

Important! Read This Before Installing Your Genericode Program!

Genericode 19 will install to the C:\Gcode 19 folder. If you instruct the installation to place the files in a different location, your desktop & program menu shortcuts will need to be modified. You do not need to uninstall previous versions of the program for proper operation. Be sure that you click the correct desktop icon (Genericode 19) if you do have other versions on your computer. Version 19 is compatible with Windows Vista, 7, 8 and 10. We have not tested Version 19 on earlier versions of windows nor will support be available if the program is installed on operating systems prior to Vista. Please note, 2014 was the last year we were able to fully support Windows Xp installations. Microsoft discontinued support for Xp in 2013 and we can no longer guarantee 100% compatibility.

INSTALLING THE PROGRAM: If you purchased the USB or CD-ROM version, insert it into your drive or USB port. If the install dialog does not start automatically within 30 seconds of you inserting the media, you will have to manually start the installation. To install Genericode Me, click on the Start button, and select "Run...". In the dialog box, type D:SETUP19 (Locksmith Version) or D:SETUP19A (Automotive Version). Replace D: with your CD-ROM or USB drive letter if different and click OK. The program will self-install. Accept all default directories for easiest operation. If you downloaded the program, simply run the "Setup19.exe" file (or Setup19A.exe for automotive) and the program will begin to install.

FIRST TIME RUN PROMPT: See page 2 for detailed instructions on the first time Gcode is run. Every program will require validation, three unlock codes are included with your CD, USB or download instructions. Additional codes may be purchased if needed. For proper operation with electronic key machines it is imperative that you follow the instructions properly. Also, if you have custom data stored in an earlier version of Gcode you must follow the on screen prompts carefully. If the install is on a new computer or you do not have any custom information stored in an earlier version simply answer "No" at the first prompt and validate the program.

ADDITIONAL FILES ON THE CD-ROM: The owners' manual is include in pdf format as well as our catalog.

WARRANTY ON MEDIA

CD and USB media are warranted for a period of 30 days from date of delivery; a replacement fee of \$25 plus shipping will be charged for replacement beyond the 30-day period. Please store your media in a safe place!

AUTOMATIC UPDATES

This year we will continue with our automatic update feature which will be turned on when you install the program. Each time you run Gcode 19 the program will check with our server to see if there are any updates. You may disable this check in the Application Setup section by clicking "No" next to "Check For Updates. **If you are having difficulty during the update procedure, right click on the desktop icon and select "Run As Administrator". Your program should then update properly.**

Tech support for Genericode can be found on our website or by calling us at 989-354-5623. Do not call for tech support if you are not in front of your computer & have the computer powered up. When you call, you will need to tell us the following:

- Version number (found at the top left of the screen)
- We will need your customer information that the program is registered under
- A detailed description of the error or problem. If you are calling in to report an error, **be sure to have the error on the screen & be in front of your computer. If your computer is not on & running at the time of your call, we will ask that you call back when it is ready.**

REMOTE TECH SUPPORT: A useful way to assist you with tech support issues is a service called Team Viewer. In addition to the Gcode 19 icon we will also place a TeamViewer icon on your desktop. If you are having issues with installation or operation of Genericode we can remote in and assist you, simply double click on the TeamViewer icon and have your nine digit ID and four digit passcode on the screen. If the TeamViewer icon is not available on your desktop simply visit www.framon.com and click on the TeamViewer icon at the top of the screen. When prompted, click "Run". This will initiate a remote support session; simply call us at 989-354-5623 and give us the information on the screen and we will be able to remotely connect to your computer. You must authorize us to do so, and when the "session" is over we will have no control or ability to view your system. This feature is optional for tech support but can solve many issues quickly.

WINDOWS VISTA, 7, 8 AND 10 INSTALLATIONS

Due to the variance in security settings on newer Windows operating systems, you may see a window that states “This program may not have installed correctly” near the end of the installation. In all test cases the program is installed properly, and to verify that simply run the program and run a test code. Once you view the key data this should assure you that the program is working properly.

There is a “program” that runs from inside of Genericode called “pinrite.exe”. Again, depending on your security settings, you may see a window warning you that the program is trying to run. Be sure to allow the program to run if you want to use the Cylinder Pinning Chart program.

First Time Run Of Genericode

With your Genericode program you have been furnished with three Web Validation codes that will work with three computers (must be connected to the internet) one time only (each code valid for one activation). **If you need additional codes, please continue to page 3** before contacting us by phone as the unlock process is different after the first computer. Additional unlock codes may be available for \$10 each at our discretion.

Before continuing, install the program on the computer by running the Setup program. After installation, double click the Gcode 19 icon to start the program.

