

LUMI- Profile Reader Frequently Asked Questions

Please note: The terms “profile” and “keyway” may be used interchangeably in this document. Both refer to the particular milling on both sides of your key which make each key unique.

Q: How many pictures do I have to take for the profile reader to read my key?

A: Two pictures need to be taken in total. One of the front and one of the back.

Q: What is a keyway?

A: The keyway is the unique milling pattern on both sides of a particular key.

Q: How many keyway results can the profile reader identify?

A: The Profile Reader will return 3-5 keyway matches. The key listed at the top is calculated to be the best fit.

Q: How many components come with the Lumi device?

A: The Lumi comes with a magnetic LED light & portable USB-C charger. There are also two white marker plates which can be removed.

Q: How are the photos captured?

A: The key profile images are captured through auto capture. Just steady the camera, ensuring the border outline on the profile reader screen aligns with the QR codes on the Lumi. The reader will scan the key and take the image for you.

Q: How do you accurately capture photos of the key?

A: First take a picture of the thumb side of the key. After that flip the key over and take a photo of the finger side of the key.

Q: What are thumb side and finger side?

A: The thumb side of the key is the side your thumb holds when getting ready to insert a key (cuts pointing up) into a cylinder or lock. The finger side of the key is the side your finger holds when inserting a key.

Q: What if there is no shoulder on the key to line up with the white plate on the Lumi?

A: If there is no shoulder align the bottom of the head of the key on the horizontal line.

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Q: Why does my light switch off sometimes?

A: The Lumi light has an on “auto” and “off” switch but can go off if dormant for 3 minutes. The motion sensor comes back on with the swipe of your hand. It is important to mention; you must physically touch the light while swiping, starting from the motion sensor to the opposite end of the light.

Q: How many hours of battery does the light have before a charge is needed?

A: The Lumi light can last up to 1-2 months once fully charged depending on frequency.

Q: What does an orange face mean when displayed as a result?

A: This result means the request the profile reader could not accurately find the key. If this result happens again then the particular key profile is not currently in our system. Additions to our key profile database occur periodically so remember to check back for this profile.

Q: What does a red frown face mean when displayed as a result?

A: This result means the request may have timed out, or the key profile cannot be matched with the current photos, causing an error in our system. Trying to recapture 4 photos of the key could alleviate this.

Q: How do I plug in my Ilco hook, tower, and pricing locations?

A: You can add your Ilco hook and tower locations, and pricing inside the MYKEYS Pro app. In the catalog you will choose the “User Collections” option to import the Ilco collections files.

Q: How do I input my business’s custom hook, tower and pricing locations?

A: Yes, you can add your own hook locations, and pricing for your business inside the MYKEYS Pro app. In the catalog you will choose the “User Collections” option to import new collections files. You can also create new collections in this menu.

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FAQS

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Q: How much lighting do I need for an accurate profile reading of my key?

A: A small lamp and a white background is enough to get an accurate reading of the key profile. The Lumi comes with a magnetic LED light that gives the best conditions for scanning the key. Too much background light from windows or extra light can hinder the reading.

Q: Does the profile reader only identify cut keys?

A: The Profile Reader identifies cut keys as well as uncut key blanks.

Q: If I already have my keys pro premium subscription will my account be updated to include the special combo offer of profile reader?

A: All current MYKEYS Pro premium users will be able to have access to the profile reader special combo for one year until beginning of June 2025. After June 2025 the Profile Reader will be separate option outside of the premium subscription.



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