

## WHAT I NEED TO KNOW ABOUT MY NEW RISCO READERKEY ...

- WATCH MY 20 MINUTE VIDEO GIVEN TO ME AT THE EXCHANGE (ALSO FOUND AT <http://www.riscolockbox.com/support.htm>)
  - DOWNLOAD THE KEY SOFTWARE FROM [WWW.RISCOLOCKBOX.COM/ORION](http://WWW.RISCOLOCKBOX.COM/ORION) (ENTERING BOARD ID:8355, SERIAL # FOUND ON BACK OF KEY & PIN # THAT IS USED EVERY TIME I USE MY KEY)
- UPDATE MY KEY WITH MY COMPUTER AND USB CABLE EVERY 7 DAYS (BE SURE TO HAVE AN INTERNET CONNECTION!)
- CHARGE MY BATTERY EVERY 2 WEEKS FOR 3 HOURS STRAIGHT ON MY COMPUTER WITH MY USB CABLE

## HOW DO I DOWNLOAD MY RISCO KEY SOFTWARE?

- LOG IN TO [WWW.RISCOLOCKBOX.COM/ORION](http://WWW.RISCOLOCKBOX.COM/ORION) (ENTERING BOARD ID: 8355, SERIAL # FOUND ON BACK OF KEY & PIN # THAT IS USED EVERY TIME I USE MY KEY)
    - CLICK ON [Download ReaderKEY2 Client](#) (FOUND ON LEFT HAND SIDE)
    - ON NEXT PAGE, SCROLL TO BOTTOM OF PAGE AND CLICK CONTINUE
  - FOR THE 2 BOXES THAT POP UP, SELECT RUN TO DOWNLOAD SOFTWARE (ON BOTH)
    - ON NEXT SCREEN SELECT NEXT, INSTALL AND FINISH
- CALL RISCO AT 1-800-929-0193 FOR ANY PROBLEMS

## HOW DO I CHARGE MY BATTERY?

- TURN ON YOUR COMPUTER AND PLUG YOUR KEY IN WITH YOUR USB CABLE FOR 3 STRAIGHT HOURS

## WHY IS MY KEY EXPIRING EVERY DAY?

- **IF YOU GET AN UPDATE CODE FROM RISCO'S WEBSITE OR BY CALLING THE BOARD/RISCO, THAT UPDATE CODE WILL ONLY LAST UNTIL MIDNIGHT OF THE SAME DAY. YOU WILL NEED TO PLUG YOUR KEY INTO YOUR COMPUTER TO UPDATE FOR THE 7 DAY CYCLE. (THIS WILL ONLY WORK ONCE THE SOFTWARE IS PROPERLY DOWNLOADED AND YOU ARE CONNECTED TO THE INTERNET)**

**I HAVE A MAC COMPUTER AND CAN'T DOWNLOAD THE SOFTWARE, WHAT CAN I DO?**

- **THE SOFTWARE RISCO DEVELOPED FOR THE NEW KEY IS CURRENTLY NOT COMPATIBLE WITH MAC COMPUTERS; WE ARE WORKING WITH RISCO TO RESOLVE THIS PROBLEM. PLEASE CONTACT OUR CEO BRYAN KOHLER FOR FURTHER ASSISTANCE AT [BRYAN@SALTLAKEBOARD.COM](mailto:BRYAN@SALTLAKEBOARD.COM).**