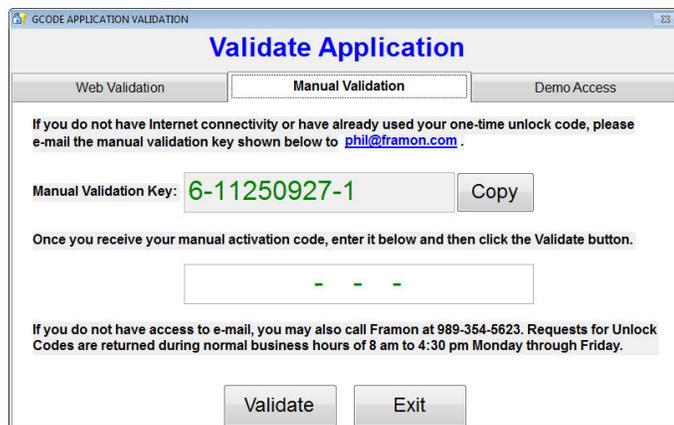
Validating Your Program With Furnished Web Validation Code

The first screen you will see will look like this:



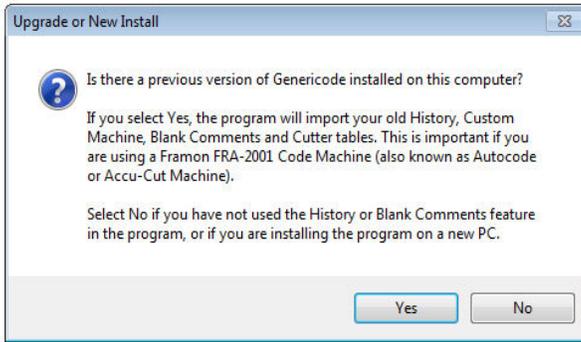
If you have an internet connection on this computer and have not used your Web Validation code yet, you can type it in the box and click “Validate”. After a brief delay you should see a message showing the program is registered; you will not need the unlock code again and your program should go to the next prompt regarding upgrading and machine selection.

MANUAL VALIDATION – IF YOU HAVE USED YOUR WEB VALIDATION CODE OR DO NOT HAVE INTERNET ACCESS (Charges will apply)

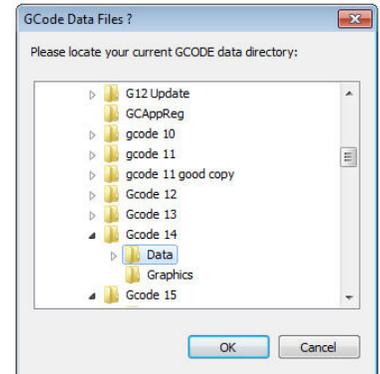


If you do not have an internet connection or have already used your Web Validation codes, click the “Manual Validation” tab at the top right of the screen. Copy the Manual Validation Key using the Copy button and paste it into the body of an e-mail. If you have Outlook for an e-mail client on this computer you can also click the link to e-mail phil@framon.com and the information will already be included. Send the e-mail as instructed (be sure to include company name and address) and we will reply with an unlock code that you will enter in the bottom boxes on the application. Once validated you will go on to the next prompt.

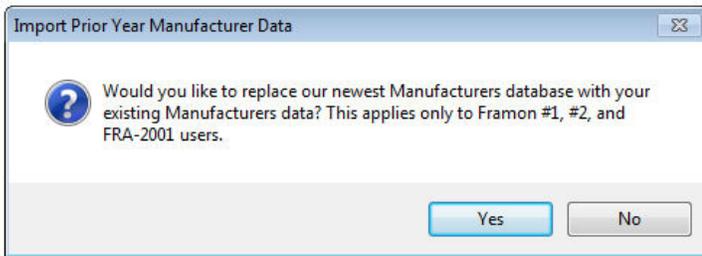
Next, you will see the screen below regarding upgrading:



If you do not have any custom information stored in a previous version of Gcode and are not using a Framon FRA-2001 code machine, simply click “No” and you will go on to the electronic machine selection page.



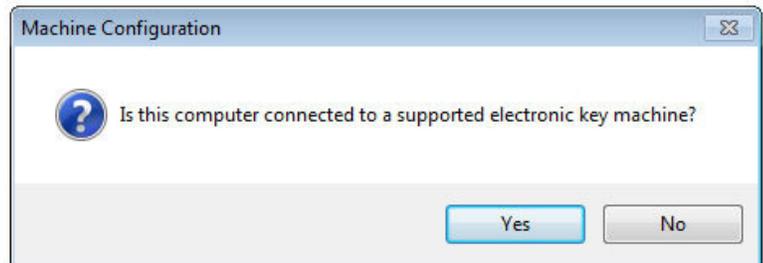
If you have custom blank comments, history files, or are using a Framon FRA-2001 machine click Yes at this screen. You will be prompted to identify the folder that has your information in it. [You must select the “DATA” folder which is inside the primary Gcode folder](#) – for instance, you would highlight the Data folder in the Gcode 14 folder if you were last using Gcode 14. Once you have selected the proper folder Gcode will import your data.



