

GE Security

Dear DisplayKEY Customer:

These are instructions for installing PC Sync software on a Windows 7 PC. Most DisplayKEYs are updated using a telephone line. *If you update your DisplayKEY using the DisplayKEY cradle, you do not need to install PC Sync software on your computer.*

To install the PC Sync software for your DisplayKEY on a Windows 7 PC, please perform the following steps.



- 1) Is your DisplayKEY cradle connected to your POTS (plain old telephone service or "land") phone line?

YES: No action is required – your DisplayKEY does not interact with Windows 7. Your DisplayKEY cradle has a modem that dials out using your phone line, so it does not need to connect to your PC.

NO: Proceed to Step 2.

- 2) Does your PC have a 32-bit Operating System?

YES: Your DisplayKEY is compatible with Windows 7.

- a. Go to www.supraekey.com and logon to KIMweb.
- b. Choose **Download Applications** from the left column.
- c. Save the file to your computer.
- d. Run the download.
- e. If Windows 7 displays the error message "DPIInst.exe cannot be run on this operating system," ignore the alert and finish the install. DPIInst.exe is the Supra installer program and does, in fact, run correctly on Windows 7.
- f. Plug the DisplayKEY into the computer when prompted during the install.
- g. Your DisplayKEY should now be installed on your Windows 7 PC with a 32-bit processor.

NO: Proceed to Step 3.

I DON'T KNOW: Please see Appendix 1 below this section.



imagination at work

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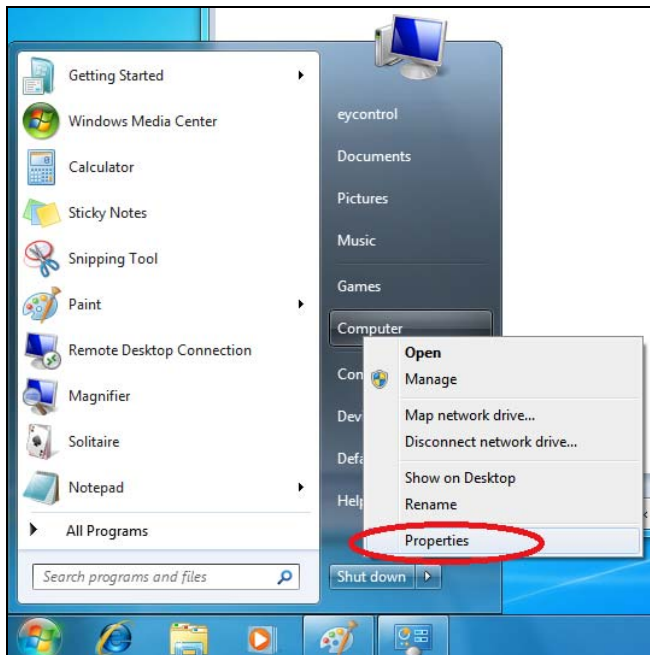
- 3) If your system has a 64-bit Operating System, your DisplayKEY is compatible. To obtain the correct installation software and assistance on the installation, please:
 - a. Phone us at 1-877-699-6787 Option 3 > Option 2 > Option 8
 - b. Inform the agent support representative that you are calling to “install PC Sync for a DisplayKEY on a Windows 7/Windows 64-bit system.”



If you have questions or concerns, please call the GE Security support line at 1-800-394-4988.

Appendix 1: How to determine if your PC has a 32-bit or 64-bit Operating System

- 1) Right click on “Computer” and then select “Properties” from the resulting menu



- 2) Windows 7 will display “Basic information about your computer”
- 3) Refer to the “System” section. Your “System Type” will either be a 32-bit Operating System or a 64 bit Operating System.