

## Frequently Asked Questions

**Question1: What is the CLIQ® Technology?**

**Answer1:** The CLIQ® technology is a jointly developed technology for making electronic cylinders and electronic keys. It was developed by ASSA-ABLOY and is available for the ASSA-ABLOY group companies. It comprises an ASIC for keys and cylinders, electronic designs for boards to be used in keys and cylinders and know-how. It also includes software support tools and a set of so called APIs to be used for developing support software for special applications of the CLIQ® technology.

**Question2: What is a Control Key (C-Key)?**

**Answer2:** The C-key is made for the end user, the System Manager. With the C-key the manager can control and make all changes in the system and read out audit trails from the cylinders.

**Question3: Is it possible to retrieve key or cylinder history?**

**Answer2:** Yes, there is an audit trail in the key as well as in the cylinder.

**Question4: Why should I use an electronic cylinder instead of a mechanical one?**

**Answer4:** To achieve more security, higher flexibility and real lasting security.

**Question5: Why is the CLIQ® system more expensive than a mechanical MKS?**

**Answer5:** You get more for your money. Higher security, more flexible, lasting security.

**Question6: What kind of clients should be targeted?**

**Answer6:** Mostly professional end users. Users of Master Key Systems in offices, factories, public buildings, government, and army.

**Question7: What does the CLIQ® system bring to a client, compared to a mechanical system?**

**Answer7:** Higher security, high mechanical security plus high electronic security. Flexibility and longer lifetime to a secure Master Key System. An ability to monitor who enters a room (Audit Trail) and the ability to define a specific schedule for each key in the system.

**Question8: Could an existing MKS be extended?**

**Answer8:** Yes! An existing mechanical MKS or an existing combined (mechanical + CLIQ™) system can be extended with CLIQ® if it is the Interactive® technology.

**Question9: Are there any technical manuals available that describe the functionality of the Manager SW and of the Planner SW?**

**Answer9:** Yes. Detailed technical manuals are available for both Manager and Planner Softwares.







Working with the "PD":

1. Open the Manager SW.
2. In the main menu click "System set-up".
3. Select "User data"
4. Choose the COM port.

**Question16: What do I need to operate a CLIQ® system?**

**Answer16:** To operate a CLIQ® system you would need the Manager SW installed on a computer, a Programming Device (PD), a Control Key (C-Key) and the C-Key's PIN code.

**Question17: Can I install and work with the Manager SW on a network?**

**Answer17:** Yes. You can install your copy of the Manager SW on a server in your network and then reach it from any PC within your network.

The installation: install the SW on the server (normal installation).

In your PC go to *My Computer* → *Tools* → *Map Network drive*

Choose a driver name (for example "Q") and browse to find the server.

Check the "reconnect on logon" box and click "Finish".

Now, when you return to "My Computer" you will see a new drive "Q".

Enter this drive and find the installation directory of the Manager SW.

Create a shortcut for the "CLIQCUST.EXE" file on your desktop.

To work with the Manager SW: double click on the shortcut you've created.

Note:

1. You need a Programming Device connected to all PCs that need to use the Manager SW.
2. Only one user can use the Manager SW at a time.

**Question18: Are the CLIQ® cylinder and key water resistant?**

**Answer18:** The key is resistant to water dipping. Water (or any other material) must be wiped off the key before inserting it to the cylinder.

The cylinder's contact area must be free of water for proper operation. It is recommended not to install the cylinder in a location where water has direct access to the keyway.

If water has reached the cylinder, it needs to be dried before it can be used. Insert the key a number of times, each time wipe the water from the key.

**Question19: How do I receive the system?**

**Answer19:** A system is received in a state where all keys are not authorized in any of the cylinders. Quartz key's internal clock is not set.





**Question20:** Why can't I (the locksmith) change mechanical combination in cylinders & cut keys?

**Answer20:** In a CLIQ® system, the mechanical combination, and the "electronic combination" go hand in hand. At this point of the project, the programming of the electronic elements can only be done with the Factory SW in MUL-T-LOCK.

In the future we plan to have a new type of SW that will allow you to program on your own. Only then it will be possible for you to change combinations and cut keys.

**Question21:** Which type of software is suitable for my needs: CLIQ® Manager or CLIQ® Manager Multi-System?

**Answer21:** The CLIQ® Manager enables you to manage one system only. In the CLIQ® Manager Multi-System it is possible to manager up to 2000 systems.

**Question22:** What are the minimum system requirements for operating a CLIQ® system?

<b>Answer22:</b>	<b>Planner</b>	<b>CLIQ® Manager</b>	<b>CLIQ® Manager Multi-System</b>
CPU	<b>Pentium</b>	<b>Pentium</b>	<b>Pentium</b>
RAM	<b>128 MB</b>	<b>128 MB</b>	<b>128 MB</b>
Free Disk Space	<b>30 MB</b>	<b>20 MB</b>	<b>20 MB</b>
Graphic Card	<b>SVGA (800*600)</b>	<b>VGA (640*480)</b>	<b>VGA (640*480)</b>
Ports	<b>None</b>	<b>1 Serial</b>	<b>1 Serial</b>
OS	<b>Windows 98</b>	<b>Windows 98</b>	<b>Windows 98</b>

**Question22:** How many times can I open a cylinder with one battery?

**Answer22:** A new battery is good for more than 10000 uses. You should change the battery as soon as possible after the "low battery indication" (8 short red blinks) is received.

**Question23:** How many keys can I have in one system?

**Answer23:** There is no definite answer for this question. It depends on whether you're using normal cylinders or cylinders with extended memory and on the use of groups in the design. (For more information please contact our technical support team: <mailto:tech.support@mul-t-lock.com>)

**Question24:** What is the difference between "CLIQ Manager SW" and "CLIQ Manager Multi-System SW"?

**Answer24:**

CLIQ Manager - this is the "Manager's" SW - it is used for the daily handling of one system. It should be used by an "end user" that wants to manage his own system. It is only good for one system.

CLIQ Manager Multi-System - this is a different version of the "Manager SW". This version should be used by a distributor or by the locksmiths. In this SW you can handle many systems (up to 2000 systems).



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**Question25:** What is the “PLANNER SW”?

**Answer25:** The CLIQ PLANNER SW is the "planner's" SW. It is used to define the electronic features of a system (which cylinders are CLIQ and which are not, what kind of electronic keys (with or without Quartz), the opening matrix... It should be used by the people who plan the CLIQ systems.



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