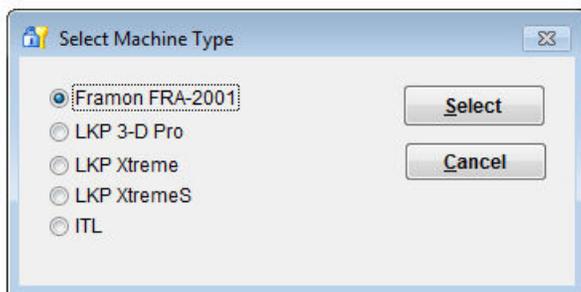
If you are using a Framon key machine and have added custom data to the Manufacturers section, Gcode next give you the option to keep your old files or simply use our latest version. If you added custom records or modified depths & spaces in the Manufacturer section clicking Yes at this screen will bring the data along into V19.

Pairing Gcode With Electronic Key Machines (Step Will Be Skipped If You Answer Yes At Upgrade/Install Screen)

Gcode communicates with ITL, Laser Key Products and Framon electronic key machines. These include the ITL 950 and 9000, LKP 3-D Pro, Xtreme, Xtreme-S, Elite, and Framon FRA-2001. If you have the computer that Gcode is installed on connected to one of the machines listed above, click “Yes” at this prompt. Clicking No will take you to the main menu of the program.

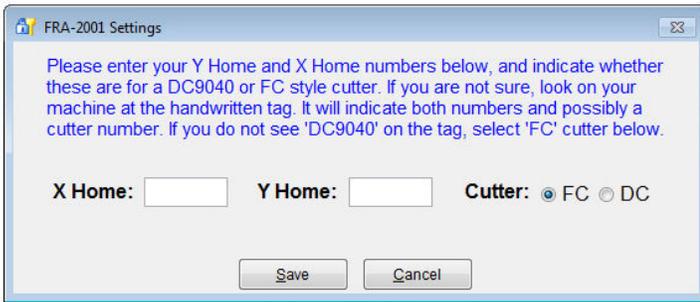


Select Machine Type



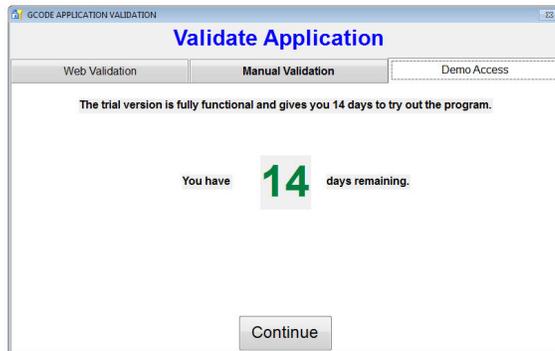
Select your key machine from the list of possibilities at the left. Selecting FRA-2001 will bring up an additional dialog below. Selecting an LKP machine will run a “pairing” program to allow Gcode to see the machine. If you select ITL you should go to the Application Setup section on the main menu and set your COM Port and baud rate.

Framon FRA-2001 Settings



If you use an FRA-2001 machine, it is imperative that you set your machine properly before using it. Follow the instructions on this page carefully and click “Save”. Your FRA-2001 should be ready to cut keys once you click “Save” and are at the main menu of the program.

Demo Version



We do offer a Demo Version of Gcode. If you would like to try Gcode for 14 days you may enable the demo version which is a fully functional version of the program. Once the 14-day trial period is over you will be required to register/purchase the program for further functionality.

New Genericode Terms Of Use / Support Beginning January 2017

Due to high demand for tech support for a vast amount of operating systems and older versions of the program dating back to 2002, Framon has implemented the following policies regarding our Genericode and Autocode key code software beginning January of 2017:

Free tech support for Genericode will continue as it has in the past for the most recent three versions of the program. This means that with Version 19, free tech support will be available for Versions 17 and higher. If you have an older version of Genericode and need tech support there will be a per incident charge. We will also have a tech support website where common questions can be answered easily at no charge.

While we have never required our owners to update every year or buy “middle updates” if a year is skipped (unique to Genericode only), we cannot continue to support older programs as new operating systems arise. Also, beginning with Version 17 we will be limiting the number of installations of the program. Previously the program could be installed on all computers in one location. You will be able to install the program on three unique computers in one location. Additional installations above three will incur a \$10 per installation charge.

If you have any questions regarding our revised terms of use please feel free to contact us:

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