig. 58](#).
2. Type the **number** of the Smart Tag associated with the key you wish to check out.
3. Press **Continue**.
 - 🔑 The Check Out Assets screen displays.
 - 🔑 If there is vehicle associated with the Smart Tag, the details are displayed on the screen, as shown in [Fig. 59](#).

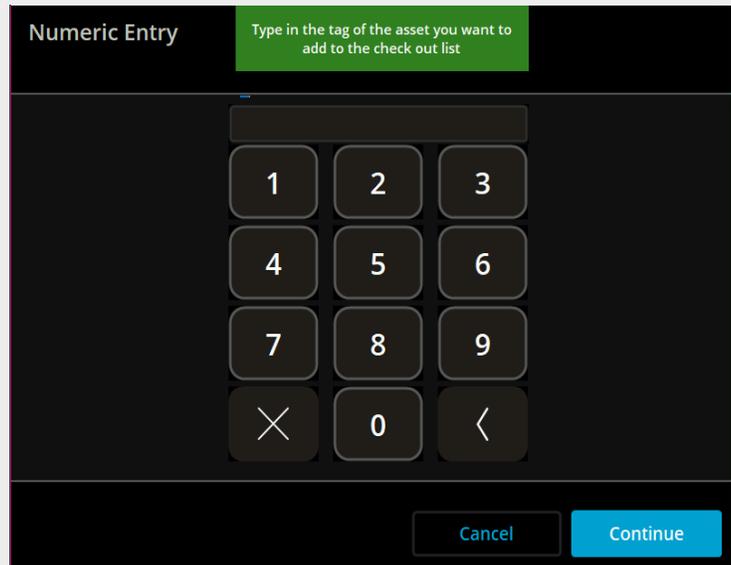


Fig. 58 – Numeric Entry screen

4. Press the **record (row)** for the asset you wish to check out.
 - 🔑 Selected assets are highlighted in blue.
 - 🔑 To deselect an asset, press the **record (row)** again.
5. If you would like to add more assets to check out, press **Add** and repeat [Step 2](#) to [Step 4](#). Otherwise, proceed to the next step.
6. Press **Check Out**.
 - 🔑 The cabinet unlocks.
7. Open the **cabinet door**.
 - 🔑 For HS systems only, you must open the door by turning the **day lock** clockwise and pulling the door open.
8. Remove the **key(s)**.
 - 🔑 To remove a Sturdifob, locate the Sturdifob indicated by the red light. Twist the Sturdifob 45 degrees counterclockwise and pull out.
 - 🔑 To remove an iFob, locate the iFob indicated by the green light and pull the iFob out.
9. Close the **cabinet door**.
 - 🔑 For HS systems only, you must close the door and turn the **day lock** counterclockwise to engage the electronic lock.
 - 🔑 Once you close the door, you are automatically logged out of the kiosk application.

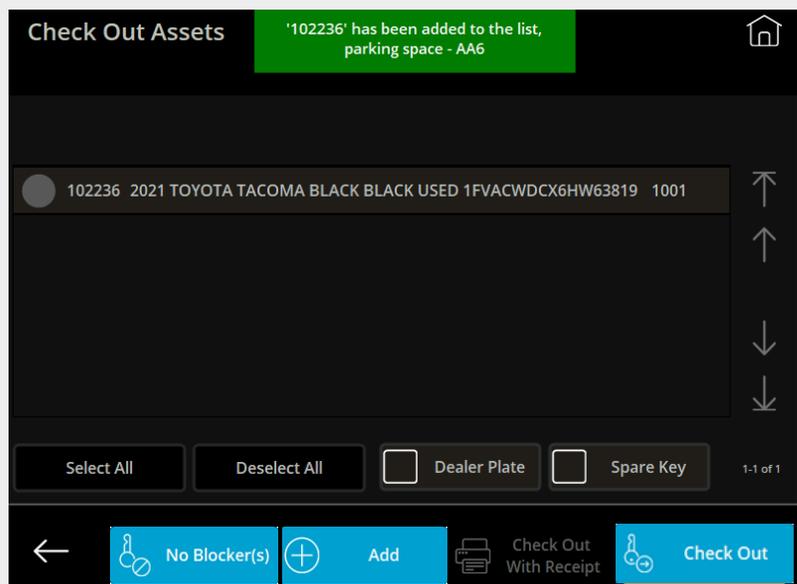


Fig. 59 – Check Out Assets screen with Smart Tag asset results

7. Unable to locate or check out a key

If you are unable to check out (remove) a particular key, it could be due to one of these common reasons:

- 🔑 **Key already checked out by someone else:** A notification pops up informing you of who removed the key and when.
- 🔑 **Key moved to another kiosk:** If the kiosk is networked, a notification pops up informing you which cabinet the key is in.
- 🔑 **Check out at the current time of day or day of week is not allowed:** Talk to your admin about general item allowance.
- 🔑 **Key limitation rules:** Talk to your admin about your item allowance.
- 🔑 **Key permission disabled by administrator:** Talk to your admin about that key.
- 🔑 **Key not registered by administrator:** Talk to your admin and advise them to register the key in the system.

8. Multi-cabinet check-out

When one or more cabinets are physically attached to the kiosk cabinet (2+ cabinets total), it is known as a multi-cabinet system. This is not the same as multiple kiosks networked across a customer site. One cabinet has the touchscreen and the kiosk application installed on it and takes the role of the main cabinet in the system, while the add-on cabinets do not have their own touchscreens and kiosk application and serve as the main cabinet's extensions. Despite the number of cabinets in that setup, it still functions as one system.

Note: Do not confuse a multi-cabinet system with many kiosks that still work separately. They are counted as separate systems and each of them has its own touchscreen, regardless of whether they are networked or not.

When you remove (check out) several fobs at one time, they may be stored across several cabinets. The cabinets unlock one at a time. The second cabinet does not unlock until the first cabinet has been opened and closed. The third does not unlock until the second has been opened and closed, and so on.