

## Futura Edge FAQ's

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#### **Q. Will I need to change jaws/clamps in order to cut different types of keys?**

A. *The Futura Edge is equipped with a four-position jaw (clamp) that is used for most cylinder and edge cut automotive keys used in the North American market. The optional 06V Clamp allows secure clamping of Best® type keys. The 06V clamp has a built-in tip stop to allow the user to easily clamp this type of key regardless of the keyway. Jaw A (same as on the 01V clamp) will be on the opposite side, so this jaw can be used for Best® type keys and standard edge cut keys. Simply install the 06V in place of the 01V on your Futura EDGE machine using the inner clamp spring from the 01V and you are ready to go.*

#### **Q. When changing clamps and jaws will the Futura EDGE require re-calibrating?**

A. *The 01V clamp is calibrated at the factory and should not need to be calibrated prior to use. The optional 06V clamp should be calibrated prior to use. The tablet walks the user through the calibration process step-by-step.*

#### **Q. Is there an option to use carbide cutters on the Futura?**

A. *The Futura EDGE is designed to be light weight. Because of the light weight benefit, the motor speed needed and the vibration caused with the use of carbide cutters would not be compatible, nor is it recommended.*

#### **Q. Are adapters needed for certain keys (narrow, etc.)?**

A. *Other than the optional 06V clamp mentioned above, you should be able to clamp the majority of keys used in the North American market without the use of special adapters, clamps or jaws. Cylinder keys with narrow blades may require the placement of a pin (included with the machine) between the bottom of the clamp and the back of the key so that the key extends far enough out from the jaw surface to be properly read and cut. If the key has a narrow blade and is also very thin, it may require the use of two pins. Refer to the Operators manual for illustrations showing the placement of the pins.*

#### **Q. Will the Futura Edge operate without a Wi-Fi connection?**

A. *The Futura Edge can be set up in one of four modes (Access Point Mode, Local Network Mode, via Ethernet connection and Tethering). The machine is set on Access Point Mode at the factory. In this mode, the tablet connects directly to the machine via a Wi-Fi signal generated by the machine so it is not dependent on a Wi-Fi signal from another source. The Local Network Mode can be used to connect the machine to a Wi-Fi router. Please consult the Software Operating Guide of the Futura for more details.*  
*If you choose to tether the tablet to the machine, every time the machine is turned off it will default to Access Point Mode and will require you to tether it again at start-up. Refer to the Software Operating Guide for more details.*

#### **Q. Can the Futura operational software be loaded onto an existing computer or tablet rather than the supplied tablet?**

A. *The software is actually loaded on the electronic board of the Futura machine. The tablet simply provides the operating system to run the software. The tablet used to run the machine utilizes the Android® 4.2.2 operating system. At*

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*present it is not compatible with a computer or tablet utilizing a Windows® or Apple® operating system. You can, however, use another computer to operate the machine by typing the machines IP Address (192.168.0.1) into the browser of your computer. The operating menu may not look exactly like the menu on the tablet (since the screen size may be different) and you may not be able to see all of the functions that are normally displayed on the tablet.*

**Q. How often will software updates be required?**

**A.** *Software updates are handled on a subscription basis. Updates would be required if a new key or code series is introduced to the market that is not currently on the database loaded in the program or if a change is made in the operating software. It is recommended that you register and update your machine as soon as you receive it to ensure that you have the latest available software.*

**Q. How long is the subscription good for?**

**A.** *Like all Futura machines, updates to the database are free for the first six months. After the free period, there are four subscription options available, one year, three years, five years and ten years. All subscriptions expire on December 31 of the year of expiration. For example, a 1-year subscription purchased in August of 2018 would expire 12/31/18. A 3-year subscription would expire 12/31/21 and a 5-year subscription would expire 12/31/23. Updates made to the operating software will be provided free of charge.*

**Q. Will you notify owners when updates are available?**

**A.** *Yes. You should register all of your Ilco® and Silca® brand equipment to enable efficient repair service and to insure you receive update notifications. Refer to the Futura operating manual to see instructions on how to register the machine or you can go directly to [www.silcawebsw.biz/futura/reg/](http://www.silcawebsw.biz/futura/reg/) to register your machine.*

**Q. If I plug the tablet into the USB port on the Futura EDGE will it charge the tablet?**

**A.** *There are two USB ports on the back of the machine. The top port is used for charging the tablet. The bottom port is used for tethering and software updates.*

**Q. What is the purpose of the “Copy by Original” function?**

**A.** *The “Copy by Original” function uses the optical laser located in front of the cutter to read the pattern on the original key. The key cut will be an exact duplicate of the original key unless manual adjustments are made. If you are trying to decode a “worn” standard edge cut key in order to cut the duplicate back to OEM specifications you should use the “Search” function to identify the code series or Card used to cut the original key. Once you open the card, select “Decoding” on the right-hand menu and follow the instructions on the screen*

**Q. What is the warranty on the Futura Edge and are there limitations or exclusions with the 2 year warranty?**

**A.** *The warranty on the Futura Edge is two years. The warranty does not cover parts which become faulty as a result of negligence, bad installation, mishandling, use by unqualified personnel, normal wear, use of spare parts of other makes, transport and any circumstances beyond the control of our company. Owners should refer to the warranty certificate provided with the machine for details.*

